

staff handbook

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1. welcome

I am delighted to welcome you as a member of the **[Enter your Company Name]** team.

You are joining a Company that takes pride in its people, its culture, its commitments and its achievements. We believe in achieving the best from every individual and we want you to get the best out of your career with **[Enter your Company Name]**.

Whenever you join a new organisation it takes time to learn about the culture and to understand the general framework in which the Company operates. This handbook aims to answer most of those questions about the Company and your role within it, but please do not hesitate to ask your Manager or the Personnel Manager, or indeed me if you need any further information.

This handbook sets out the rules and procedures of the Company and you should take time to familiarise yourself with them. From time to time, there will be changes to these rules and procedures to take account of changing circumstances. We will endeavour to give you reasonable notice of such changes.

Wherever there is a reference to your manager or your supervisor in this Handbook, it means the person to whom you are directly responsible, whatever that person's actual title may be.

Our vision is clear:

[Enter your Company vision here]

We cannot do that without you. **[Enter your Company Name]** is committed to supporting and developing its people to the highest possible standards and we sincerely hope that you will find your work here exciting, challenging, rewarding and fun. If this does not happen, I appeal to you to make demands on my management team in order that you make the most of yourself and we make the most out of you.

[Enter your MD's Name], Managing Director



2. mission

[Enter your Company mission statement here]

our common purpose

[Enter your Company's common purpose here]

company objectives

eg.

Our Company success is based on our ability to successfully plan for the future and to manage the changes required to ensure that we are able to achieve maximum profit potential.

We pride ourselves on the quality of our planning and we use long medium and short term plans to guide our activities.

Each year we produce a set of company objectives which highlight the priorities for the year. We call these objectives '[Enter your Company's objective name here]'. These objectives are introduced to all members of staff at the beginning of each year. All staff objectives for the year will be related to these business objectives. They usually include objectives for sales, customer care, profit and people & culture.

our ground rules

[Enter your Company's ground rules here]



3. company history

[Write an overview of your Company history]

4. company details

[Enter contact details for your key contacts and offices]



5. working for [enter your company name] hours and leave

office hours.

Normal office hours are:-

Monday to Friday - 8.00am – 5.30pm with one hour for lunch.

The office will be staffed during these hours.

Your hours will be set out in your contract of employment.

public holidays.

All employees are entitled to statutory and general national holidays. Part time workers will be paid pro rata to the full time entitlement to statutory and public holidays. ¹.

annual leave.

[Enter details of your annual leave policy, an example is below...]

Your annual leave entitlement is as follows:

The Company's holiday year runs from 1st January to 31st December.

Your basic holiday entitlement is to 24 days of holiday per year. Rules relating to holiday entitlement are set out in your contract of employment. Length of service will be rewarded as follows:

After 2 years of service, an extra 2 days will be given

After 3 years of service, an extra 1 day will be given

After 4 years of service, an extra 1 day will be given

After 5 years of service, an extra 1 day will be given

Up to a maximum of 29 days holiday per year.

Applications for leave should be made to the Department Manager or their nominee before any holiday plans are settled. Holiday dates and the length of holiday absence are at all times subject to the Company's operational needs.

You must give at least one week's notice of proposed holidays not exceeding 5 days and 8 weeks notice for any longer period. You are not allowed to take more than two consecutive weeks holiday, except with the prior written approval of your Manager. Up to five days holiday per calendar year may have to be taken on dates nominated by the Company. Intended holiday dates should be notified to the Company as early as possible, using the Company Holiday Application form. The longer the notice given, the more likely the Company will be able to accept the requested dates.

carry over / bringing forward of annual leave.

You are not permitted to carry leave over to the following leave year.



However, under exceptional circumstances you may be permitted to carry a few days over with the prior written approval of your Manager.

annual leave within probationary period.

On joining the Company holiday entitlement commences immediately, and thereafter accrues at the rate of 2 days per calendar month worked from the date of joining.

special leave without pay.

In the exercise of their discretion, Department Managers may grant any employee special leave without pay for up to five working days in any leave year.

Leave of absence without pay for longer periods may also be granted in special circumstances by the Managing Director or General Manager.

parental leave.

[Enter your Company Name] will respect your rights under current employment legislation for Statutory Parental Leave. Further details can be obtained from the Personnel Department.

time off for dependants.

Under statutory employment law, you are entitled to a reasonable amount of time off from work to deal with unexpected or sudden emergencies and [Enter your Company Name] will honour its statutory duties to you. In summary, time off can be taken for the following purposes:-

- To provide assistance on an occasion when a dependant is injured or assaulted, falls ill or gives birth;
- To make care arrangements for a dependant who is ill or injured;
- Because of the death of a dependant;
- Because of the unexpected disruption or termination of arrangements for the care of a dependant;
- To deal with an unexpected incident involving the employee's child during school hours.

This time off will be unpaid and your immediate Manager must be notified. If appropriate you may be expected to "make up" the time off taken.

A dependant is your husband, wife or partner, child or parent, or someone who lives as part of your family in the same household. In cases of illness, injury or where care arrangements break down, a dependant may also be someone who reasonably relies on you for assistance.

leave for magisterial duties.

In the exercise of their discretion, Department Managers may grant leave of absence with pay to you to undertake magisterial duties.



leave for jury service.

Leave of absence will be granted to you if you are called for jury service. If you are called you will be required to claim the appropriate maximum allowance for loss of earnings and that sum will be deducted from your normal salary.

leave of absence – service in non-regular forces.

Up to one week's leave with pay and up to one further week's leave without pay may be granted for attendance at annual summer camps.

leave of absence – medical reasons.

The Company will respect requests for temporary absence for medical treatments, dentists, and doctors and you will not normally be expected to make the time up as long as authorisation has been obtained from your direct Manager prior to the appointment and a Leave of Absence Request Form has been completed and signed.

Please make appointments at the beginning or end of the day or near lunch time and please give as much notice as possible. The Company reserves the right to refuse any appointments if the Company regards the timing of the appointment as sufficiently inconvenient and in any way detrimental to the operational needs of the Company.

unauthorised absence.

You will not be paid for unauthorised absence and it is likely, in the absence of a very good explanation, to be dealt with as a disciplinary offence.

sickness absence

notification of sickness absence.

If you are unable, for any reason, to come to work you must, as soon as possible, notify the Company of the reason for your absence and its likely duration. Please contact the company before 9am on the first day of your absence and on each subsequent working day of your absence until you have provided the Company with a medical certificate. You must speak to a manager and not leave a message on the answer machine. Text messaging or sending emails to confirm your absence is not sufficient for this purpose.

Self certification Forms must be completed for any sickness absence lasting 7 days or less. The form should contain enough information to identify the nature of the illness or injury that caused the absence. Medical certificates from your GP or other medical practitioner must be provided to the Company to cover the whole of any absence due to illness or injury of more than seven days (including Saturday and Sunday). Self certification forms can be obtained from the HR Department. In some circumstances, you may also be required to attend a “back-to-work” with your line manager or with the General Manager at the end of your period of absence, to discuss the reasons for the absence and, if appropriate, to agree strategies to deal with any problems relating to attendance.



If you are taken ill whilst on holiday you should notify your manager as soon as practicable and supply a Doctor's certificate giving the dates and cause of sickness. If you comply with these requirements you may be credited with the appropriate annual leave.

During sickness absence you are not expected to do anything which is inconsistent with being unfit for your duties to [Enter your Company Name] or which delays your return to work. To work for another employer without prior agreement is likely to be regarded as a serious breach of discipline.

sickness payments.

[Enter details of your sickness policy, an example is below...]

Your entitlement to Company Sick Pay will be set out in your terms and conditions of employment.

During your probationary period, salary and benefits will be payable in full for 1 week and any subsequent absence will qualify for SSP alone.

After completion of the probationary period of service:

The first 4 weeks of any absence for sickness or injury supported by a medical certificate 100% of your basic pay;

For up to the next 8 weeks of absence for sickness or injury supported by a medical certificate, 50% of your basic pay;

Thereafter, Statutory Sick Pay (SSP) in accordance with the provisions of the Social Security Contributions and Benefits Act 1992 or any statutory amendment or re-enactment thereof.

For SSP purposes your qualifying days are Monday to Friday.

Please be aware that these payments include your entitlement to SSP. Therefore guidelines set out by the Inland Revenue will be followed when calculating Sick Pay entitlements. Further details can be obtained from the Personnel Department.

extensions of sick leave.

The Managing Director or General Manager has the discretion to extend the above periods in exceptional cases.



general company rules

[Enter details of your own policies but examples are below...]

confidentiality, security of company property, use of the company's computer systems.

The Company operates in a highly competitive industry and we place the highest possible importance on protecting the information, systems, processes, inventory and other assets of the Company that enable us to succeed.

As an employee you have a duty to protect the property, interests and reputation of the Company.

All staff must read this Policy carefully and ensure that it is complied with at all times. We regard this Policy as extremely important. If you are found to be in breach of this Policy you are likely to be disciplined in accordance with the Disciplinary procedure and you may be dismissed. In some circumstances, your conduct may be regarded as gross misconduct resulting in the immediate termination of your employment (without notice or pay in lieu of notice).

