



EMPLOYEE HANDBOOK

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WELCOME

We would like to take this opportunity to welcome you to the Company and we hope your career with us will be both enjoyable and rewarding. It is the policy of the Company to communicate with you on matters that are important to us all such as quality, productivity levels and information about your employment. We welcome and encourage your views based on your own experience. It is our firm intent that all employees should have an equal level of advancement, access to opportunity and the training necessary irrespective of the sex, race, colour, religion, disability, sexual orientation or age of that employee.

About this Handbook

Most companies have rules, policies and procedures that set out for their employees what they need to know and what the employer expects from them. For example, on Health and Safety to help staff know what could represent a danger in the work place or what to do when you want a day off.

This handbook is designed to give clear advice to employees and to create a culture where issues are dealt with fairly and consistently. This is a guide to your terms and conditions of employment and should be read in conjunction with your individual statement of employment. The handbook provides you with important information relating to the Company's policies, procedures and rules.

If you need further information or help, please don't hesitate to ask your manager, who is perhaps the most important means of communication between you and the Company be it the informal face to face discussions that occur each day about your job, or your Company appraisal and assessment meeting. Your manager is your prime source of information about the Company, it is part of their job to inform, answer questions and listen to constructive opinions, comments or suggestions. Please ask them if any parts of this handbook, or items referred to in it, are unclear.

Use of this Book

This handbook contains Company information and a summary of the Company policies which are correct at the date of print. You should note that all policies are subject to change and variation from time to time; you are advised to check with your manager to ensure that you have access to the most up-to-date information.

Whilst this handbook aims to provide a comprehensive guide to the Company's terms and conditions of employment, your offer of employment letter, statement of employment and the Company's policies and procedures may provide more authoritative details.

First day

On your first day of work, you are requested to report directly to the reception /office. You will need a badge or pass to access the Company at this time. Like all our other visitors this is for safety and security.

A member of staff will welcome you and arrange for your induction and orientation. You will meet various members of the team, as part of your introduction to the Company. You will be asked to provide particular forms of identification, in original format, as proof of your identity and to establish your right to work in the UK. We ask all prospective employees to present their documents before starting work; we make no presumptions about any person's right to work in the UK on the basis of their background, appearance or race. We are required to do so by the Immigration, Asylum and Nationality Act 2006 and must keep copies of your documents.

Induction

Our induction programme is designed so that you fit in quickly and efficiently to your new post. You will meet your new colleagues and receive information about the Company, such as your terms and conditions of employment, Company rules and safety advice. You will be introduced to your manager who will welcome any questions or comments you may have.

It is important you understand that failure to act in accordance with Company guidelines, procedure and policies may result in disciplinary action under the Company's disciplinary procedure.

You may find references made in this handbook to specific policies or procedures. Full details about these are available from your manager.

HOW WE WORK

Changes in Personal Details

To help us assist you, especially in cases of emergency, it is essential that all information in your personal records is complete, correct and up-to-date. Please inform your manager of any changes in your personal circumstances including a change of: address, telephone number, name, next of kin, or bank details.

Changes in Employment Terms

The Company reserves the right to make reasonable changes to any of your terms and conditions of employment. The Company will notify you in writing of such changes at the earliest opportunity or in any event no more than one month after such change has taken place. Any changes will have deemed to have been accepted unless written notification of any objection has been received before the end of any notification period.

Employee Data

You should be aware that the Company collects data about their employees and their employment. The Company may, from time to time, share this information with consultants or outside companies but only in the pursuit and aid of running our business. The Company may also be obliged to disclose some of the information you provide us with, for example, the Inland Revenue or the Police. The Company will not provide confidential references or similar information about employees without the agreement of that employee. You may ask to check your own Company record periodically to help us keep the information up-to-date.

Employee Representatives

Your manager will be happy to inform you of any bodies that exist such as employee forums, works councils or trade unions and outline their roles within the Company should you wish.

Holidays

Your statement of employment gives you details of the number of day's holiday you can take each year, when each holiday year begins and the amount of day's holiday that can be carried forward from one year to the next.

