EDSTART
STAFF HANDBOOK

Welcome to EDSTART. This handbook explains how to complete your induction, prepare for work in schools and maintain our day-to-day coaching standards. Read it with your Area Manager and keep it available throughout your employment.

Before you begin work, the induction process should leave you ready to start in full uniform, with the required training complete, your ID badge printed and your coach folder prepared. Raise anything that is missing with your Area Manager before your first session.

USING THIS HANDBOOK

This handbook supports the induction checklist. It should be read alongside your employment contract, the employment policies included later in this handbook and the current policies provided during induction. Your contract and the relevant policies contain the detailed employment terms and procedures.

Your Area Manager will introduce EDSTART's background and structure, culture and values, key business activities and future development plans. Use this meeting to understand your role, who supports you and how your work contributes to the organisation.

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JOINING EDSTART

STAGE ONE CHECKS ACCESS AND COURSES

Stage One covers your DBS check, access to EDSTART systems and required training. Your Area Manager will arrange the date for Stage Two and record progress on the induction checklist.

CHECKS AND PERSONAL DOCUMENTS

Complete the DBS check as arranged by EDSTART. Provide the documents requested for your induction so the necessary checks and records can be completed. The checklist asks for copies of:

- Your passport.
- Your driving licence, where applicable.
- Your National Insurance number.
- Your education certificates.

Ask your Area Manager how to provide these documents securely. Tell them promptly if a document is unavailable so they can explain the next step.

EMAIL AND CURRICULUM ACCESS

Your EDSTART email account and curriculum portal access should be set up during Stage One. Check that you can sign in and ask for help with any access problem.

Every coach must have curriculum access, including coaches who do not deliver PE. The portal also holds documents you may need for your role. Your Area Manager will show you where these are stored.

REQUIRED TRAINING

- Safeguarding.
- First Aid.
- Anaphylaxis and Allergens training, listed on the induction checklist as Benedict's Law.

Complete the assigned courses before you start work. Record the completion dates on the checklist and provide the required evidence. Tell your Area Manager if you have not received access to a course or cannot complete it.

ID BADGE

Send the requested headshot in time for your ID badge to be printed and available at Stage Two. Check that the details are correct when you receive it.

ORGANISATION AND ROLE INDUCTION

STAGE TWO YOUR INDUCTION MEETING

Stage Two introduces the organisation, your role and the procedures you need to follow. Work through the induction checklist with your Area Manager so that every item is covered and any outstanding action is recorded.

WHAT YOUR MANAGER WILL EXPLAIN

- EDSTART's background, structure, culture, values and development plans.
- Health, hygiene and safety procedures.
- Annual leave and other leave, attendance, working time and probation.
- Confidentiality, GDPR and responsibilities when handling information.
- Your role, core competencies and the standards used to review your performance.
- Social media responsibilities and the key colleagues you will work with.

DOCUMENTS AND EQUIPMENT TO RECEIVE

During induction you should receive the handbook, uniform form, payroll form, holiday application form and coach folder. Complete the relevant forms and return them as directed. Check your uniform requirements with your Area Manager before your first day.

DOCUMENTS TO READ AND SIGN

- Keeping Children Safe in Education, as provided for your role.
- The CPD Agreement.
- Expectations and Standards.

Read each document carefully and ask about anything you do not understand before signing. Record the dates on the induction checklist and return the signed documents for central filing.

UNDERSTANDING YOUR ROLE

Before leaving the induction meeting, make sure you understand your work arrangements, who to contact for support and what preparation is expected before a school visit. Your manager should introduce the coaching tools available, including plans, certificates and stickers.

WORKING IN SCHOOLS

READY FOR YOUR FIRST DAY

Check your readiness with your Area Manager before you start. Required courses should be complete, your uniform available, your ID badge printed and your coach folder completed. If anything is missing, contact your Area Manager so it can be resolved before work begins.

UNIFORM AND IDENTIFICATION

Wear full EDSTART uniform, including black trainers and black socks. Wear your lanyard while in school. Keep your ID badge available and follow the school's arrival and visitor arrangements.

YOUR COACH FOLDER

Bring your completed coach folder to every school, including your DBS documentation as required by the induction process. Keep the folder organised and available when needed, while protecting personal information from unauthorised access.

Ask your Area Manager to check the folder during induction and explain which documents need to be kept current. Report any missing or outdated items promptly.

LESSON PREPARATION AND DELIVERY

Use the curriculum portal and the plans and coaching tools introduced during induction to prepare for your sessions. Have the resources you need ready before teaching begins.

Use a whiteboard in every lesson to share the success criteria. Make clear what pupils are working towards and use the agreed EDSTART expectations and standards to guide your delivery.

SCHOOL PROCEDURES AND SUPPORT

Make sure you understand the school's health, safety and safeguarding arrangements and who to contact if a concern arises. Ask your Area Manager or school contact for clarification whenever you are unsure of a local procedure.

EMPLOYMENT POLICIES AND CONDUCT

YOUR EMPLOYMENT ARRANGEMENTS

Your induction includes an explanation of attendance, working time, probation and leave. Refer to your employment contract and the relevant employment policies for the terms that apply to you. Raise any uncertainty with your Area Manager.

ATTENDANCE AND WORKING TIME

Confirm your working arrangements and the reporting procedure for absence or lateness during induction. Follow the agreed arrangements and contact your manager promptly if a problem may affect your attendance or your ability to deliver a session.

LEAVE AND PAYROLL

Complete the payroll form accurately and return it as instructed. Check with your Area Manager if you have a pay or payroll query. Use the holiday application form or the current leave request process explained to you and confirm approval before making arrangements that depend on leave being granted.

HEALTH HYGIENE AND SAFETY

Follow the health, hygiene and safety procedures explained at induction and those that apply at each school. Make sure you know the relevant emergency arrangements and how to report an accident, hazard or concern. Ask for support if you are unsure how to carry out an activity safely.

CONFIDENTIALITY AND INFORMATION

Handle information about colleagues, pupils, schools and the business in line with the confidentiality and GDPR procedures explained during induction. Use the storage and sharing arrangements approved by EDSTART and limit access to those who need the information for their work.

Keep accounts and documents secure. Ask your Area Manager before using a personal account, device or cloud storage for work records, especially documents containing personal information.