As an alternative to a formal warning or other sanction under this Policy, where appropriate, the Company may withdraw or limit your email or internet access, demote you, or make changes to your role.

company property

All information generated using the Company's computer system or stored on that system **belongs to the Company**. This includes all information stored or generated on remote access systems and laptops belonging to the Company. Similarly, all records stored on your company mobile phone are the property of the Company.

The Company places **an enormous value** on the sensitive business information to which you are given access during your employment. This includes (without limitation) the identity and business requirements of our customers, suppliers and all contacts, contact details, pricing information, information relating to brand licensing development, business strategies, products, financial information, commercial agreements and negotiations and any other market sensitive information generated by the Company. This information is the property of the Company and is regarded by the Company as highly confidential. The Company has a database right in respect of this information under the Copyright and Rights in Databases Regulations 1997 and will not hesitate to enforce this if required.

You recognise that the unauthorised use of this information or the unauthorised transfer of this information to a third party could cause irreparable harm to the Company.

Except in the normal course of your duties, you are not allowed to transfer information belonging to the Company to any computer system not belonging to the Company.

In any event, save with the express prior written agreement of the Company in order to enable you to perform particular duties on behalf of the Company, you are not allowed to transfer information belonging to the Company to any personal computer or laptop.

You must hand over any Company property in your possession immediately if requested to do so by your line manager and in any event when you leave the Company.

You are discouraged from storing lists of personal contacts on Company computers and mobile telephones. Remember that all information stored on the Company's systems belongs to the Company.



• your duty of confidentiality

You must not disclose any information of a confidential nature relating to the Company or any of its clients or their business or where the Company owes a duty of confidentiality to a third party during or after your employment except in the proper course of your employment or as required by law.

You may not remove Company property or any material which the Company regards as confidential or sensitive from the Company premises without your manager's permission.

The unauthorised release of sensitive business information (whether intentional or unintentional) belonging to the Company into the public domain has the potential to cause immense harm to the Company. You are expected to recognise the importance of treating the Company's property with the utmost care at all times.

• encryption

You may only use encryption software supplied to you by the Company for the purposes of safeguarding sensitive or confidential business information. If you use encryption, you must provide the Company with a hard copy record of all passwords and/or encryption keys necessary to access the files.

• physical security

- a. All rooms containing computer hardware and data must be locked when not in use and at the end of the day.
- b. It is the responsibility of all employees to take all practical steps to protect any hardware assigned to them, including digital cameras, mobile phones and so on. This may take the form, for example, of closing blinds, using alarms, not leaving valuable or tempting items lying around.
- c. You are responsible for the laptop and all other software provided to you until you return it. Company lap tops should be stored in a secure environment when not in use and should not be left in a vehicle unattended.
- d. You are the only person authorised to use any equipment or software issued to you. Information stored on laptops should, as a minimum, be password protected.
- e. You must not load or install files from any sources without them first being checked for viruses using our normal procedure.
- f. All data kept on the laptop must be backed up regularly in order to protect data against theft or mechanical failure or corruption.
- g. Any mechanical electronic or software problems you encounter should be reported immediately.

• standards

As an organisation we:

- a. Do not support the making or use of unlicensed software copies within our organisation under any circumstances;
- b. Comply with all licensing terms and conditions relating to the use of any software we acquire;
- c. Enforce controls within our organisation to prevent the making or use of illegal copies of software;
- d. Will take disciplinary action against any individual who breaches this Policy.



• monitoring

[Enter your Company Name] has the right to monitor, intercept and read any internal or external email, fax or internet communications to establish facts, to ensure compliance with regulatory or internal procedures (including this Policy and the Company's Equal Opportunities Policy), to prevent or detect crime, to investigate or detect any unauthorised use of the computer or telephone system or to check whether communications are relevant to the business.

[Enter your Company Name] does not routinely monitor employees' use of the internet or the content of emails sent or received. However, we may implement random monitoring from time to time, should this be necessary or appropriate.

In addition, your emails may be read (or your voicemail accessed) to check for business emails or messages whilst you are absent or out of the office. You must not assume that your emails sent and received on the Company's systems are private. Remember that all email messages, files and other data stored, used or transmitted by the Company's equipment, are the property of the Company. Therefore, if you are concerned about the privacy of your communications, the Company suggests that you do not make private communications using the Company's email or internet facilities.

• use of the internet at work

Those employees provided with a computer with access to the internet or who have access through use of colleagues' or communal computers are permitted to use the internet during working hours for business use only.

Employees are not allowed to use the internet for any purpose unconnected with their work during working hours.

You are permitted to use the internet for personal use out of working hours ie before or after work or during your lunch break as long as that use meets the standards set out in this Policy.

• social networking sites

In any event, you are not allowed to use the Company internet facility to visit or participate in social networking sites such as (without limitation) Facebook, MySpace and Bebo, or any similar sites of this kind whether during or outside working hours. From the date of this updated Policy, any employee who accesses social networking sites using the Company's computer facilities is likely to be disciplined under the Company's disciplinary procedure.

• illegal activities

It is misconduct if the internet is used at work for the use, viewing, down or uploading of pornographic material. Anyone found engaging in criminal activities such as, for example, those relating to child pornography will be summarily dismissed.

Staff must not send obscene or defamatory emails and must not place obscene or offensive screen savers on their PCs or company mobile phones.

• derogatory comments

Please be very careful about what you say in an email. If you make derogatory comments in an email about another person you personally and the Company may become liable for damages by way of libel or slander.

Be aware that an email sent to one person may, for various reasons, be read by others and that this increases the risk of libel.



Do not send defamatory material over the internet or an intranet. Untrue statements may lead to expensive court action. Check all emails carefully before despatch and if you are not sure about their accuracy, do not send them!

• personal emails

Personal emails may be sent and received during your working day as long as your use is reasonable and does not interfere with your work or that of your colleagues.

At [Enter your Company Name] we treat our colleagues with dignity and respect. You must not use the Company email system for the creation or distribution of obscene, defamatory or offensive messages or messages likely to be unwelcome or to cause embarrassment to your fellow colleagues. Personal emails must comply with the requirements of this Policy and of the Company's Equal Opportunities Policy. Personal use of the Company's email system is a discretionary benefit which may be withdrawn if abused. Misuse or excessive use of the email system is likely to result in disciplinary action and/or the restriction of your access to the system.

• websites

We need to check carefully that information on our websites is accurate and complies with certain laws. Make sure that all information placed on the website goes through our internal approval process.

If you come across anything on our website which is wrong or not up to date, tell your manager immediately and we will correct it.

Our trademarks and some copyright works are used on the website and we reserve our rights in these.

• copyright and the internet

Information on the internet may be protected by copyright law. This means that you may break the law if you copy it. Sometimes information is made available on other people's websites and they say you may freely copy it. Even this may not be sufficient to protect you and our Company because occasionally information is posted on the web by someone other than the owner of the copyright or other rights in the work. Check carefully with your line manager before using information in this way.

• viruses

Do not download information except to a standalone PC which we have for this purpose. All information downloaded must be virus checked. Contact the IT department for further information.

• contracts

Be careful in email as in any other correspondence not to form a contract by mistake. Do not reach any agreement and do mark any preliminary correspondence 'Subject to Contract'. Be careful about making representations about our goods and services by email otherwise you may expose the company to liability for a misrepresentation even if a contract is not made. Remember that a digital signature on an email is just as binding as a handwritten signature on a piece of paper.

• other email guidelines

Do your best never to use email to avoid difficult conversations. Never email anything that you would not be prepared to say. Remember that an email message may be misconstrued because it lacks the clues given by tone of voice and body language.

Do not "copy in" an excessive or unnecessary number of recipients.



Think before writing. Grammar and spelling mistakes look just as unprofessional on screen as they do on paper.

Check you are sending it to the right destination before you send it – once it has gone, you cannot get it back.

Print out and keep copies of email, which you are intending to send and ensure that you obtain written approval of your line manager before dispatching such email.

Ensure that all emails contain our standard header and footer as will be notified to you from time to time.

After despatch of an email, ensure that you file a copy as you would a letter or fax.

Insert terms such as 'Without Prejudice' where this would be appropriate on other written correspondence.

Begin and end emails in a business like manner. For example, Dear Sir and Yours faithfully.

It is your responsibility to 'housekeep' your emails, i.e. delete on a regular basis to keep within the size limits of the system administrator.

In the event of a planned absence, make sure you always leave the approved automatically generated Out of Office message using the Out of Office Assistant informing users how long you will be absent and who to contact in your absence.

After despatch of an email, ensure that you file a copy, as you would a letter or a fax.

right to 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, we would ask all employees to assist us in this matter, should we feel that such a search is necessary. These searches are random and do not imply suspicion in relation to any individual concerned.

If you should be required to submit to a search, if practicable you will be entitled to be accompanied by a third party, to be selected only from amongst the individuals who are on the premises at the time a search is taking place. The Company may call the police at any stage, should we judge this to be necessary in the circumstances.



expectations of you.

ground rules.