You must agree all holidays in advance with your manager; all holidays are granted on a 'first come first served' basis, so the earlier you give notice the more likely it will be that you will be able to take your holiday when you wish.

- In your first holiday year you will be entitled to holiday pro-rata to your completed months of employment.
- If you work part-time your holiday entitlement is based on the full-time entitlement and then adjusted to reflect your contracted hours.

If you terminate your employment you will be entitled to payment in lieu of any leave which is untaken on the day which termination of employment takes effect. Overpayment of leave will be recouped from your final pay.

The public and bank holidays in England and Wales are:

- New Year's Day
- Good Friday
- Easter Monday
- May Day Holiday
- Spring Holiday
- Late Summer Holiday
- Christmas Day
- Boxing Day

Religious Holidays

The regulations do not provide time and facilities for religious or belief observance in the workplace. However, the Company will consider whether their policies and rules discriminate against staff of particular religions or beliefs. Where special festival or spiritual days exist you may request holiday in order to celebrate festivals or attend ceremonies. The Company will sympathetically consider a request where it is reasonable and practical for you to be away from work and where you have sufficient holiday entitlement in hand. It should be noted, though, that while it may be practical for one or a small number of staff to be absent, it might be difficult if numerous such requests are made. In these circumstances the Company will discuss the matter with the employees affected.

Overtime

From time to time, you may be requested to work overtime and you will be expected to co-operate with any reasonable request. All overtime must be authorised in advance by your manager. No recompense is made for overtime not authorised in advance. Rates of pay are set out in your statement of employment.

Personal Problems

If you have any personal problems with which you believe the Company may be able to help, then you should approach your manager. They may arrange for a personal discussion with the Company Secretary or Personnel Officer, which will be held in absolute confidence.

Probationary Period

On joining the Company you will serve a 12 week probationary period. During this time you will be making your own mind up about whether you wish to remain working with the Company. At the same time, your manager will be assessing your capabilities, attitude and potential.

If you do not reach the standards required by the Company, your employment may be terminated at any time during the 12 week probationary period or the probationary period may be extended beyond 12 weeks but no longer than 24 weeks.

Notice Periods

On the termination of your employment you are entitled to a minimum period of notice. You are also required to give a minimum period of notice to the Company. These notice periods are specified in your statement of employment.

Paid Leave

When your employment is terminated you will receive pay for any holiday you are entitled to in the current leave year but have not taken. Your statement of employment contains the information you need to calculate your accrued holiday pay when you leave.

Pay due will be calculated using the formula $(A \times B) - C = \text{Pay due}$

- A is the total holiday entitlement for the year
- B is the fraction of the year to the date of leaving
- C is the amount of holiday already taken

You will have the right to be paid for leave accrued during the time of your employment, no matter how short that period of employment was. This will run until the end of your notice period, unless you agree otherwise with the Company.

Paid leave during the notice period

You may, if you wish, take some or all of your outstanding leave as part of the notice period. Any request will be treated in the same way as any other holiday request.

The Company may insist that you take any holiday owed to you as part of your notice period. The Company may reduce your notice pay by the amount of holiday pay, provided it is in respect of the same leave year.

Should the Company need to make a deduction from your final payment i.e. if you have taken in excess of your entitlement to paid leave, the Company will ask you to sign an agreement to make the deduction.

Exit Interview

The Company exit interview is a meeting between at least one representative from the Company and a departing employee. The Company will ask the employee questions, as part of a survey, to gather information with the aim of improving working conditions for other employees. The interview can be anonymous if you wish; you will not be requested to sign a questionnaire or any notes.

The decision whether or not to participate in an exit interview is up to you. You have the right to decline an exit interview should you wish.

Training

The aim of training is to help you conduct your work within the Company in such a way as to ensure the health, safety and welfare of all its employees, visitors and the general public. An annual appraisal and review of your training needs will be made by your manager. You will have the opportunity to air your views, comments and discuss plans for your development.

- Our training will help you develop your skills and give you the knowledge necessary to do the jobs for which you have been recruited.
- Our training will help increase the effectiveness of everyone in the Company and therefore of the Company as a whole.