PROFESSIONAL CONDUCT AND SOCIAL MEDIA

Read and sign Expectations and Standards and follow the conduct requirements explained during induction. Treat pupils, school staff, colleagues and families respectfully. Follow the organisation's social media procedures and seek guidance before sharing work-related information or images.

For detailed procedures on concerns, grievances, discipline, equality and other employment matters, consult the employment policies included later in this handbook and current policies or speak to your Area Manager.

DEVELOPMENT AND RECORD KEEPING

LEARNING AND DEVELOPMENT

Your induction should explain the internal development opportunities and support available to you. Read the CPD Agreement before signing it and ask your Area Manager how development activities will be arranged and recorded.

PERFORMANCE AND PROGRESS

Your manager will introduce the core and role-specific competencies against which your performance will be reviewed. Agree a regular schedule for reviewing progress, discussing feedback and identifying any further training or support.

Use these discussions to raise questions about planning, delivery, professional standards or school arrangements. Make sure you understand any actions agreed and when they will be reviewed.

WHERE TO FIND DOCUMENTS

Your Area Manager will provide the forms and policies you need. All coaches must also have curriculum portal access because documents relevant to their work are stored there, including for those who do not deliver PE.

COMPLETING THE INDUCTION RECORD

Use the induction checklist throughout the process so nothing is missed. Record course completion dates, the Stage Two date, the dates documents were read and signed, and any action still outstanding. Check the completed record with your Area Manager.

KEEPING RECORDS CURRENT

Tell your Area Manager about changes affecting your records, access or readiness to work. Area Managers are responsible for ensuring the Single Central Record is updated and shared with the relevant schools and the admin email when a new member of staff starts.

INDUCTION COMPLETION

FINAL READINESS CHECK

Work through the original induction checklist with your Area Manager. Use the summary below as a final check before confirming completion.

- DBS check completed and required personal documents provided.
- EDSTART email and curriculum portal access working.
- Safeguarding, First Aid, and Anaphylaxis and Allergens courses completed and dates recorded.
- Full uniform available, including black trainers and black socks.
- ID badge printed and lanyard available.
- Coach folder completed and ready to take to each school.
- Handbook and relevant forms received and explained.
- Keeping Children Safe in Education, CPD Agreement, and Expectations and Standards read and signed.
- Role expectations, school arrangements and review schedule understood.

STAFF ACKNOWLEDGEMENT

I confirm that I have read this handbook and discussed the induction requirements with my Area Manager. I know where to find the relevant documents and who to contact if I need clarification or support.

Employee:

Employee Signature Date

Area Manager

Area Manager Signature Date

Record any outstanding actions on the induction checklist and resolve them before confirming that induction is complete.

JOINING OUR ORGANISATION

JOB DESCRIPTION

Amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

STAFF APPRAISAL SCHEME

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volumes of work are always subject to change.

MOBILITY

Although you are usually employed at one particular site, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.

DISCLOSURE AND BARRING CERTIFICATE(S)

It is a condition of your employment that you have a satisfactory enhanced Disclosure and Barring Certificate. If such a certificate is not supplied, or if when it is received, it is not deemed suitable to us, your employment will be terminated.

During your employment with us you will be asked to submit to further checks and if any such check contains information which we feel is not acceptable, your employment with us may be terminated.

If you are arrested, investigated or charged with any offence, including any traffic offences, at any time either before or during your employment with us, you must report such occurrences to your line manager. We will then discuss the implications with you before making any decision as to whether or not to terminate your employment. During such time we are considering the impact of the offences we may decide to place you on suspension with contractual pay.

We will comply with the relevant Codes of Practice regarding the appropriate storage, use retention and disposal of any disclosures and the information contained in such and also any information regarding any offences of which you may be accused or charged with which you disclose to us personally.

All such information will be kept in secure locked containers. We will ensure that such information is not kept on your employee file and is only seen by authorised and relevant people. Such information will only be used for the purpose for which it was requested. All staff that have authorisation to access such information will be fully aware of the implications of discussing or passing any such information to any unauthorised person and that to do so would be regarded as both a criminal offence and also an internal disciplinary offence.

We will keep a permanent record of the unique disclosure reference number, type of disclosure requested, name of the person to whom it refers and their job role. We will, however, only keep details of other information contained in any disclosure for as long as is necessary to make a decision on any impact it could have on employment, or continued employment, of the individual, including any time needed to resolve any disputes or complaints. If we need to keep such information for a protracted period of time, we will seek further guidance, if necessary, from the Disclosure and Barring Service.

When the documents are no longer needed to be retained, we will destroy them by a secure method e.g. shredding, burning, pulping etc. so that they cannot be obtained by any other person.

The organisation supports the children within our care and protects them from maltreatment and has robust procedures in place to prevent the impairment of children's health and development. The Organisation will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

All employees are to familiarise themselves with our Child Protection Policy which is produced with adherence to statutory guidance provided by the Department for Education on the application of the Childcare (Disqualification) Regulations 2009 and related obligations under the Keeping Children safe in Education (KCSIE), the Early Years Foundation Stage (EYFS) and in Working Together to Safeguard Children. It is every employee's responsibility to notify the organisation immediately if they are residing in the same household as anybody convicted of a criminal offence.

THE ORGANISATIONS REGULATORY STANDARDS

Employment is based on the condition that you adhere fully to any regulation as determined by OFSTED. You are required to read the Early Years Foundation Stage booklet and ensure that you are aware of the requirements.

As we are registered with OFSTED, we are bound by their guidelines and regulations and subsequently an OFSTED Inspector may attend the Organisation at any time to ensure that we are compliant with these standards.

CONVICTIONS AND OFFENCES



During your employment, you are required to immediately report to the Company any convictions or offences with which you are charged, including traffic offences. Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on to you, why we hold it and the lawful basis that applies in the employee privacy notice.

OTHER POLICIES AND PROCEDURES

The Company has several other policies and procedures that will have been explained to you during your induction. Copies of these will have been provided to you separately or are available on request from the office.

INFORMATION FOR APPRENTICES

TIME OFF FOR LEARNING

As an apprentice, you have joined the Company for a fixed period during which you will receive training from the Company in the skill/trade/occupation specified in your Apprenticeship Agreement. The Company will permit you time off during working hours to undertake your studies at your place of learning. You may be requested to provide proof of your required attendance at your place of learning.