The Company has come to agreement on the following ground rules under which we will all operate at all times. If you consistently fail to live up to these guidelines this is likely to lead to disciplinary action:-

- I will always be positive, professional and respectful of others
eg. to respect others, be punctual, obey 24/72 rule of responding to people within 24 hours and providing an answer within 72 hours
- I will always exceed customer expectations.
- I will admit my mistakes and work to resolve and learn from them.
- I will find someone to praise each day.
- I will embrace the [Enter your Company Name] commitment to its 'Impact on Society'.
- I will be more effective & efficient which will result in profit, personally and professionally.

Standards.

Our business is customer focused, so it is all the more vital that you give the highest possible standard of service to our customers, suppliers and members of the public at all times and present a positive image of the Company. Your colleagues are also your customers and should be treated with a similar level of service excellence. You are expected to bring to the attention of your Manager or the Personnel Manager any deficiency in the standard of service.

attendance and punctuality.

You are expected to be at work on time, unless you have provided a very good reason to do otherwise. If you do arrive late you should report to your manager immediately before starting work. Persistent problems with punctuality may, where appropriate, be addressed as a disciplinary issue.

dress code.

The company dress code can be found in the policy section of this Handbook

personal hygiene.

You are requested to maintain a reasonable standard of personal hygiene so as not to cause offence to any other individuals.

working on trust.

This Company operates on the basis of trust. We trust you to deal with our products, our customers, our information and assets with complete honesty. If you break this trust the employment relationship breaks down and this is likely to lead to disciplinary action, which may include summary dismissal.



smoking.

The Company operates a “Clean Air” Policy that can be found later in this Handbook.

alcohol and drugs.

Under legislation, the Company, as your employer, has a duty to ensure, so far as 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 and to others around you. 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.

The effects of alcohol and drugs can be numerous. They include, to name but a few:

- Absenteeism, including unauthorised absence, lateness, excessively high levels of sickness absence, and so on;
- High accident levels, at work or elsewhere, such as driving to work
- Work performance, such as difficulty concentrating, tasks taking more time, making mistakes and so on.

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

You are not allowed to bring alcohol onto the premises, without express permission, or be under the influence of alcohol during working hours.

You are not allowed to bring illegal drugs onto the premises under any circumstances or be under the influence of illegal drugs during working hours.

private trading and gambling.

You are not permitted to conduct private trading or gambling on the Company’s premises. Any breach of this rule will be dealt with under the Company’s Disciplinary Procedure and could lead to summary dismissal.

personal property / parking of cars and cycles.

Your personal property is your responsibility. We accept no responsibility for damage to, loss from or of your clothing or property, including vehicles parked on the Company’s premises.

telephones.

You are permitted to make and receive some personal calls during working hours where unavoidable and provided that the making and receiving of personal calls does not interfere with the normal carrying out of your duties to the standard expected by the Company. You should not make or receive personal calls or texts using a Company Mobile Telephone without the prior permission of your manager.

Please be considerate of disruption to other employees and ensure that personal mobiles are switched off during meetings.



presents or benefits from third parties.

The Company has a reputation for integrity, which everyone needs to protect. You should not accept presents, services, or other benefits from customers, suppliers or other third parties at any time. Large value gifts should be politely declined or returned. Gifts given to individuals at Christmas from suppliers or customers must be submitted to the Company and will then be raffled off on the last working day before Christmas.

In case of doubt or persistent offers, you should report the matter to your manager. Should you voluntarily accept any gifts or services above a nominal value you are likely to face immediate disciplinary action, which, depending on the particular circumstances, could lead to summary dismissal.

business expenses

Business expenses properly incurred by you in the course of the proper performance of your duties will be reimbursed, provided they are properly authorised and submitted and provided that you supply the Company with such vouchers or other evidence of actual payment of the expenses as the Company reasonably requests.

claims.

All claims must be made on the expenses form and submitted monthly by 25th of each month. A reminder email is sent out each month giving 4 days notice. All expense claims must be handed in within 3 months of the expenditure. Any claims made after 3 months will be null and void.

Claims must contain an explanation for each expenditure, and entertainment claims must include the name(s) and company of those entertained. All expenditure must be supported with the original receipt, where possible this should be the VAT receipt.

Any expense claims must be authorised by the appropriate direct Manager and submitted by the appointed date each month to the Accounts Department.

All expense claims will be analysed and kept under regular review.

travelling.

You must make use of the most economical means of transport at all times, taking into account the urgency involved.

Business mileage will be reimbursed in accordance with published company mileage rates, which are subject to change with the commencement of each new PAYE year. (attached to expenses template on excel and updated yearly).

Normal home – office – home journeys do not qualify for business mileage purposes.

If necessary, and where supported by appropriate receipts in accordance with the Expenses Policy, you will be refunded for any costs incurred when travelling by public transport. In all cases, this should be standard class travel.



Air travel within the UK and Ireland is only to be used when it is more economical in terms of cost and time. Tickets will be obtained by the company and normally paid for by a company credit card.

Travel overseas must be authorised by the Managing Director or Financial Controller and prior to ordering any Travellers Cheques and foreign currency. Tickets will be obtained by the Company.

driving whilst at work – managing work-related road safety.

Express permission must be obtained from the Department Manager before a private car is used for business purposes. You must always consider first whether there is an alternative to car travel, perhaps going part of the way by train. However, the Company acknowledges that sometimes carrying out the journey by car will be unavoidable.

We have a duty to take all reasonable steps to try to minimise the risks to you whilst driving in the course of your work. To this end, we have prepared this policy for managing your work-related road safety, as well as that of other road users and pedestrians and the safety of your passengers:

You need to make sure that your vehicle is fully insured for business use, taxed, fully MOTed, regularly serviced in accordance with manufacturers' guidelines and with seatbelts and airbags (where applicable) correctly fitted and working correctly. You must make sure you have road worthy tyres and that your windscreen wipers are inspected regularly and replaced as necessary.

You must never use a handheld mobile telephone whilst driving (not even when in stationary traffic).

You must make sure you know how to carry out routine safety checks on your own vehicle, such as those on lights, tyres and wheel fittings.

You must make sure you know how to adjust safety equipment such as seat belts and head restraints, how to check washer fluid levels before starting a journey and what action to take to ensure your own safety following the breakdown of your vehicle.

Never drive if you are feeling sleepy. Beware of the effects of fatigue. Take regular breaks. Remember that sleep related accidents are most likely to occur between 2am and 6am and between 2pm and 4pm.

Never drive if you are taking a course of medicine that might impair your judgement. In case of doubt, ask your GP for advice.

Never drive after consuming alcohol.

Do not exceed speed limits. Any fines or penalties for speeding, parking or other road traffic offences must be reported to your line manager but will be for your own account.

Make sure any sample products that you are carrying are properly secured and will not distract your attention if allowed to move around freely.

Do not feel pressurised to complete a journey where weather conditions are exceptionally difficult.

Engage in proper journey scheduling so that you make the most efficient use of your journey without engaging in unnecessary extra miles.



Always carry a torch and a warning triangle.

Personal safety: If travelling alone, stay on main roads, keep the fuel tank at around $\frac{1}{4}$, only park in well lit areas, look confident.

Always report accidents and near misses to your line manager.

Have your eyes tested annually.

Under your contract of employment, you are obliged to produce your driving licence annually and from time to time upon request, and to report any points to your licence and any traffic offences.

subsistence and overnight allowances.

Subsistence allowances are paid by [Enter your Company Name] when you are prevented from taking a meal at your normal base through carrying out your duties.

Overnight hotel stays should be made only when it is essential. Hotels of a reasonable 3* standard should be selected and you are expected to be sensible and realistic in respect of meals and telephone calls and to supply VAT receipts evidencing your expenditure.

Hotel Accommodation allowance per night	- £65.00
Food per day	- £35.00 (breakfast, lunch and dinner)

company credit cards.

Company credit cards will be provided only with the authority of the Managing Director or Financial Controller. You are responsible for settling all bills at the time they are incurred.

employee benefits

cheap loans.

In the exercise of its discretion, the Company may loan you a sum of money at a low rate of interest, for example, for the purchase of a home computer etc. You will be taxed on any such loan. Further details are available from the Accounts Department.

company car.

You may be entitled to a Company car. Confirmation of this will be in your Terms and Conditions of Employment. Full details of the Company car regulations and procedures are shown in the Company Car Issue Conditions available from Personnel. You must have a full clean current driving licence and you are required to use the Company car whenever travelling on Company business.



company mobile phone.

You may be entitled to a Company Mobile Phone. Confirmation of this will be in your Terms and Conditions of Employment. Full details of any regulations and procedures regarding the phone will be available from Accounts. Company mobile phones are to be used on Company business Only. You may not use a Company Mobile Telephone to make personal calls or to send personal texts without the express approval of your Manager.

health plan.

Following the completion of one years service all permanent members of staff are covered by the company Health Plan. Details of the cover can be obtained from your manager.

long service awards.

Special recognition is given to individuals for long service with the presentation of an engraved plaque and gift, along with a financial gift, a toast and cake. Currently, 5 and 10 years of service are celebrated.

pensions.

As from 1 April 2002, the Company has been able to offer to all employees the opportunity to participate in a Stakeholder Pension. This entitlement will be available to you upon successful completion of your three-month probation period. Further details are available on request from The Financial Controller.

general information

investors in people.