If you are under the age of 18 you have the right to have a reasonable amount of paid time off work to study. You will be able to study or train for approved qualifications. This can be in the workplace, at college, with a private training provider or elsewhere. You must be under the age of 18 with few or no qualifications.

Wage/Salary Payments

How and when you're starting wage/salary will be paid is set out in your statement of employment. An itemised pay statement showing gross earnings, fixed and variable deductions and net wage/salary will be given to you at the time of each wage/salary payment. The Company will inform you of any subsequent changes to your wage/salary, which is normally reviewed each year.

Working Hours

- Your normal hours are those set out in your written statement of employment.
- The way in which you work these hours may be changed from time to time.
- Your normal lunch and tea breaks must be taken at a time agreed with your manager.
- You will be given reasonable notice of any change to your hours or requirement to do overtime.

If you are a young worker that is under the age of 18 working time regulations may prohibit you from working more than 8 hours a day or 40 hours a week. However, there are certain exceptions.

You are not permitted on Company premises outside your normal working hours unless you have special authorisation from the Company or you are participating in recognised activities.

Flexible Working

The law enables every employee to make a request for flexible working once they have completed 26 weeks employment service. Company has a statutory duty to consider all requests seriously and to refuse it only if there are clear business grounds for doing so. All requests must be made in writing.

Employees making applications for flexible working have the right to be accompanied at any meeting.

POLICY AND VALUES

Our policy and values are what the Company is based on and will explain what we expect and believe in. We want people to feel confident and secure, be able to express their views providing fresh and exciting ideas, yet respect the views of others. We are committed to providing our employees with an environment where people are dependable, trustworthy and considerate to both customers and colleagues. Our goal is to produce a great place to work, full of energy and enthusiasm, providing individuals and teams with an atmosphere in which the Company can succeed.

Reporting Absence

Should you be unable to attend work due to ill health you must inform your manager as early as possible, ideally within one hour of your normal start time, stating the reason and the likely length of your absence.

Short-term Absence

When you return to work, from any absence (excluding holidays) your manager will have a discussion with you on the first day of your return to work or as soon as it is reasonably practicable. Your manager will formally review your absence record, if in any 3 month period there are 3 separate periods of absence (whether certificated or not) or if there is an unacceptable pattern of absence, for example regular time off on Mondays or Fridays. Should your absence reach unacceptable levels, the Company may take disciplinary action that could include dismissal.

Long-term Absence

Long term absence is a period of sickness which lasts longer than 2 weeks. The Company will take a sympathetic view about genuine health problems and will be supportive in its approach to all employees in this situation. Such absence will be monitored by your manager, they may telephone you or visit your home in the event of your absence being more than 4 weeks. Any home visits will not be made without your consent.

If your absence reaches problematic levels then the Company may have no choice but to dismiss you. The point at which this action will be taken will depend on the nature of your work and the difficulties your absence causes to the Company. The Company would regard dismissal as a last resort, following evaluation of your medical information, alternative working options and your views.

Sickness Certificates

- For the first 3 days no certificate is required.
- For absences of 4 working days or more an employee statement of sickness form is required.
- For absences of more than 7 days a medical certificate is required from a doctor.

It is important that you comply with the regulations in regard to sickness certificates. If you do not, there is a possibility that sick pay allowances could be delayed or ultimately not paid.

Family Emergency

You are entitled to a reasonable time off work, without pay, to deal with an emergency involving a dependant. For example, if a dependant falls ill or is injured, if care arrangements break down or to arrange or attend a dependant's funeral.

Time Off for Public Duties

You are entitled to reasonable time off from work to carry out some public duties under section 50 of the Employment Rights Act. You should discuss this with your manager to see how best to accommodate this time off.

Time off Union Officials

Any employee, who is an official of an independent trade union which is recognised by the Company, will be allowed reasonable time off with pay during working hours to:

- Carry out union duties.
- Consult with the Company, or receive information from the Company.
- Undertake training for approved union duties.