Where applicable, you will also be permitted time off to attend examinations (this includes all examinations/tests that are required by your course). You will be expected to attend work both before and after examinations where this is reasonably required by your Line Manager. You may be required to undertake workplace assessments where it is a requirement of your apprenticeship that you do so. The conditions attached to attendance/performance in these examinations and/or assessments are set out in your Apprenticeship Agreement. Alternatively, your learning will take place on the job.

You are expected to use annual leave to cover any time off you may require during working time for examination revision.

EXAMINATIONS AND ASSESSMENTS

As the Company is investing in your learning, you are expected to apply due diligence in your examinations and/or assessments to perform at the required level. The conditions attached to your attendance and performance in those examinations and/or assessments is set out in your Apprenticeship Agreement. Failure to meet those standards is likely to result in the termination of your Apprenticeship Agreement.

You are required to provide notification to your Line Manager of the date/time of any examinations or assessments within two working days of your being informed that an examination would take place. If the date subsequently changes, or the examination or assessment is cancelled for any reason, you are required to inform your Line Manager at the earliest opportunity, and in all circumstances, before the examination or assessment was due to take place. If upon attendance for an examination or assessment, you are informed that it will not take place, you must contact your Line Manager immediately and attend work, unless instructed otherwise by your Line Manager.

You are subsequently required to provide notification of your examination results to your Line Manager at the soonest possible opportunity. Photocopies of hard copy results will be taken. If you are informed by e-mail, you must forward the e-mail to your Line Manager, and this e-mail will be stored.

COMMUNICATION WITH LEARNING PROVIDER

Where necessary, the Company will undertake communications with your learning provider regarding, amongst other matters which may arise, your performance.



SALARIES AND WAGES, ETC

ADMINISTRATION

Payment

a) All employees are paid monthly on or before the 15th of the month.

b) You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

c) Any pay queries that you may have should be raised with your Area Manager.

OVERPAYMENTS

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

INCOME TAX AND NATIONAL INSURANCE

At the end of each tax year, you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

LATENESS/ABSENTEEISM

You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your area of work.

All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.

If you are hourly paid and you "clock in" more than four minutes late (e.g. at 8.05 am) you will lose 15 minutes' pay. If you "clock in" more than 19 minutes late (e.g. at 8.20 am) you will lose 30 minutes' pay and so on.
Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

SHORTAGE OF WORK

In the event that the Company is faced with a shortage of work, or is unable to provide you with work for any other reason, then you agree that the Company may temporarily:

a) place you on short-time working, in which case you will be paid for those hours worked; or

b) lay you off from work, in which case you will be paid in accordance with the statutory guarantee pay provisions in place at that time; or

c) designate you as a furloughed (or similar) worker, in accordance with the terms of any Government furlough (or similar) scheme in place from time to time, in which case during such period, if required, you agree to a reduction in your hours or will cease to carry out any work for the Company. (For this purpose, you agree that the Company may adjust your hours, salary and benefits by an appropriate amount to reflect the needs of the business at that time and ensure that it receives reimbursement of salary and benefits under the said scheme to the fullest extent possible).

The entirety of this section entitled “Shortage of work” forms part of your contractual terms and conditions.

PENSION SCHEME

We currently have a contributory pension scheme that you will be able to join on the completion of your probation period (subject to the conditions of the scheme). Further details are available separately.

HOLIDAY ENTITLEMENT AND CONDITIONS

ANNUAL HOLIDAYS

Your annual holiday entitlement is shown in your individual Statement of Main Terms of Employment (Form SMT).

It is our policy to encourage you to take all your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.

Please use the Holiday Request from and email to your Area Manager,

Holiday dates will normally be allocated on a "first come - first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

Once you have registered your holiday request online, you will receive an e-mail from your Line Manager authorising or declining your request. If you feel that your request has been unreasonably refused for any reason you should refer the matter to your Line Manager. They will endeavour to ensure that you have every opportunity to take your holidays at the time you request them, but they will need to balance your requests with the needs of the department.

You should give at least four weeks' notice of your intention to take holidays. You may not normally take more than two working weeks consecutively. Any holiday entitlement is to be taken outside of term time.

You are required to reserve sufficient days from your annual entitlement to cover the Christmas/New Year shut-down period. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence.

Payment for holidays will be at the rate shown in your individual Statement of Main Terms of Employment.

PUBLIC/BANK HOLIDAYS

Your entitlement to public/bank holidays is shown in your individual Statement of Main Terms of Employment.

SICKNESS/INJURY PAYMENTS AND CONDITIONS

NOTIFICATION OF INCAPACITY FOR WORK

You must notify us by telephone on the first day of incapacity at the earliest possible opportunity and by no later than 7.30am. Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally to your Area Manager. If your Line Manager is unavailable, you should make every attempt to contact other members of the Management Team.

You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a medical certificate.

If your incapacity extends to more than seven calendar days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

EVIDENCE OF INCAPACITY

Medical certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.

If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive medical certificates to cover the whole of your absence.

PAYMENTS

You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated as wages and is subject to normal deductions.

Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.

Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and

up to, but not exceeding, any amount paid by us.

RETURN TO WORK

You should notify your Line Manager as soon as you know on which day you will be returning to work if this differs from the date of return previously notified.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager.

Upon returning to work after any period of sickness/injury absence, you may be required to attend a "return to work" interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with the strictest confidence.

GENERAL

Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of several reasons for absence and although it is understandable that if you are sick, you may need time off, continual or repeated absence through sickness may not be acceptable to us.

In deciding whether your absence is acceptable or not we will consider the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken. In addition, we will take a serious view if you are found to be undertaking any activity during sickness absence which we reasonably believe is inconsistent with being incapable of work at that time despite the presence of an illness, injury or medical condition. Disciplinary action will be taken in this instance.

If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined by our Occupational Health Specialists, Health Assured Limited.



SAFEGUARDS

RIGHTS OF SEARCH

Although we do not have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business, we would ask all employees to assist us in this matter should we feel that such a search is necessary.

Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.

We reserve the right to call in the police at any stage.

CONFIDENTIALITY

All information that:

a) is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;

b) relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and

c) has not been made public by, or with our authority;

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.

You are to exercise reasonable care to keep safe all documentary or other material containing confidential information and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

You must make yourself aware of our policies on data protection in relation to personal data and always ensure compliance with them.

DATA PROTECTION

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulate our use of your personal data. As an employer, it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants and employees.