[Enter your Company Name] is proud that we have been accredited with Investors In People. This demonstrates our commitment and belief in the value of our people, your performance and your contribution to the success of the business. We are dedicated to maintaining and surpassing this standard and utilising Investors In People as a framework for continuous improvement and growth.

charity support.

Each year the staff of the Company nominate one charity, which we choose to sponsor for our financial year. Throughout the year any monies that we raise through any fundraising activities or we donate stock for tombolas etc will be donated to our chosen charity at the end of the financial year, along with a donation from [Enter your Company Name], at the discretion of the Managing Director.



social events.

From time to time we may feel a need to unwind or to see each other in a different perspective, so we have a Social Committee who meet on a regular basis to organise social events for us and for our families and friends. Events could include theatre trips, cinema club, shopping trips, barbeques or paint balling. All are welcome. If you have any ideas for social events or would like further information about any up and coming social activities please speak to your manager.

suggestion scheme – “ideas unlimited”.

We believe that the people who actually do the work are best placed to improve their environment and the way they work. If you have any suggestions to improve quality, efficiency or our environment please submit your suggestion to the Suggestion Box. Each month suggestions are reviewed by the Suggestions Team. Feedback from a member of this team will be given. For further information please speak to your manager.



6. training and career development

[Enter your Company Name] are committed to ensuring, so far as reasonably practicable, the training and development of all employees to improve their performance or their potential.

- To create an environment which encourages all employees to take personal responsibility for their own training and development.
- To meet a perceived organisational need for particular skills and / or to justify an employee's desire for individual personal development.
- To provide support and financial assistance for approved courses of further education with the prior written approval of the Human Resources Department.
- To discuss and review the personal aspirations and development plan of employees and provide assistance where considered appropriate.
- To monitor and evaluate the effectiveness of all training activities.

In addition, all employees should receive practical training in all aspects of their work in the most cost-effective manner, so as to maximise their effectiveness.

types of training and arrangements

▪ qualification training

This leads to the acquisition of a recognised qualification by the following methods of study:-

Day Release
Evening Class
Correspondence Course

- Qualification training, though encouraged, should be appropriate to the present duties and responsibilities of your post and also your future potential.
- Each Department Manager, in consultation with the Personnel Manager, can approve requests for application for Qualification Training combining release from work on full pay, including reimbursement for properly incurred and receipted expenses.
- Approval for these applications will depend on both the qualification being appropriate to your work and secondly, upon there being no adverse effect on the progress of work within the office.

▪ short course training

This form of training is designed to meet specific skill needs and is also used to update knowledge. This training may be organised externally or internally.

- Requests for such courses of up to five days duration are approved by your Department Manager, in consultation with the Personnel Manager.
- Internal courses based on a common corporate training need should be organised in consultation with your Manager.



on the job training

This form of training, as the name implies, is the training and instruction given by Managers and colleagues to employees during the normal course of the working day.

Managers and colleagues, with agreement from Management, provide instruction to new staff on the work practices and procedures necessary to carry out their work.

travelling expenses (to and from training):

You are expected to use the most cost-effective means of transport and to share transport if possible. Where public transport is used, the cost of transport you incur will be reimbursed, upon production of appropriate receipts.

Where public transport is not reasonably practicable in the opinion of the Department Manager, a mileage allowance based on your user band 1000 – 2000cc plus, should be claimed if you use your own vehicle.

out of pocket expenses.

Out of pocket expenses may be claimed when attendance on a course requires overnight absence from home, this must be authorised by a Department Manager or Personnel Manager and evidence provided in accordance with the Expenses Policy.

loan of text books.

If you receive any assistance with training expenses through the reimbursement of the cost of purchasing essential course reading or other materials, you are required to return those items to the Personnel Manager at the completion of the training course.

feedback and trickledown.

Where appropriate, you will be expected to provide your colleagues with the benefit of the external training that you have received, through for example an internal presentation or a paper.

examination and study leave.

You will be granted leave of absence with pay for each day of any approved examinations taken by you to obtain further work related professional qualifications (for example AAT, HND, CIPD, CIM etc.)

In addition, you may be granted special leave with pay for revision purposes immediately prior to final examinations which examinations. The amount of such leave will be proportional to the level of qualification,. You must gain authorisation from your manager or the Personnel Manager.



second and subsequent attempts at examinations.

The Department Manager, in consultation with the Personnel Manager, may authorise second attempts at examinations and the necessary expenditure on further courses of study. Financial assistance for attempts at the examination subsequent to the retaking of a course of study will only be granted in exceptional circumstances.

evening and correspondence courses.

If a Day Release Course is inappropriate or you cannot attend due to operational reasons, financial assistance will be granted towards the cost of an approved evening and / or a correspondence course.

second qualifications.

Application for second qualifications should be made initially to the Department Manager, and then to the Management Team, who will consider each application on its merits taking into account whether the duties and responsibilities of the post require the employee to hold such a qualification, and also whether the course is appropriate to the duties undertaken.

progress and attendance.

If you, without good reason:-

- (a) fail to sit for an examination
- (b) fail to show satisfactory progress
- (c) have a poor course attendance record; or
- (d) discontinue the course,

[Enter your Company Name] may withdraw funding or facilities and may require the refund of any assistance already granted. Payments towards the cost of succeeding years of study will only be made after production of evidence that you have passed the appropriate examination or otherwise made satisfactory progress in the previous year's study.

refund of financial assistance.

If, within one year of receiving any training paid for by the Company, you leave the service of [Enter your Company Name], either because the Company terminates your contract for any reason other than redundancy, or because you terminate your employment, the Company may require you to repay the cost of that training, together with travel, subsistence and any other related expenses and the Company may deduct these sums from your salary payments during your notice period. If your employment terminates more than one year but less than two years after receiving the training, the Company may require you to repay half these costs.

This provision may be waived at the discretion of the Managing Director or General Manager, in consultation with the Personnel Manager.



Performance and training review

career development review.

The purpose of Performance Review within [Enter your Company Name] is to ensure that all employees are clear about their roles, responsibilities and objectives, and that you are equipped with the necessary tools and skills in order to achieve and exceed Company and individual goals.

A review of your performance against your objectives and your performance standards will normally take place with your individual manager every six months. Each review that takes place will be prepared thoroughly by employee and manager, with no less than 5 days notice given to you of the intended review. Each review will be carried out with the following objectives in mind: -

- To review how well you are performing against agreed objectives
- To re-align your priorities in order to achieve set objectives
- To discuss and agree personal development and training required, both short term and long term
- To have a two way conversation between manager and individual in order to clarify the way forward
- It is about listening and understanding and reaching agreement on performance and skills
- It is about encouraging you to take ownership in taking yourself forward and to make improvements

If for any reason you feel your review does not follow these guidelines or is unfair in any way, please raise this, with your reasons why, with the Personnel Manager.

training review.

In order to ensure that the most effective training is given to each employee you will be asked to complete a Training Evaluation Form within the first week of completing your training. Any problems or issues that arise as a result of ineffective training should be discussed with your line manager and the Personnel Manager, and the way forward will be agreed.

Within 3 months of any completed training programme or on the job training a Final Training Assessment, available from the Personnel Manager, should be completed by you to enable us to evaluate the effectiveness of any training.



7. company policies and procedures

[Enter details of your own policies but examples are below...]

equal opportunity policy

[Enter your Company Name] is committed to eliminating discrimination and encouraging diversity amongst our workforce. Our aim is that those who work for [Enter your Company Name] will be truly representative of all sections of society and each employee feels respected and able to give of their best. To that end, the purpose of this policy is to provide equality and fairness for all our employees and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

- All employees, whether part-time, full-time or temporary, will be treated fairly and with respect.
- Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.
- All employees will be helped and encouraged to develop their full potential.
- The talents and resources of the whole workforce will be fully utilised to maximize the efficiency of the organisation.

Employees who feel that they have received treatment contrary to this Policy are encouraged to raise the matter through the Company's Grievance Procedure.

harassment and bullying.

Harassment and bullying in the workplace is unacceptable and will not be tolerated by [Enter your Company Name].

You are encouraged to report all incidents of sexual or other harassment and bullying. All such allegations will be taken seriously and properly investigated. Any employee who feels that he or she is or has been subjected to discrimination, harassment or bullying should as soon as possible notify his or her immediate manager, or if this is not possible, another manager.

The complaint will be fully investigated. The Company will do its best to maintain confidentiality to the extent practicable given the nature of the investigation and taking into account its duty to both parties to investigate fairly. In particular, the Company we will notify all those who are party to the investigation of the need to keep the matter confidential.

If, following an investigation and hearing under the Company's disciplinary procedure, a member of staff is found to have engaged in unlawful discrimination, bullying or harassment in breach of this policy, they may be sanctioned in accordance with the Company's disciplinary policy, including, in appropriate circumstances, relocation to other premises or dismissal. If an employee is found to have made a complaint knowing it to be false, this too may result in appropriate disciplinary action.

Overall responsibility for the implementation of this policy lies with the



Managing Director. However, each and every employee is responsible for the successful implementation of this Policy.