The Company will give reasonable unpaid leave to officials who attend certain trade union activities e.g. union conference.

Appraisal

The performance appraisal's goal is to provide an objective, consistent and uniform way to gauge and improve each employee's on-the-job performance using objective criteria; to develop each employee's potential for career development and to provide an opportunity for the employee to discuss job problems and interests with his or her manager.

The criteria used for the review are:

- Productivity and efficiency.
- Customer complaint level.
- Quality control systems analysis.
- Daily/monthly operating controls analysis.
- Management review/appraisals.

All promotions are made solely on the basis of individual merit and all suitable candidates will be considered regardless of their sex, race, religion, sexual orientation or age. The Company will assess your potential for promotion on many aspects of both your current performance and your future capabilities.

Collections

You may only carry out collections for charities, employees or other outside bodies if you first obtain approval from your manager.

Company Phones

Employees are prohibited from using the Company's phone equipment for making or receipt of personal calls unless in essential emergencies when you should seek your manager's agreement. Phone monitoring may be used from time to time to check Company telephone usage.

Company Property

You are required to use Company property responsibly as part of the Health and Safety regulations. Property should be used and treated with care, well maintained, cleaned and in a safe condition. You must report any damaged or worn equipment/property to your manager without delay. Company property may not be removed from the premises without the permission of management unless it is directly involved in the activities of the Company.

Confidentiality

Other than as directly required by your activities on behalf of the Company, or as required by law, you must not disclose to any third party (which includes any representative of the media) any information regarding the Company, its customers or its affairs which might possibly be of commercial value to competitors or represent a security risk relating to any individual, employee, sub-contractor or supplier of the Company. You must not divulge any information concerning the business transactions, secrets or affairs of the Company or its clients during the time of your employment, or at any time after the termination of your employment howsoever caused. It is very important that during your employment you must prevent the disclosure of such information by other employees. Should you discover or suspect a breach of confidentiality or secrecy report it to your manager.

During the whole period of your employment with the Company you shall not, without the written permission of the Company obtained in advance, engage directly or indirectly or be concerned or interested in any other business similar to the nature of that conducted by the Company or which would or might compete with the business of the Company, including the undertaking of private commissions. Should your employment with the Company end for any reason, you must safeguard as confidential and ensure to return to the Company without damage, alteration or copying any Company property entrusted to your care including plans, designs, prototypes, computer programs, computer or word processor data storage discs or other computer software.

Consumer Care

As a member of this Company you are required to ensure that you understand any customer codes of practice and see that the high standards of that code are worked to at all times. Customers and their property must be treated with care and respect at all times, you must do whatever is necessary to make both customers and customers' property safe from potential damage or harm. Your manager will advise you of the standards expected.

Disciplinary Procedure

The Company operates its disciplinary procedure using the guidance set out in the ACAS Statutory Code of Practice. The aim of the Company disciplinary procedure is to see that all employees receive fair and consistent treatment and are given full opportunity to improve wherever possible. Every effort will be made to resolve minor misconduct without using formal procedure. If this informal approach does not achieve improvement or the misconduct is seen to be serious enough, the Company will implement formal disciplinary action. No disciplinary action will be taken until the case has been fully investigated.

Gross Misconduct

While any alleged gross misconduct is being investigated, you may be suspended, during which time you will be paid. Any decision to dismiss will be taken by the Company after a full investigation. If you are dismissed for gross misconduct, you will not be given notice or payment in lieu. You can find a list of offences that could lead to dismissal for gross misconduct in the Disciplinary Procedure.

Disciplinary Hearing

If, following an investigation, there is a case to be heard a disciplinary hearing will be arranged. You will be given reasonable notice of the hearing and informed of any allegations against you; you will have the right to be accompanied by a trade union representative or a willing work colleague should you wish. Where possible a manager who has not previously been involved in the case will hear the case. At the hearing, you will be given an opportunity to present your case in answer to the allegations made.

Disciplinary Appeals

If you wish you may make an appeal against the result of a disciplinary hearing, you must do so in writing within a reasonable time. This appeal may take place before or after dismissal or disciplinary action has taken place. The Company will invite you to attend a further meeting after which the Company will confirm the final decision in writing as soon as practicable.