You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all Company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

COMPANY PROPERTY AND COPYRIGHT

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

INVENTIONS/DISCOVERIES

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

a) in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;

b) outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and

c) during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

VIRUS PROTECTION PROCEDURES

In order to prevent the introduction of virus contamination into the software system, the following must be observed:

a) unauthorised software including public domain software, USBs, external hard drives, CDs or internet downloads must not be used; and

b) all software must be virus checked using standard testing procedures before being used.

USE OF COMPUTER EQUIPMENT



To control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:

a) the introduction of new software must first of all be checked and authorised by your Line Manager before general use will be permitted;

b) only authorised staff should have access to the Company's computer equipment;

c) only authorised software may be used on any of the Company's computer equipment;

d) only software that is used for business applications may be used;

e) no software may be brought onto or taken from the Company's premises without prior authorisation;

f) unauthorised access to the computer facility will result in disciplinary action; and

g) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action; such actions could lead to dismissal.

E-MAIL AND INTERNET POLICY

INTRODUCTION

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and e-mail within the Company. The internet and e-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we can utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

INTERNET

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet have meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

PROCEDURES – ACCEPTABLE/UNACCEPTABLE USE

Unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.

The internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:

a) comply with all of our internet standards;

b) access during working hours should be for business use only; and

c) private use of the internet should be used outside of your normal working hours.

The Company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:



a) accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;

b) non-compliance of our social networking policy;

c) connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material; or

d) engaging in computer hacking and other related activities or attempting to disable or compromise security of information contained on the Company's computers.

You are reminded that such activities (c and d) may constitute a criminal offence.

E-MAIL

The use of the e-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the e-mail system.

PROCEDURES - AUTHORISED USE

Unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.

The e-mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the e-mail system should give particular attention to the following points:

a) all comply with Company communication standards;

b) e-mail messages and copies should only be sent to those for whom they are particularly relevant;

c) e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;

d) if the e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and

e) offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.

The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

a) any messages that could constitute bullying, harassment or other detriment;



b) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);

c) on-line gambling;

d) accessing or transmitting pornography;

e) transmitting copyright information and/or any software available to the user; or

f) posting confidential information about other employees, the Company or its clients or suppliers.

MONITORING

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on to you, why we hold it and the lawful basis that applies in the employee privacy notice.

USE OF SOCIAL NETWORKING SITES

Social media can be a very powerful tool and as a Company, we want to embrace its use. We use social media to make our clients aware of promotions and other relevant information and to ensure we maintain a professional relationship with our clients. You should not add or accept “friend requests” from our clients on your private social media accounts.

Therefore, any work-related issue or material that could identify an individual who is a client or a work colleague, which could adversely affect the Company, a client or a work colleague or our relationship with any such person or organisation must not be placed on your private social network accounts. This means that work-related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

Any work content or material, or contacts or connections list, created by the Employee during the course of their employment, on any of their authorised social networking sites (ownership of which vests in the Company) shall remain, at all times, the property of the Company. Accordingly, upon termination of your employment, you shall hand over to the Company, the access rights to your accounts, together with any work content or material, and any contacts or connections list.

KEYHOLDING/ALARM SETTING

If you are an allocated key holder, you must ensure that all procedures and guidelines are followed when securing the building prior to leaving. The keys and any security measure such as alarm codes

must be always kept safe. You must not give the keys or alarm code to any third party unless authorisation is obtained from your Line Manager. Any loss or damage caused because of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal. We also reserve the right to deduct the cost of any loss, repair or replacement from any monies owing to you.

Any breaches or security issues including the loss or theft of keys must be reported immediately to your Area Manager.

To satisfy the requirements of our insurers and to protect us from fire and theft, you must secure all properties and premises when unattended. The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure and alarms are set accordingly.

STANDARDS

During your Induction Process you will be asked to read and sign the Expectation and Standards Document.

STANDARDS OF DRESS

When working for us, you are representing the Organisation, and as such clients, customers, members of the public and other persons will judge our Organisation on how you present yourself and how you behave.

It is, therefore, important that all our employees take care with their personal hygiene and always grooming. Clothes appropriate to your job role must be always worn whilst at work.

Where items of uniform that are provided, you must wear these whilst at work and they should be clean and tidy.

If you are issued with items of Personal Protective Equipment, then these must be always worn as appropriate or as instructed. Your failure to do so will be treated as a serious matter and may lead to disciplinary action.

HEALTH, SAFETY, WELFARE AND HYGIENE

SAFETY

You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

You must not take any action that could threaten the health or safety of yourself, other employees, clients or members of the public.

Protective wear and other equipment that may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

You should report all accidents and injuries at work, no matter how minor, in the accident book and to your Line Manager.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

ALCOHOL & DRUGS POLICY

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and dependent on the circumstances, this may lead to your dismissal.

NO SMOKING POLICY

Smoking on the premises is not permitted. You are under no circumstances permitted to smoke on client premises. You may only smoke during authorised breaks. You may only smoke in the designated smoking area. All litter should be placed in the bins provided. You must wash your hands prior to restarting work after any break. If you wish to smoke, you are required to cover/change out of your uniform to do so. This includes the use of e-cigarettes.

HYGIENE

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

PERSONAL HYGIENE

Your highest attention to your own personal hygiene is always requested, as you work in proximity with our clients and customers.

ACCIDENT REPORTING

Any accident or incident at work, no matter how small, should be detailed in the Accident Book, in accordance with Organisation guidelines. It is important that all accidents are recorded as the entries will be monitored by the Organisation so that we can take all necessary steps to ensure that all our employees and any visitors to our premises are as safe as possible from the risk of harm.

More serious accidents, and any accident to a visitor on our premises, should also be brought to the attention of your line manager as soon as possible.

FITNESS FOR WORK

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

MANUAL HANDLING

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

GENERAL TERMS AND PROCEDURES

CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and contact you in an emergency, if necessary, outside normal working hours.

OTHER EMPLOYMENT

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

PRIVATE WORK

You are forbidden from undertaking any private work without authorisation from the Company. You will not be allowed to undertake any work which could otherwise have been undertaken by the Company. In the event of you being approached to undertake such work you must report the approach to your Line Manager.

TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of your Line Manager and will normally be without pay.

MATERNITY/PATERNITY/ADOPTION LEAVE AND PAY

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes, you should notify your Line Manager at an early stage so that your entitlements and obligations can be explained to you.