Breaches of this policy will be dealt with through the Company's discipline and grievance procedure.

health and safety policy.

[Enter your Company Name] is committed to ensuring, so far as reasonably practicable, the health, safety and welfare at work of all employees. We recognise in particular the following responsibilities on behalf of the Company in accordance with current legislation and any relevant future changes to the law:

- To provide and maintain safe and healthy working conditions taking into account current statutory requirements.
- To provide training and instruction in accordance with statutory requirements, to enable employees to perform their work safely and efficiently
- To provide and maintain safe plant and equipment and safe systems of work.
- To maintain a continuing interest in health and safety matters applicable to [Enter your Company Name] activities and for it's management to set an example on safe behaviour
- To consult with employees on H&S arrangements
- To provide risk assessments covering the Company's work activities
- To provide assessments detailing the safe storage, handling and disposal of hazardous substances (COSHH)

Employees have a duty to co-operate in this objective:

- By taking care of your own health and safety and that of others who maybe affected by your acts or omissions.
- To co-operate with management to enable the Company to fulfil its legal obligations.
- Not to interfere with, or misuse anything provided in the interests of health, safety and welfare.

medical examination.

Joining the Company is subject to you being medically fit for the job and a medical examination may be necessary. To protect your own health or that of other employees, the Company may ask you to undergo health screening or medical examination at any time during your service. Any such request, and the results of any such investigation, will be kept in accordance with the relevant Data Protection Code of Practice and any subsequent amendments.

illness at work.

If you feel ill at work you should tell your manager. You should also advise your manager if you develop a medical problem that you think may be caused by your work.

first aid.

The names of all staff certified in First Aid are listed on the Notice Boards. Always make sure that you know that you know the name of the First Aider working nearest to you.



infectious or contagious illness

If you have been in contact with any infectious or contagious illness, the circumstances should be reported without delay to the Safety Representative. If the health of other employees is likely to be endangered, you may be required to remain away from work until medical evidence certifies freedom from infection.

stress at work

Stress is an adverse reaction to excessive pressure or demands. We recognise our legal duty to assess the risks of work-related stress and to take measures to control those risks. We are also aware of how destructive stress can be to your ability to work effectively and to enjoy your work.

The HSE has identified 6 key indicators that can cause stress:

demands: Employees can become overloaded if they cannot cope with the amount of work or type of work they are asked to do. If you encounter problems with the volume of your work, or with the sorts of tasks that are being asked of you, you should discuss this in the first instance with your immediate manager. You should also make sure you raise these concerns at your regular appraisals. If you find it awkward to speak to your immediate manager, you should raise your worries with any other manager. If necessary you should invoke the formal Grievance process. However you chose to proceed, remember that if you do not tell us there is a problem, we will not be able to take steps to help you.

control: Employees can become unhappy if they feel that they have no say over how and when they do their work. Here at **[Enter your Company Name]**, we have a culture of doing our best to involve staff in decision making and working as a team.

support: You should always feel free to raise any concerns that are troubling you, however trivial they might seem. We all know how having a sympathetic ear to talk to can be a great stress reliever.

relationships: An organisation that fails to build relationships based on good behaviour and trust will encounter problems relating to discipline, grievances and bullying. Here at **[Enter your Company Name]**, we are proud of our culture of open, honest and respectful relationships and there are clear rules and policies in place to deal with problems that might arise if these relationships break down.

role: Employees may feel anxious about their work and about the organisation if they do not know what is expected of them. Here at **[Enter your Company Name]**, we do our best to make sure, through the appraisal process and through regular informal discussions, that everyone is aware of their individual targets and of how they relate to our organisational goals.

change: Change can lead to huge uncertainty if not managed correctly. We recognise this at **[Enter your Company Name]** and we do our best to keep you informed of any changes that might affect you and to consult with you about these.



use of vdu's / workstations.

For your own safety you are required to follow the guidelines which are available from the Health and Safety Representative with regard to working with VDU's. If for any reason this is not possible you must advise your direct manager or the Health and Safety Representative. Each person is responsible for his / her own working area. At the end of each day, each work area should be left as clean and clear as possible. *All machines must be turned off and covered (if a cover has been provided).*

eye tests.

Where you use a VDU on a regular basis in the performance of your duties, a professional eyesight test of reasonable cost will be provided and paid for should you request it. Should you be prescribed spectacles for your work a basic pair at a reasonable cost will be purchased by the Company.

hazardous substances.

Make yourself aware of COSHH assessments, these are available from the Health and Safety Representative.

When using any products or appliances in the kitchen you must conduct yourself in a safe manner and follow usage instructions on any products available.

manual handling.

You must be aware of the correct procedures when moving any loads by hand or bodily force. The Company will provide training in manual handling if required.

accident prevention.

It is your duty to minimise the possibility of an accident occurring. Safety rules and instructions must be followed and any special protective measure taken if required. You must also report as soon as possible any faults that are identified with any items of equipment. If that fault is likely to cause injury, the equipment must be taken out of service and reported to the appropriate manager.

incident / accident reporting.

Although we have an excellent safety record, accidents do occasionally happen. If you have an accident, you must report it to the First Aider or your manager and record it in the Accident Book which is in the kitchen. If you witness or are involved in an incident or 'near miss' (something that happens which does not actually result in a personal injury) you must report it to your manager and record it in the Accident Book. These reports are reviewed regularly to prevent similar accidents or incidents from happening again in the future.

fire regulations.

You will be given instruction about the Company's fire procedures, a copy of which is permanently displayed on the wall next to the fire exits.

fire alarms.

Fires can happen without warning. You should therefore make sure you know exactly what to do if one breaks out, and the location of the alarms. If a fire cannot be immediately put out without putting yourself at risk, **SOUND THE ALARM.**



fire equipment.

Fire fighting equipment is located around the site and should be used by trained personnel only.

fire exits.

You should make sure that you know where all the Fire Exits are and ensure that they are kept clear at all times. You should also know where the assembly points are (where you have to go in case of fire).

Above all please take care to PREVENT THE CAUSES OF FIRES.

smoking.

[Enter your Company Name] operates a total non-smoking policy within the building – Please refer to our Clean Air Policy.

Any breach of the Company's policies regarding health and safety and the safe use of equipment may lead to disciplinary action, including dismissal.



disciplinary procedures

introduction

- [Enter your Company Name] believes that the effective and efficient operation of the Company depends on good standards of behaviour and job performance. This procedure is intended to create a framework within which matters of staff discipline are conducted fairly and consistently.
- Any behaviour that is contrary to the rules of the Company or accepted standards of performance may be subject to disciplinary action within the procedures and principles stated in this document.
- Although the procedure covers, in the main, the actions and performance of employees whilst at work, incidents that occur away from the workplace which affect an individual's suitability for work or which have the potential to impact adversely upon the Company's standing or reputation may also be taken into account.

scope

This procedure covers all employees of [Enter your Company Name].

disciplinary offences

Disciplinary offences fall within two categories:

- Misconduct
- Gross misconduct

This procedure does not form part of the employment contract of any of the employees of the Company.

misconduct

Some examples of the sorts of misconduct that might attract a disciplinary penalty are listed below. However, this list is by way of illustration only and is not exhaustive.

1. Unsatisfactory time-keeping
2. Unsatisfactory attendance
3. Incivility towards customers or other employees
4. Insubordination
5. Poor standard of work performance
6. Minor blameworthy accidents
7. Misuse of company property
8. Minor breaches of company rules

informal discussions

Depending on the circumstances of each individual case, it is likely to be appropriate for the Manager, before taking formal disciplinary action, to do his or her best to resolve the matter through informal discussion with you. Wherever possible, he or she should endeavour to do this in private.



the procedure in practice

This procedure can be invoked at any stage depending on the seriousness of the misconduct and any other relevant circumstances.

stage 1 – verbal warning

The following steps will be taken:

- i. If it is believed that a disciplinary offence may have occurred, or where it is believed an employee's performance is below standard, the matter should be investigated by a manager who, where practicable, is not the employee's immediate line manager. Details of the investigation should normally, where appropriate, be passed to the employee's manager, to decide if the matter needs to be pursued.
- ii. An employee who is required to attend a disciplinary interview will be notified in writing and given reasonable notice to prepare his or her case. The notification will specify the hearing date and time and contain sufficient details of the alleged offence to enable the employee to prepare for the interview.
- iii. An employee attending a disciplinary interview may be accompanied or represented by an existing fellow employee of his or her choice. Where management availability permits, the manager will be accompanied by another manager, to take a record of the interview.
- iv. During a disciplinary interview the manager will present the full details of the complaint against the employee and the employee will be given the opportunity to state his or her case.
- v. A disciplinary hearing may be adjourned to allow fuller investigation of the facts.
- vi. At the conclusion of the interview, the manager will adjourn to consider the matter including any issues raised by the employee. If the manager is satisfied that the issue of concern is well founded he / she may issue a **Verbal Warning**.
- vii. Although called a "Verbal Warning" the employee will also be informed in writing of the period of the warning. It should set out the standard of conduct or work expected of the employee concerned and the length of time before the warning will lapse. The right of appeal should be explained to the employee.
- viii. The record of the interview, any supporting evidence and the confirmation letter will be placed in the personnel file of the employee concerned. Such documents will remain on the employee's personnel file indefinitely during the course of that employee's employment but the verbal warning will normally only be relied upon in connection with future offences for the period of the warning plus 6 months of satisfactory conduct and performance.

stage 2 - written warning

The nature and circumstances of the offence may justify proceeding directly to Stage 2 of the procedure without first issuing a Verbal Warning. Alternatively, there may be insufficient improvement in conduct or performance following the Verbal Warning, or there may be repetition of the misconduct or the commission of a similar or new offence. In these circumstances, Stage 2 of the procedure may be invoked.