Note: A full copy of the disciplinary procedure and the ACAS Code of Practice are available from your manager.

Drugs and Alcohol Policy

All employees are subject to the drugs and alcohol policy. It applies to all employees, including those on part-time or temporary contracts. The Company believe drugs and alcohol misuse is unacceptable under any work-related circumstances and therefore we apply a zero-tolerance approach. Staff may be tested for drugs and alcohol if they are involved in a serious accident /incident or appear to be under the influence of either drugs or alcohol. It is a criminal offence to be unfit through drugs or alcohol while doing work known as safety critical work. The Company reserve the right to have random drugs and alcohol tests on workers with safety critical jobs. Refusal to take a test will be treated as a positive result and may result in dismissal.

Environmental Impact

The Company recognise the need to operate our business to minimise its impact on the environment and to operate in a sustainable manner wherever possible. The Company wishes to comply with the requirements of environmental legislation and recognised codes of practice. With this aim in mind, the Company plans to take the following steps:

- Promote a company-wide commitment to continuous improvement.
- Search for innovative ways of reducing environmental impact.
- Reduce energy and material consumption.
- Raise awareness, encouraging employee participation in environmental matters.
- Periodic monitoring and reporting of performance progress.

Equal Opportunities

It is the Company's aim that all people should have equal chance and opportunity in life. Therefore the Company is an equal opportunity employer. This means that the Company's policy is to ensure that no unlawful discrimination occurs, either directly or indirectly, against any person on the grounds of age, colour, sexual orientation, disability, marital status, race, religion, religious beliefs, nationality or ethnic or national origin. If you or any other employee feels the letter or general intent of the policy is breached, please report it to your manager. If the matter is not resolved satisfactorily you may raise a grievance through the Company's grievance procedures.

Expenses

Your manager will be able to help you if you have any questions about or wish to know about claiming expenses. All expenses must be authorised in advance by your manager. No compensation is made for expenses not authorised in advance.

External Work

Should you wish to take on part-time employment outside working hours, you must first discuss the matter with your manager; reasonable requests will not usually be refused.

Gifts

You may not receive any gift and/or favour whatsoever from any customer, client or supplier or any prospective customer, client or supplier without approval from the Company.

Grievance Procedure

The Company operates its grievance process under the guidance set out in the ACAS Statutory Code of Practice. The aim of the grievance procedure is to ensure that there is an effective way for employees to raise work-related concerns and provides an efficient way for them to be resolved. Most routine complaints and grievances can best be resolved informally with your manager but where the grievance cannot be resolved informally it will be dealt with through the procedure outlined below.

Written Grievance

You must put your grievance in a written statement of grievance and send a copy to your manager. Where the grievance is against the manager the matter should be raised with a more senior manager if there is one.

Grievance Meeting

The Company will invite you to attend a meeting to discuss the grievance. The meeting will only take place once you have informed the Company of the basis for the grievance you have set out in your written statement and the Company has had a reasonable opportunity to consider what response to make. You should, where reasonably possible, attend the meeting. After the meeting, the Company will inform you of the decision taken in response to the grievance. If you are not satisfied with the response to your grievance you have the right to appeal.

Appeal

If you wish to appeal you must inform the Company; you will then be invited to attend another meeting. A more senior manager, if there is one, will deal with the appeal. You should attend the meeting if reasonably practicable; after the meeting the Company will inform you of the decision taken.

Note: A full copy of the grievance procedure is available from your manager.

Harassment and Bullying

The Company supports the right of all people to be treated with dignity and respect at work; the Company is committed to promoting a working atmosphere free from all forms of harassment and bullying.

Bullying

Is the persistent use of power to criticise or intimidate, insult or undermine in a way that is hurtful and humiliating, making someone feel vulnerable.

Harassment

Is unreasonable, offensive or unwanted behaviour that is based on sex, race, religion, belief, physical ability or sexual orientation, making someone feel intimidated or humiliated.