PARENTAL/SHARED PARENTAL LEAVE

If you are entitled to take parental leave or shared parental leave in respect of the current statutory provisions, you should discuss your needs with your Line Manager who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

TIME OFF FOR DEPENDANTS

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with your Line Manager who, if appropriate, will agree the necessary time off.

BEREAVEMENT LEAVE

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with your Line Manager and agree appropriate time off.

JURY SERVICE

If you are required to undertake jury service or to attend court, you must advise your Line Manager in order that the necessary arrangements for your work can be made. You are normally eligible for loss of earnings, travel and subsistence allowances. You will be permitted reasonable time off to carry out such public duty, but you should not volunteer for jury service beyond 14 days without referral and permission from your Line Manager.

EMPLOYEES' PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and not to leave any items overnight. Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

PARKING

Where parking facilities have been made available to you on our premises you must ensure that you observe all our traffic requirements e.g. speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles; however, it may be caused.

FRIENDS AND RELATIVES CONTACT / TELEPHONE CALLS / MOBILE PHONES

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Personal telephone calls, both incoming and outgoing are only allowed in the case of an emergency. Permission to make outgoing personal calls should be sought from your Line Manager. Personal mobile phones should be switched off during working hours.

COMPANY TOOLS/EQUIPMENT

The Company provides the tools and/or equipment necessary to carry out your duties. You should keep these in good repair and take all reasonable steps to ensure that they are always secure. You

must report any lost, damaged or mislaid tools and/or equipment to your Line Manager. You must return all Company tools and/or equipment upon termination of employment by either party. Failure to return any tools and/or equipment, or any loss or damage suffered because of your negligence, will result in a deduction to cover the cost of the tools and/or equipment being made from monies due to you.

BUYING OR SELLING OF GOODS

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

COLLECTIONS FROM EMPLOYEES

Unless specific authorisation is given by your Line Manager, no collections of any kind are allowed on our premises.

CLIENT RELATIONS

Our business involves the provision of services to clients and some of our employees are employed to perform work on behalf of those clients, sometimes on the client's own premises. Due to this relationship, our clients may, on rare occasions, require that such an employee be removed from a job in accordance with their contract with us. In such circumstances, we will investigate the reasons for such requests. However, if our client maintains their stance, we will then take all reasonable steps to ensure that alternative work is provided. If this is not possible, we may have no alternative but to terminate such an individual's employment. This procedure is separate from any concurrent disciplinary matter that may need to be addressed.

BEHAVIOUR AT WORK

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action. You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs. Any involvement in activities which could be construed as being in competition with us is not allowed.

BEHAVIOUR OUTSIDE OF WORK

The Company recognises the importance of work/life balance. However, owing to the nature of the business, the company insists on employing staff of the highest integrity, we expect you to maintain these standards outside of working hours. Activities that result in adverse publicity to us, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

ADVERSE WEATHER/TRAVEL ARRANGEMENT DISRUPTION

Every reasonable effort should be made to attend work in accordance with your contract. If you are unable to attend work owing to inclement weather conditions and/or severe disruption to your travel arrangements, you should report your absence through the normal absence reporting procedures. Your absence will be unpaid unless you have sufficient annual leave in which case you may request to use this. Alternatively, you may be able to work additional hours to compensate for the lost hours at the sole discretion of the management and subject to availability.

VIDEO CAMERAS (INCLUDING MOBILE PHONES/DEVICES)

No photographs may be taken on our premises or of any child or parent without express permission from your line manager. Photographs may only be taken with the Organisation camera when authorised to do so. The photographs or memory sticks must always remain on our premises. You must not make any copies or remove any images from site. If you are found to have done so, or if you bring any personal camera onto the premises, it may be regarded as potential gross misconduct, and you will be liable to disciplinary action. Cameras or any other recording device must not be brought on site at any time or accompanied with an employee during any Organisation outings. Employees' mobile phones with cameras or other recording abilities must be locked away in the staff room.

COMPLAINTS

From time to time, you may receive a complaint from a parent or a relative of a child, if so, you should immediately inform your line manager, or in their absence the most senior person in charge. You should also inform the person making the complaint of our complaint's procedure.

GIFTS AND BENEFICIARIES

Due to the nature of the service, we provide, our children or their relatives, they may wish to reward you with a gift or money. You should politely refuse such gifts or offers of money. All such offers should be reported to your Line Manager. You should not give any gift or money to any child.

PRIVATE WORK

If you wish to carry out any private work in your own time, you must discuss the matter in advance with your line manager and gain written authorisation. Whilst we will not unreasonably forbid you from performing such work, we will need to ensure that you are not working in competition with us or performing work which the Organisation could reasonably have been expected to carry out.

OTHER WORK

If you wish to carry out any private or additional work in your own time, you must discuss the matter in advance with your line manager and gain written authorisation. Whilst we will not unreasonably forbid you from performing such work, we will need to ensure that you are not working in competition



with us or performing work which the Organisation could reasonably have been expected to carry out.

If you are found to be working in competition with us or carrying out work which could have been performed by the Organisation or carrying out your own private work during the Organisation's time, we will view this as Gross Misconduct and it could lead to your summary dismissal.

Carrying out any private work should not impact on your performance at work. If such work takes you over an average of 48 hours' work a week (in total for both jobs) then you will be required to sign a 48 hour opt-out form.

DRIVING LICENCE

If driving is a necessary, part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you always operate during your employment. You are required upon request to produce your driving licence to the management. We may also require you to provide us with the ability to access your driving licence details online. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately. If you are required to drive as part of your job and we are unable to find alternative employment, your employment may be terminated.

Data collected about driving licences will be processed in line with the Data Protection Act. You may read more about the data we hold on to you, why we hold it and the lawful basis that applies in the employee privacy notice.

FINES

Any fines imposed by relevant authorities including (but not limited to) speeding and parking will be payable by the employee. The Company takes no responsibility for the payment of fines incurred by the employee during their employment.

CAR INSURANCE

If your position requires you to use your own car for business purposes, you must ensure that your car insurance provides adequate cover. Proof of adequate insurance, Driving Licence, Tax and an MOT Certificate must be produced for scrutiny by the Company, upon renewal and at any time when so requested.

THIRD PARTY INVOLVEMENT

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. Where we are required to share special category data to any third parties as part of that hearing, we ensure that a relevant condition of processing is met and we do not rely upon your consent for the processing.