There will be an investigation and meeting, applying the procedure already set out above in the context of Stage 1 Warnings.

If the allegation is upheld following that investigation, a **Written Warning** may be issued. The Warning should set out the standard of conduct required, the time scale and the consequence of a failure to improve and will include reference to the right of appeal. The written warning will remain on the Employee's personnel file, but will normally be disregarded following 12 months of satisfactory conduct and performance.

stage 3 - final written warning

The nature and circumstances of the offence may justify proceeding directly to Stage 3 of the Procedure. Alternatively, there may be insufficient improvement in conduct or work following the issue of a "Written Warning", or a repetition of the misconduct or commission of a similar or new offence. In these circumstances, Stage 3 of the Procedure may be invoked.

There will be an investigation and meeting applying the procedure already set out above in the context of Stage 1 Warnings.

If the allegation is upheld following that investigation, a **Final Written Warning** may be issued. The Warning should set out the standard of conduct required and the time scale, as well as identifying the consequences of a failure to improve and will include reference to the right of appeal. The Final Written Warning will remain on the Employee's personnel file, but will normally be disregarded following 12 months of satisfactory conduct and performance.

stage 4 - dismissal with notice

The nature and circumstances of the offence may justify proceeding directly to Stage 4 of the Procedure. Alternatively, there may be insufficient improvement in conduct or work following the issue of a "Final Written Warning", or there may be a repetition of the misconduct or commission of a similar or new offence. In these circumstances, Stage 4 of the procedure may be invoked.

There will be an investigation and meeting applying the procedure already set out above in the context of Stage 1 Warnings.

If the allegation is upheld, the employee will be advised of his or her dismissal and of the right of appeal. This decision will be confirmed in writing. Dismissal under this Stage 4 will be with notice or payment in lieu of notice.

additional disciplinary sanctions

- A Transfer to other work or relocation – either permanent or temporary
- B Suspension with or without pay
- C Demotion



gross misconduct

Gross Misconduct is misconduct of a level that justifies the summary dismissal of the employee. Gross misconduct may take place both during and outside working hours.

Some examples of Gross misconduct are listed below. However, this list is by way of illustration only and not exhaustive.

1. Falsification of company records
2. Aggression and violence
3. Theft from the company, a customer, or any other employee
4. Fraud or dishonesty
5. Damage of company property
6. Serious blameworthy accidents
7. Consumption of alcohol or drugs which may impair work performance
8. Refusal to carry out a legitimate instruction
9. Actions which bring the company into disrepute
10. Wilful misuse of equipment
11. Working for competitors
12. Unauthorised working for another employer
13. Failure to notify relevant convictions or changed medical status
14. Sexual or racial discrimination
15. Gross negligence
16. Breaches of confidence

If an employee is alleged to have committed an act of Gross Misconduct, the matter will be brought to the attention of the Managing Director or the relevant Departmental Manager. Where appropriate, either the Departmental Manager or the Managing Director may decide to suspend the employee for a short period, normally not lasting no more than five working days, on full pay, in order for an investigation of the matter to take place.

The employee will be notified in writing of the need to attend a meeting to consider the alleged misconduct. The notification will specify the hearing date and time, contain a description of the alleged misconduct and will inform the employee of his or her right to be accompanied by an existing fellow employee of his or her choice.

At the interview, where Management availability permits, a second manager may attend to take a record of the interview.

During the interview, full details of the complaint should be explained to the employee who will be given the opportunity to state his or her case and to respond to allegations made.

The interview may be adjourned, if necessary, to allow fuller investigation of the facts.

At the conclusion of the meeting, the manager conducting the meeting on behalf of the Company will adjourn to consider the matter, including any issues raised by the employee. If the manager is satisfied that gross misconduct has occurred and that there are no relevant or acceptable mitigating circumstances, the employee will be advised of his or her dismissal and of his or her right of appeal. The decision will be confirmed in writing.

Dismissal for gross misconduct will be without notice or pay in lieu of notice.



appeals

- i. If an employee is dissatisfied with the outcome of disciplinary proceedings he or she can appeal. Any appeal against the decision should be addressed to the next line of authority within the Company, stating clearly the grounds for the appeal. Where the original disciplinary decision was taken by the Managing Director, any appeal should also be addressed to the Managing Director.
- ii. An employee attending a disciplinary appeal may be accompanied or represented by an existing fellow employee of his or her choice.
- iii. An appeal against a disciplinary decision must be submitted in writing within seven days of receiving written notification of the decision.
- iv. The employee will be given at least 5 working days' notice of an appeal hearing.
- v. If possible, any appeal will be heard by a higher level of management than the management level that heard the original decision. If the Managing Director carries out both the original hearing and the appeal, she will endeavour to address her mind afresh to the issues for the purpose of hearing the appeal and should carry out a full and fair reappraisal of all relevant matters.
- v. An employee will be informed in writing of the outcome of any appeal. The decision arising from the appeal will be final.

grievance procedures

introduction

[Enter your Company Name] believes that the effective and efficient operation of the Company depends on individual grievances being dealt with fairly, quickly and consistently. This procedure provides a framework for employees to raise grievances with the management of the company. However, this procedure does not form part of the contract of employment of any of the employees of the Company.

scope

This procedure is separate from the disciplinary procedure, and covers all employees of [Enter your Company Name].

stage 1 – initial statement of grievance

- a) An employee should normally initially raise an issue of concern or a complaint with their immediate supervisor / manager, preferably in writing.
- b) The supervisor / manager should attempt to resolve the issue by discussing it with the individual employee.
- c) If the issue cannot be resolved satisfactorily, the employee may proceed to Stage 2 of the procedure.



stage 2 – unresolved grievance

- a) An employee whose individual grievance is not resolved at Stage 1 should raise the complaint with the next most senior manager within the management structure, in writing and should set out sufficient detail to enable the manager properly to investigate the grievance.
- b) The manager concerned should attempt to resolve the issue by discussing it with the individual employee, or if necessary or appropriate, may instruct the Personnel Manager to carry out an investigation.
- c) An employee attending a Stage 2 grievance hearing may be accompanied by an existing fellow employee of his or her choice.
- d) If the issue cannot be resolved satisfactorily, the employee has the right to be heard at Stage 3 of the procedure.

stage 3 – final stage – unresolved grievance

- a) An employee whose individual grievance is not resolved at Stage 2, should raise the complaint with the Managing Director, in writing.
- b) The Managing Director should attempt to resolve the issue by discussing it with the individual employee, or if necessary, may instruct the Personnel Manager to carry out an investigation.
- c) An employee attending a Stage 3 hearing may, at his or her request, be accompanied by an existing fellow employee of his or her choice.
- d) The decision taken by the Managing Director will be communicated in writing to the employee and will be final. There are no further stages available to the employee.

time scales

- i) An employee whose individual grievance is not resolved through discussions at Stage 1, must give written notice of the intention to go to the next level, within seven days of the initial discussion.
- ii) A Stage 2 or Stage 3 hearing should be convened within 14 days of receipt of the statement.
- iii) These time scales may, by agreement, be waived.



telephone policy

The telephone will be answered within 3 rings

Each employee will take ownership to ensure the telephone is answered within 3 rings:

- Our customer is King
- Our customer pays our salaries
- We pride ourselves in our 'unrivalled customer care'

For these reasons it is vital to our company to answer the telephone within 3 rings and has formed part of our common ground rules for which repeated inability / refusal to follow could result in disciplinary action.

telephone procedures

1. Any incoming call must be answered within three rings by;

- a) The receptionist
- b) If receptionist unavailable, by Customer Services and Sales Admin staff
- c) All other employees

In general all must adhere to the three-ring policy.

2. If a customer call is answered by the Receptionist:

- a) You **MUST** take that call if you are not already on the phone. Even important internal conversation must be interrupted.
- b) If the destination of the call is not known, Receptionist to ask caller contact name or nature of enquiry then as in point a.

3. Any calls that are not an external customer, you should take the call in most circumstances.

4. You will answer your individual phone within 3 rings. If you are on DND then you must put your phone on DND.

5. You will all take responsibility to answer the phone of a colleague, particularly someone in your department, who is not at their desk within three rings.

6. You are all to be responsible to inform the receptionist or write in the receptionist diary, if you:

- a) leave the building (if office based)
- b) are in a meeting with approximate duration times.
- c) out and about and contact details (if not office based)
- d) are on leave

7. If you have a headset you will keep it on at all times to prevent any delays when answering the phone.

measurement

The receptionist will measure the number of;

- a) Customer calls
- b) Other calls

that were successfully transferred or not by them. The Customer Services Manager will review this on a monthly basis.



maternity leave

For many women, having a baby is the most important and happy event in their life. We want to make sure you know the rights and benefits you are entitled to while you are pregnant. We want you to be healthy during your pregnancy and we want to remove any worries you may have about work.

[Enter your Company Name] will respect all your rights under current employment legislation.

1. time off for antenatal care

You have the right to paid time off work for the purposes of antenatal care which includes all doctor/hospital appointments, provided you have made an appointment and have asked your manager for the relevant time off. Except on your first appointment, you may be asked to produce a certificate from your GP or midwife confirming that you are pregnant and your appointment card.

2. maternity leave and pay

All female employees can take up to 52 weeks maternity leave.

- If you take up to 26 weeks maternity leave, your statutory right is to return to your old job at the end of your maternity leave.
- If you take between 26 and 52 weeks maternity leave, your statutory right is to return to your old job, or to a suitable alternative job if it is not reasonably practicable for the Company to keep your original job open.

If you have completed more than 26 weeks of service at the beginning of the 15th week before the week your baby is due and you earn above the Lower Earnings Limit, you will be paid up to 39 weeks of Statutory Maternity Pay (SMP).

- SMP is 90% of salary for the first 6 weeks and a fixed flat rate for the remaining 33 weeks. The rate is fixed by the government and changed annually.
- The balance of your leave entitlement (up to 52 weeks) will be unpaid.

3. compulsory maternity leave

An employee may not work for her employer immediately after childbirth. This period of compulsory maternity leave lasts for two weeks from the date of childbirth.

4. notification

Telling us that you are pregnant

You should tell us that you are pregnant at the latest by the end of the 15th week before your baby is due. We need to know the fact that you are pregnant, the expected week of childbirth and the date you intend to start taking leave.

It would help us if you could tell us in any event as soon as you feel able, so that we can take appropriate steps to protect your health and safety.

We will respond with a letter acknowledging your intentions and advising the dates on which your leave will end and your SMP entitlement.



5. maternity certificate

When you are about 26 weeks pregnant your Doctor or Midwife will give you a maternity certificate (the MATB Certificate). This form is proof of your expected week of childbirth and you should show this to your personnel manager as confirmation of your entitlement to SMP and maternity leave.

6. health and safety

The law requires employers to make an assessment of potential risks to expectant mothers. To be effective, and to be of the greatest benefit to the mother and her unborn child, this individual assessment should be carried out as early in the pregnancy as possible. If significant risks are identified, temporary adjustments may need to be made to your working conditions, or suitable alternative work found.

7. commencing maternity leave

Leave may commence on or after the 11th week before the week your baby is due.

If you are absent with a pregnancy related illness after the 4th week before the birth of your baby, you must notify us in writing as soon as reasonably practicable that you are absent due to pregnancy and your maternity leave may begin immediately.

8. kit days

“Keeping in Touch” days are a new innovation, introduced to help employers and employees keep in closer contact during maternity leave. You can take up to 10 “keeping in touch” days over your leave period without prejudicing your entitlement to SMP. There are rules and guidelines governing KIT days and if you are interested in taking advantage of KIT days, you should contact the personnel manager to find out the most up to date information about them.

Even if you do not wish to use KIT days to keep in touch, it is important that you prepare well before going on maternity leave and we will do our best to keep you informed of developments in your absence. You should discuss with your Manager/Supervisor any special arrangements that you would like to be set in place, such as receiving updated company literature and so on.

Before you begin your maternity leave, you should try to use up any annual leave that you have accrued for that year, as you cannot take annual leave during your maternity leave.

If you intend to return to work before the end of your maternity leave period, you must give your Department Manager or the Personnel Manager at least 8 weeks’ notice of your intended date of return.

If you decide that you do not want to return to work at the end of your maternity leave, you must give the Company normal contractual notice under the terms of your contract of employment.

Parental policies are constantly changing. You can find out the up-to-date position by asking the personnel department or by searching the relevant government information websites such as www.tiger.gov.uk (government interactive website covering, for example, maternity and paternity pay rates) or www.dti.gov.uk/er (DTI website featuring clear and up-to-date Guides to the parental rights referred to in this Handbook).



paternity leave

eligibility

staff will need to:

- Have or expect to have responsibility for the child's upbringing
- Be the biological father of the child or mothers husband or partner

length of paternity leave

Eligible employees will be entitled to choose to take either one week or two consecutive weeks paternity leave (but not odd days)

You can choose to start your leave:

- On the day the child is born, or
- On a predetermined date specified by you; or
- From a date specified in a notice issued by the employer under the regulations.

Leave can start on any day of the week on or following the child's birth but must be completed:

- Within 56 days of the actual birth of the child, or
- If the child is born early, within the period from the actual date of birth up to 56 days after the expected week of birth.

Only one period of leave will be available, irrespective of whether more than one child is born as the result of the same pregnancy.

statutory paternity pay (spp)

SPP will be paid for either one or two consecutive weeks depending on whether you chose to take your whole leave entitlement. The rate of SPP will be the same as the standard rate of Statutory Maternity Pay.

notice of intention to take paternity leave.

You must tell us of your intention to take paternity leave by the 15th week before the baby is expected. You will need to tell us:

- The week the baby is due
- Whether you wish to take one or two weeks leave
- When you want your leave to start (this can be changed with 28 days advance warning)

self certificate

A self-certificate needs to be completed as evidence of your entitlement to SPP and Paternity Leave

contractual benefits

You will maintain your contractual benefits during Paternity Leave, except for your salary. You will be entitled to SPP during this period. You have the right to return to the same job following Paternity Leave.



adoptive parents leave

general

Adoption leave and pay now operates on terms that are broadly the same as those governing ordinary and additional maternity leave. However, adoption leave and pay are not available where the adoption is of a child already in your home, such as adoption by foster carers or step-parents. If you are adopting jointly as a couple, only one of you is entitled to the leave.

eligibility

To qualify for adoption leave, you must:

- Be newly matched with a child for adoption by an approved adoption agency
- Have worked continuously for the company for 26 weeks up to the week in which you are notified of being matched with a child for adoption.

length of adoption leave

Adopters are entitled to up to 26 weeks ordinary adoption leave followed immediately by up to 26 weeks additional adoption leave.

You can choose to start your leave on any day of the week:

- From the date of the child's placement (whether this is earlier or later than expected), or
- From a fixed date which can be up to 14 days before the expected date of placement.

Only one period of leave will be available irrespective of whether more than one child is placed for adoption as part of the same arrangement.

statutory adoption pay

During your adoption leave, you will be paid Statutory Adoption Pay (SAP) in accordance with your statutory entitlement.

notice of intention to take adoption leave

You need to tell us of your intention to take adoption leave within 7 days of being notified by the adoption agency that they have been matched you with a child for adoption, unless this is not reasonably practicable. We need to know:

- When the child is expected to be placed with you and
- When you want your adoption leave to start.

matching certificate

At our request, you will need to provide documentary evidence – a 'matching certificate' – from the adoption agency as evidence of entitlement to SAP and as proof of entitlement to adoption leave.

return to work after adoption leave

The rules relating to return to work after adoption leave are broadly the same as those governing return to work after maternity leave.



If you want to return to work **before** the end of your adoption leave period, you must give us 8 weeks notice of the date you intend to return.

unpaid parental leave

[Enter your Company Name] will respect your rights under current employment legislation to statutory unpaid Parental Leave.

Current legislation entitles all members of staff with one year's continuous service to 13 weeks unpaid parental leave for each child born or adopted after 15 December 1999. The right to take this leave will last until your child's fifth birthday or until five years following placement in the case of adoption.

There are separate statutory rules for disabled children, where leave may be taken until your child's 18th birthday.

You will be able to take parental leave in multiples of one day or in blocks, or multiples of one week, although in all cases a maximum of four weeks parental leave can be taken in one year.

21 days advance notice of the intention to take parental leave must be given on each occasion. This requirement may be waived in certain circumstances at the discretion of the Department Manager.

flexible working

Parents of children aged under six or disabled children aged under 18 who have 26 weeks continuous employment with the Company have the right to apply to work flexibly and we have a duty to consider these requests seriously. However, the legislation does not provide a *right* to work flexibly, as there will always be circumstances when the Company is unable to accommodate your desired work pattern.

This Policy provides information on your right to request to work flexibly and your eligibility. It also outlines the procedure you will need to follow to progress your request.

With effect from 6 April 2007, "carers" of certain adults will also have a new right to request flexible working.

The definition of 'carer' covers any employee who is or expects to be caring for an adult who:

- is married to, or the partner or civil partner of the employee; or
- is a 'near relative' of the employee;
- falls into neither category but lives at the same address as the employee.