RECORDING OF FORMAL MEETINGS

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

PANDEMIC POLICY

INTRODUCTION

The Company is committed to ensuring the health and safety of its workforce and the following procedure sets out the contingency measures that the Company will bring into effect in the event of a pandemic outbreak. The following procedure aims to ensure that the Company will be able to continue its business operations to the best of its abilities in such an event while protecting, as far as is reasonably practicable, our employees.

In outlining its procedures however, the Company expects all its employees to take reasonable care for themselves and others, to behave responsibly and sensibly, and to always act in line with the latest guidance from the Government.

COMMUNICATION

During a pandemic, the Company will nominate a senior member of staff who will be responsible for communicating important messages to our workforce, including on the impact of the pandemic on our operations and the Company's response to it, and to whom all questions from the workforce should be directed.

Communication may be undertaken by group meeting, email or by letter, or by other digital means if it is no longer possible to operate from the workplace.

BUSINESS TRAVEL

The Company recognises that there may be restrictions placed upon travel so will consider every business trip that is planned for the near future on an individual basis and identify if alternatives to making the trip can be considered, where possible. This may include postponing the trip or holding meetings digitally.

If travel is deemed necessary, we will conduct a full risk assessment into the risks associated with the trip with involvement from employees who are being asked to travel.

EMPLOYEE TRAVEL

During a pandemic, certain countries may be identified as posing a particularly high risk to visitors. The Company accepts that some of its employees will have made plans to travel which may include pre-booked and paid for holidays. We would therefore ask that employees consider, for their health reasons, whether travelling to these countries is the best thing to do. If a decision is made to travel, we ask that employees let your Line Manager know of the countries to be visited so that their return can be managed appropriately.



If you would like to cancel any pre-booked annual leave, you should discuss this with your Line Manager however please be aware that we are under no obligation to allow you to change or cancel any previously booked holiday.

INFECTION CONTROL MEASURES AND PERIOD OF SELF-ISOLATION

We expect all employees to follow all guidelines issued from the World Health Organisation or as advised by the UK Government or any other authority, in both daily life and whilst at work. This includes any social distancing measures. In addition, depending on the nature of the pandemic, the Government may require people to self-isolate, which means staying at home and not having contact with other people.

In this situation, the following applies:

- All employees should keep up to date on Government guidance on who should self-isolate.
- If you are required to self-isolate, you must inform your Line Manager at the earliest opportunity. Your Line Manager will keep in contact with you during this period. You must not attend work during the isolation period.
- Where feasible, we may consider whether you can work from home during this period.
- Details of any payment being made during this time will be advised to you at the start of the self-isolation and will be in accordance with Government guidance at the time.

BECOMING ILL

If you become ill from the threat to health, you should take and follow medical advice on the length of your sickness absence. Prior to returning to work you should ensure you are symptom free. You must not return before you are completely recovered. Your Line Manager will keep in touch during your absence and will confirm your return date with you.

Our normal sickness absence and sick pay procedure will apply. You are required to produce a medical certificate for illnesses lasting more than seven calendar days; however, we appreciate that you may not be able to obtain a medical certificate in usual timescales, therefore you should provide it as soon as is reasonably practicable.

Alternative medical certificates may be accepted, where it is confirmed by the UK Government that such are acceptable as evidence.

ATTENDANCE AT WORK

Unless you are sick or are in self-isolation in accordance with Government guidance and have followed our usual reporting procedures in relation to absence, or not attending work under our specific instruction, you are expected to attend work as normal. However, if there is a reason why you think

you may have been exposed to a threat to your health, or you begin to feel ill whilst at work, you should let your Line Manager know.

The Company's leave and absence policies will be continuously reviewed as the status of the pandemic changes.

WORKING AT HOME OR ANOTHER LOCATION

It may be necessary for us to require you to work from an alternative work location if, for example, instructions from a third party mean that entry into our current workplace is not permitted. Your flexibility in this regard will be expected; however, all instructions of this nature will be reasonable.

The Company will consider, as part of its general approach to maintaining normal business operations, whether employees are to work from home and will take into consideration Government guidance on this issue. Obviously, this may not be possible in every case due to the nature of the business and individual roles. However, where applicable, we will assess the viability of this option, taking into consideration any equipment needed, at the relevant time and, as a result, you may be required to work from home for a temporary period. Employees should not assume that they will be permitted to work from home and advance authorisation will be needed in every case.

TEMPORARY BUSINESS CLOSURE

Depending on the impact of the pandemic, it may become clear that the business is temporarily unable to continue its operations as normal. In some cases, we may be advised or required to close the business by the UK Government or other authority. In this scenario, we may be forced to close all, or part, of the business temporarily until such a time as we are able to resume operations. Whilst we will do everything we can to ensure that this does not happen, including the implementation of temporary home working where the nature of the role allows, we may be in a position where we are unable to provide you with work as normal. Where this happens, we may be left with no option but to place you on lay off, short time working or designate you as a furloughed worker during which time there will either be a reduction in your hours, or you will cease to do all work for the Company. Any payments made to employees during lay off, short time working or furlough will be subject to legislation and Government guidance in place at the relevant time.

RETURNING TO WORK

In the event that our business closes, we will closely monitor the situation in order to ascertain a time at which it may re-open, or if it has remained open but we have implemented a period of homeworking, a time at which we are able to re-open the normal workplace. We will take into consideration guidance from the UK Government or other relevant authorities when making this assessment, including giving utmost priority to whether it is safe to do so and we will keep you updated on the current situation. When the decision has been made to re-open, we will endeavour to



give you as much notice of this as possible. Heads of department will be responsible for contacting their team members to ensure that the time and date on which you are required to return to work has been communicated, as well as any additional health and safety measures that we require you to observe on your return. Unless otherwise directed, you will be required to return to the location at which you were working prior to the shutdown/home working period, and on the same hours of work.

On the first day back in the workplace, managers will hold meetings with their teams to welcome you back and deliver any important messages about any adjustments to working that may still be required, for example, in respect of health and safety measures, in the delivery of our service to our clients. Your Line Manager will remain the initial point of contact for any questions that you may have about the delivery of our service on your return. If you work part-time or cannot return on the re-open day due to sickness or other absence, your Line Manager will arrange a return-to-work meeting with you on your first day back.