The 'near relative' definition includes parents, parent-in-law, adult child, adopted adult child, siblings (including those who are in-laws), uncles, aunts or grandparents and step-relatives.

eligibility

In order to make a request for flexible working you must:

- Have a child under six, or under 18 in the case of a disabled child;
- Be either the child's mother, father, adopter, guardian or foster parent, or be married to, or the partner of the child's mother, father, adopter, guardian or foster parent
- Make the application no later than two weeks before the child's sixth birthday or 18th birthday in the case of a disabled child
- Have or expect to have responsibility for the child's upbringing
- Be a "carer" of certain adults (see above)
- Not have made another application to work flexibly under the right during the past twelve months

The purpose of the application must be to enable you to care for the child or adult recipient of the care provided.



the procedure

In summary, the procedure is as follows:

- You must make a careful application in writing to your Manager. You can make only one application a year and any accepted application will mean a **permanent** change to your terms and conditions of employment, unless otherwise agreed between both parties. Before you apply, you should give careful consideration to which working pattern will help you take best care of your child or adult, any financial implications it might have on you if the desired working pattern will involve a drop in salary, and any effects it will have on the business and how these might be accommodated.
- Your request can be by letter, email or fax and must be dated and contain the date of any previous application, or confirmation that this is your first application, together with a statement that the application is being made under the statutory right to request a flexible working pattern.
- In your application, you need to:
 - Confirm that you have responsibility for the upbringing of the child or adult and your relationship to him or her
 - Set out the flexible working pattern you would like to adopt and the date on which you would like it to come into effect. explain what effect, if any, you believe the proposed change will have on the Company
 - Make suggestions as to how that effect may be dealt with.

There are forms available to make your application.

- Within **28 days** of the request, we will arrange to meet with you to consider the proposed work pattern and to discuss whether and if so, how best it might be accommodated. The meeting also provides an opportunity to consider other alternative working patterns should there be problems in accommodating your original request. You can, if you want, bring with you another member of staff as a companion.
- Within **14 days** of the meeting we will write to you to either agree to a new work pattern and a start date; or to provide clear business grounds as to why the application cannot be accepted and set out the appeal procedure.
- Time periods can be extended on agreement. Any extensions will be recorded in writing by the Company and copied to you.
- You can appeal to the Managing Director against our decision within 14 days. A meeting will be arranged within 14 days to discuss the matter. You will be notified of the result within 14 days.



part-time working

The Company recognises all of its statutory obligations under the Part-Time Workers Regulations.

Parental policies are constantly changing. You can find out the up-to-date position by asking the personnel department or by searching the relevant government information websites such as www.tiger.gov.uk (government interactive website covering, for example, maternity and paternity pay rates) or www.dti.gov.uk/er (DTI website featuring clear guides and up-to-date Guides to the above parental rights).

clean air policy

purpose of the policy

The Company recognises the need for a clean air environment for both employees and visitors. To this end, the Company has a Clean Air Policy. Smoking is not permitted anywhere on the premises.

This policy supports our commitment to the protection of the environment and ensures that we present a professional image to all our customers and visitors.

extent of the policy

The Clean Air Policy will apply to all physical facilities owned or leased by **[Enter your Company Name]**. This includes Company Pool Cars.

Smoking is not permitted anywhere on Company premises.

procedure

1. Staff will be informed of this policy through no smoking signs in the appropriate areas.
2. The HR department will be responsible for informing all job applicants of this rule before offers of employment are made or accepted.
3. Employees who meet visitors from outside the Company on Company premises are required to explain the rule politely but firmly to ensure such visitors understand our policy.
4. Any employee who ignores this policy may be subject to the Company's disciplinary procedure.

[Enter your Company Name] encourages a healthy lifestyle for staff. Any member of staff who wishes to give up smoking can get more information from the HR Manager.



dress code

purpose

It is vitally important that we project the right image to our customers and clients. We work in a 5* business environment and we must ensure that we present a professional image at all times. Our Company Dress Code provides guidelines to staff on the standards of dress required.

extent of the policy

The policy covers all staff employed by [Enter your Company Name] and extends to those working within the Bedford Head Office and sales staff in the field.

rules

The general principles of the policy are as follows:

In the office

- Smart / casual
- Practical / comfortable
- Clean / tidy

Business/sales meetings/appointments

- Smart / professional

office

Men

- Collared shirt or smart roll/round neck jumper
- Tailored trousers
- Long tailored shorts (summer)

Women

- Blouse, jumper or smart top
- Skirt, trousers or dress
- Tailored Shorts (summer)

appointments

Men

- Suit, shirt, tie, business shoes

Women

- Suit (skirt or trouser), blouse with sleeves (short or long), nylons, business shoes



Inappropriate attire

- Denim jeans or any faded, bleached or stonewashed trousers/skirts
- Leggings
- Backless, see through, low cut, spaghetti strap, vest, midriff or off the shoulder tops
- Sports trainers
- Bare feet / slippers
- Hats/caps
- No visible tattoos

The management reserves the right to send any person home to change, when clothing or grooming are determined to be inappropriate. Anyone who is asked to return home to change will not be paid for their time away from work. Anyone who persists in wearing inappropriate clothing will be dealt with under the Company's Disciplinary Procedure.



retirement policy

This retirement policy is intended to meet the procedural requirements of the Employment Equality (Age) Regulations 2006. It will come into force on 1 October 2006 and it will govern all retirements where the intended retirement date falls on or after 1 April 2007.

This retirement policy applies to all employees of the Company.

The normal retirement age of this Company is 65.a

employer's notification of intended retirement date:

Not earlier than 12 months nor later than 6 months before your 65th birthday, the Company will write to you and inform you of your intended retirement date. At the same time, the Company will inform you that you have a statutory right to request not to be retired. Your intended retirement date will normally be your 65th birthday.

employee's request to work beyond retirement:

information to be included in your letter of request

If you wish to make a request to carry on working beyond our normal retirement age, you must make that request in writing. The regulations require you to state that the request is a formal statutory request not to be retired, made under paragraph 5(3) Schedule 6 of the Employment Equality (Age) Regulations 2006.

You must state in your letter of request whether you wish to carry on working indefinitely, for a fixed period of time, or until a fixed date.

If you would like the Company to consider any change to your working arrangements beyond retirement, such as reduced hours or a change of role, it would be a good idea to set this out clearly in your letter of request, although the Company has no obligation to agree to any change to your working conditions.

important rules about timing

You must make your written request not to be retired not earlier than 6 months and not later than 3 months prior to the intended retirement date notified to you in the Employer's Notification letter.

It is important that you make your request at the correct time, because under the regulations, the Company is not obliged to consider requests made later than 3 months before the intended retirement date, as long as the Company notified you of your right to request working beyond retirement at the correct time. This is in order for the Company to have sufficient time to give proper consideration to your request in the context of overall workforce requirements and planning.

what happens next?

If you make a formal written request to continue working beyond retirement, the Company will give careful consideration to that request. In particular, you will be invited to a meeting, to be held with you as soon as reasonably practicable after receiving your request. The purpose of the meeting will be to discuss your request.

the meeting

You can bring an existing work colleague with you to the meeting and to any appeal. Your companion can address the meeting but not answer questions on your behalf and can confer with you during the meeting. Where possible, the meeting will be attended on behalf of the



Company by [a director] and one other employee chosen by the Company whose responsibility it will be to take a note.

some general points

If the Company is prepared to agree to your request without the need to discuss it with you, there will be no formal need for a meeting. In this case, you will be notified in writing of the Company's decision and of your new intended retirement date. Occasionally, it will not be practicable to hold the meeting within a reasonable period, and in these circumstances, the regulations allow the Company to make a decision without holding a meeting, as long as proper consideration is given to any written representations that you may make.

after the meeting – the decision

As soon as reasonably practicable, we will write to you with our decision. In that letter, we will state whether or not your request to continue working beyond your retirement date has been accepted. By law, the Company is not required to give you reasons for its decision.

what happens if the company agrees to your request?

If the Company agrees to your request, you will be notified in writing of your new retirement date and any agreed change to your working pattern, if applicable.

what happens if the company does not agree to your request?

If the Company does not agree to your request, you will be notified in writing of the Company's refusal. In that letter, the Company will confirm that you are to be retired on the date originally indicated in the Employer Notification. The Company may agree to delay your retirement, but for a shorter period than you have requested. Where this happens, the Company will notify you in writing of your new intended retirement date.

In either case, you will also be notified in writing of your right of appeal.

appeal

You have a statutory right to appeal against any decision to refuse your request to continue working beyond retirement age, or to grant that request but for a shorter period than you requested. If you wish to appeal against the decision, you must notify the Company in writing within 7 days of receipt of the Company's written decision. Your appeal letter must be dated and should set out the grounds for your appeal. Your appeal should be directed, in the first instance, to [] who will pass it to another independent [director] for consideration.

appeal meeting

You will receive a letter inviting you to a meeting to consider your appeal. The appeal meeting will take place as soon as reasonably practicable following receipt of your letter notifying the Company that you wish to appeal and setting out your appeal grounds.

final outcome

As soon as reasonably practicable following the appeal meeting, the Company will write to you with the outcome of that meeting. That decision will be final.

If you do not make a request to work beyond retirement, you will retire in the normal way on your intended retirement date, as specified in the Employer Notification. This will normally be your 65th birthday.

This policy will be kept under review and will be changed from time to time as legislation changes. If you have any questions about this statutory procedure or about how it impacts on you, you should direct them, in the first instance, to your line manager.