Any equipment that you were provided with for the specific purpose of carrying out your duties at home during the shutdown/home working period, including but not limited to mobile phones and laptops, must be returned to us. You must also ensure that any company documentation or information used or printed out in your home is returned or brought into the workplace.

If you were already a home-worker prior to the shutdown/wider home-working period, your Line Manager will arrange a digital return to work discussion with you.

ANTI-BRIBERY POLICY

INTRODUCTION

Bribery is a criminal offence. The Company prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us, and we have a zero-tolerance attitude towards corrupt activities of any kind, whether committed by employees or by third parties acting for or on behalf of the Company.

POLICY

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or Company in order to gain commercial, contractual or regulatory advantage for the Company, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical.

SUSPICION

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

REPORTING

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to the Director. You may be asked to give a written account of events.

Staff are reminded of the Company's Whistleblowing Policy which is available in this Employee Handbook.

GIFTS AND HOSPITALITY

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly.

No gift should be given nor hospitality offered by an employee or anyone working on our behalf to any party in connection with our business without receiving prior written approval from your Line Manager.

Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from your Line Manager.

RECORD KEEPING

A record will be made by your Line Manager of every instance in which gifts or hospitality are given or received.

As the law is constantly changing, this policy is subject to review, and the Company reserves the right to amend this policy without prior notice.

ANTI-TAX EVASION POLICY

INTRODUCTION

Tax evasion is a criminal offence. The Company prohibits any form of tax evasion. Involvement in the criminal facilitation of tax evasion exposes the Company and the person facilitating the evasion to a criminal offence. It will also damage our reputation and the confidence of our clients, suppliers and business partners.

Indicators of tax evasion are:

a) request for payment by cash;

b) overly complex payment mechanisms;

c) services/goods provided to jurisdictions that do not subscribe to Common Reporting Standards;

d) transactions involving overly complex supply chains;

e) transactions involving private banking facilities; and/or

f) records are incomplete or missing.

Our position is simple: we conduct our business to the highest legal and ethical standards. We will not be party to tax evasion or the facilitation of tax evasion of any form. Such acts would damage our reputation and expose us, and our staff and representatives, to the risk of fines and imprisonment.

We take a zero-tolerance approach to tax evasion facilitation by our people and our third-party representatives. We are committed to:

a) rejecting the facilitation of tax evasion; and

b) not recommending the services of others who do not have reasonable prevention procedures in place.

We require compliance in regard to this from everyone connected with our business. Integrity and transparency are of utmost importance to us.

DEFINITIONS OF TAX EVASION

Tax evasion is the practice of using illegal methods to avoid paying tax. It frequently involves contrived, artificial transactions that serve no purpose other than to reduce tax liability.

POLICY



It is prohibited, directly or indirectly, for any employee or person working on our behalf to take part in any activity relating to tax evasion.

If we suspect that you have taken part in such activity, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

If you, as an employee or person working on our behalf, suspect any activity related to tax evasion or attempted tax evasion has taken place, even if you are not personally involved, you are expected to report this to the Director. You may be asked to give a written account of events.

TRAINING/MONITORING/REVIEW

The Company will ensure that it gives all relevant training for staff in relation to financial crime detection and prevention, it will ensure it monitors and enforces compliance with the prevention procedures and regularly review the effectiveness of prevention procedures, refining them where necessary.

CONCERNS

Staff are reminded of the Company's Whistleblowing policy, which is available in this Employee Handbook, or upon request.

WHISTLE-BLOWERS

INTRODUCTION

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

QUALIFYING DISCLOSURES

Certain disclosures are prescribed by law as “qualifying disclosures”. A “qualifying disclosure” means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the Company has committed a “relevant failure” by:

a) committing a criminal offence;

b) failing to comply with a legal obligation;

c) a miscarriage of justice;

d) endangering the health and safety of an individual;

e) environmental damage; or

f) concealing any information relating to the above.

These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.

The Employment Rights Act 1996 provides protection for workers who ‘blow the whistle’ where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be “in the public interest”. We encourage you to use the procedure to raise any such concerns.

THE PROCEDURE

In the first instance you should report any concerns you may have to the Director who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.

If you do not report your concerns to the Director, you should take them direct to the appropriate organisation or body.

TREATMENT BY OTHERS



Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

CAPABILITY PROCEDURES

INTRODUCTION

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons), and you can no longer cope with the work.

JOB CHANGES/GENERAL CAPABILITY ISSUES

If the nature of your job changes or if we have general concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

PERSONAL CIRCUMSTANCES/HEALTH ISSUES

Personal circumstances may arise which do not prevent you from attending for work, but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances that prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances, we will need to know



when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

DISCIPLINARY PROCEDURES

INTRODUCTION

It is necessary to have a minimum number of rules in the interests of the whole organisation.

The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

The following rules and procedures should ensure that:

a) the correct procedure is used when requiring you to attend a disciplinary hearing;

b) you are fully aware of the standards of performance, action and behaviour required of you;

c) disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;

d) you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;

e) other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;

f) you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and

g) if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.



RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

a) failure to abide by the general health and safety rules and procedures;

b) smoking in designated non-smoking areas;

c) consumption of alcohol on the premises;

d) persistent absenteeism and/or lateness;

e) unsatisfactory standards or output of work;

f) rudeness towards clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;

g) failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;

h) unauthorised use of e-mail and internet;

i) failure to carry out all reasonable instructions or follow our rules and procedures;

j) unauthorised use or negligent damage or loss of our property;

k) failure to report immediately any damage to property or premises caused by you;

l) use of our vehicles without approval or the private use of our commercial vehicles without authorisation;

m) failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;

n) if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;

o) carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and

p) loss of driving licence where driving on public roads forms an essential part of the duties of the post.

q) (if you are an apprentice) failure to attend an examination or assessment; and

r) (if you are an apprentice) failure to pass an examination or assessment.

SERIOUS MISCONDUCT

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.



You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

RULES COVERING GROSS MISCONDUCT

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:

a) theft or fraud;

b) physical violence or bullying;

c) deliberate damage to property;

d) deliberate acts of unlawful discrimination or harassment;

e) possession, or being under the influence, of drugs* at work and/or testing positive for drug use in a random sample drug test in line with our policy; and

*For this purpose, the term 'drugs' is used to describe both illegal drugs and other psychoactive (mind-altering) substances which may or may not be illegal.

f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

(The above examples are illustrative and do not form an exhaustive list.)

DISCIPLINARY PROCEDURE

Disciplinary action taken against you will be based on the following procedure:

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
Unsatisfactory Conduct	Formal Verbal Warning	Written Warning	Final Written Warning	Dismissal
Misconduct	Written Warning	Final Written Warning	Dismissal	
Serious Misconduct	Final written warning	Dismissal		
Gross Misconduct	Dismissal			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

	ALL EMPLOYEES
Formal verbal warning	Line Manager
Written warning	Line Manager
Final written warning	Line Manager/Regional Manager
Dismissal	Line Manager/ Regional Manager

PERIOD OF WARNINGS

- Formal verbal warning
- A formal verbal warning will normally be disregarded for disciplinary purposes after a three-month period.
- Written warning
- A written warning will normally be disregarded for disciplinary purposes after a six-month period.
- Final written warning,
- A final written warning will normally be disregarded for disciplinary purposes after a twelve-month period.

GENERAL NOTES

If you are in a supervisory or Managerial position, then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.

Gross misconduct offences will result in dismissal without notice.

You have the right to appeal against any disciplinary action.

CAPABILITY / DISCIPLINARY APPEAL PROCEDURE

You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.

If you wish to exercise this right, you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.

An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

GRIEVANCE PROCEDURE

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

If you wish to appeal, you must inform the Director within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).

Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

PERSONAL HARASSMENT POLICY AND PROCEDURE

INTRODUCTION

Harassment or victimisation on the grounds of the following protected characteristic: age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.

Personal harassment takes many forms, but whatever form it takes, it is unlawful under the Equality Act 2010 and will not be tolerated.

This policy will be reviewed regularly to ensure it remains up to date and in order to monitor its effectiveness.

SCOPE

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all those who work for us. This includes employees, workers, agency workers, volunteers and contractors in all areas of our Company, including any overseas sites.

DEFINITIONS

Harassment
This is unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Unwanted conduct can include:

a) spoken words;
b) banter;
c) written words;
d) posts or contact on social media;
e) imagery;
f) graffiti;
g) physical gestures;
h) facial expressions;
i) mimicry;
j) jokes or pranks;

k) acts affecting a person's surroundings;

l) aggression; and

m) physical behaviour towards a person or their property.

SEXUAL HARASSMENT

This is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

a) sexual comments or jokes;

b) displaying sexually graphic pictures, posters or photos;

c) suggestive looks, staring or leering;

d) propositions and sexual advances;

e) making promises in return for sexual favours;

f) sexual gestures;

g) intrusive questions about a person's private or sex life or a person discussing their own sex life;

h) sexual posts or contact on social media;

i) spreading sexual rumours about a person;

j) sending sexually explicit emails or text messages; and

k) unwelcome touching, hugging, massaging or kissing.

Less favourable treatment for rejecting or submitting to unwanted conduct

This occurs when:

a) someone is subjected to unwanted conduct:

    I) of a sexual nature;

    ii) related to sex; or

    iii) related to gender reassignment.

b) the unwanted conduct has the purpose or effect of:

    I) violating their dignity; or

    ii) creating an intimidating, hostile degrading, humiliating or offensive environment for them.

c) they are treated less favourably because they submitted to or rejected the unwanted conduct.

CIRCUMSTANCES WHICH ARE COVERED

This policy covers behaviour which occurs in the following situations:

a) a work situation

b) a situation occurring outside of the normal workplace or normal working hours which is related to work, for example, a working lunch or social event with colleagues;

c) outside of a work situation but against a colleague or other person connected to the Company, including on social media;

d) against anyone outside of a work situation where they incident is relevant to their suitability to carry out the role.

COMPLAINING ABOUT PERSONAL HARASSMENT

INFORMAL COMPLAINT

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the same person who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment, you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

FORMAL COMPLAINT

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the Director as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

a) the name of the alleged harasser;

b) the nature of the alleged harassment;

c) the dates and times when the alleged harassment occurred;

d) the names of any witnesses; and

e) any action already taken by you to stop the alleged harassment.



On receipt of a formal complaint, we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice, and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation, which will normally be within ten working days of the meeting with you, the decision of the investigator, detailing the findings, will be sent in writing to you.

You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

DISCIPLINARY ACTION

If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

When deciding on the level of disciplinary sanction to be applied, we will take into consideration aggravating factors such as abuse of power over a more junior colleague.

If you bring a complaint of harassment, you will not be victimised for having brought the complaint. However, if it is concluded that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

THIRD PARTY HARASSMENT

Third party harassment occurs when one of our workforces is subjected to harassment by someone who is not part of our workforce, but who is encountered in connection with work. This includes our clients, suppliers, members of the public. Third party harassment of our workforce will not be tolerated.

Should you be subjected to third party harassment, you are encouraged to report this as soon as possible to your Line Manager.

Should a client harass a member of our workforce, they will be warned that continued provision of our service to them will cease if they are to act in a similar way again. Should their behaviour recur, they will be informed that our service to them will cease. Any criminal acts will be reported to the police.

EQUALITY, INCLUSION AND DIVERSITY POLICY

STATEMENT OF POLICY

The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforces. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

We recognise that discrimination is unacceptable and although equality of opportunity has been a long-standing feature of our employment practices and procedure, we have made the decision to adopt a formal policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action up to and including dismissal.

The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance, and particularly any relevant Codes of Practice.

We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

RECRUITMENT AND SELECTION

The recruitment and selection process is crucially important to any equality, inclusion and diversity policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

Job descriptions, where used, will be revised to ensure that they are in line with this policy. Job requirements will be reflected accurately in any personnel specifications.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

Selection decisions will not be influenced by any perceived prejudices of other staff.

TRAINING AND PROMOTION

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

MONITORING

We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

Monitoring may involve:

the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;



the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and

recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

TERMINATION OF EMPLOYMENT

RESIGNATIONS

All resignations must be supplied in writing, stating the reason for resigning your post.

TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Main Terms of Employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

RETURN OF OUR PROPERTY

On the termination of your employment, you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

RETURN OF VEHICLES

On termination of your employment, you must return your Company vehicle/any Company vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

GARDEN LEAVE

If either you or the Company serves notice on the other to terminate your employment the Company may require you to take “garden leave” for all or part of the remaining period of your employment.

NB.

During any period of garden leave you will continue to receive your full pay and any other contractual benefits.