Bullying and harassment have a negative and unacceptable affect on everyone and therefore we are determined to create a workplace that offers dignity to all employees and is free from bullying and any other forms of harassment. As an employee of the Company you have an obligation to report any form of harassment by staff or customers to the Company management. All complaints of bullying and harassment will be handled promptly, with sensitivity and in confidence at all stages, with the aim to minimise the anxiety for those involved.

Intellectual Property Rights

'Intellectual Property' (IP) is the term used to describe intangible assets resulting from creative work carried out by an individual or an organisation. Any "employee works" that is work done by an employee or on the behalf of the Company with tangible value is (IP). During the whole period of your employment and after its termination you must safeguard the companies (IP.) and treat it as any other confidential Company's property.

Internet and E-mail Use

Company provided internet and e-mail facilities are to be used for business purposes. Employees are prohibited from using the Company's equipment for the issue or receipt of personal e-mails or for gaining access to the internet for personal use, unless they have obtained specific authorisation to do so from the Company.

The Company wish to make it clear that all IT systems operated by the Company are the property of the Company and provided for business purposes, and are maintained primarily for conducting the Company's business. All IT systems are subject to monitoring, by making use of the Company's IT systems and employees recognise the rights of the Company as the owner, including the right to monitor and accept that there is no assumed right of privacy.

The Company reserves the right to determine acceptable use and the suitability of any information distributed through the Internet or via email using the Company's equipment. Misuse of business computer equipment, whether intentional or not, may have serious and sometimes criminal consequences.

Mobile Phones

You may only use a personal phone, pager or other such device at work if you ensure that it in no way whatsoever disrupts the working environment of others.

It is illegal to use a hand-held mobile phone while driving. It is also an offence to 'cause or permit' a driver to use a hand-held mobile phone while driving. Therefore, the Company do not require or permit employees to use a hand-held phone while driving. The Police may check your phone records when investigating fatal and serious accidents to determine if the use of a phone contributed to the accident.

Personal Appearance and Dress

As an employee you will play a key role in the Company's image, therefore high standards of personal appearance are expected at all times. The standard of dress should reflect the needs of your working environment.

- An identity pass should be worn by all employees when issued.
- Employees must not wear any item of clothing, jewellery or tattoos which may cause offence to others.
- Employees may wear religious symbols as long as they fit within the realm of smart dress.
- Employees may wear religious dress, e.g. headscarves worn by Muslim women or turbans by Sikh men.
- Any body piercing should be kept discreet.
- Where a uniform is supplied it should be worn and kept smart and clean.
- Footwear should be appropriate for the environment.

Health and Safety regulations may require you to wear personal protective equipment (PPE) as part of your job. Please ensure that you do so at all times it is required and that it is fit for its intended use.

Office based employees:

- Employees should wear smart casual dress and be clean and tidy.
- Employees or representatives should wear smart business dress for meetings.

Further dress code advice can be obtained from you manager.

Personal Property

The Company will not accept responsibility for loss of, or damage to your property whilst it is on Company premises. However, if you lose or find any article, please notify your manager without delay.

Redundancy

Redundancy, short-time working and layoffs are realities for many companies. It is our intention to provide regular employment to all our staff. However, the flow of work can sometimes be uneven and in some certain situations redundancy cannot be avoided. In the event of the Company making redundancies, it will consult with any recognised trade unions, employee representatives and individual employees as soon as practicable and possible.

The Company will do all it realistically can to reduce the effect of any redundancy by:

- Re-appraising recruitment.
- Reducing or stopping overtime.
- Re-deploying staff where realistic.
- The introduction of early retirement if practical.
- Introducing short-time working.
- Temporary lay-offs.

If the above measures fail to prevent a redundancy situation the Company will use the following selection criteria to determine which employees will be made redundant.

- Skills or experience.
- Standards of work performance or aptitude for work.
- Attendance and disciplinary records.

Lay-offs and Short-time Working

Although every effort will be made to ensure full employment, in the event of a temporary shortage of work, the Company reserves the right to temporarily lay-off or place on short-time working any employees affected. If you are placed in this circumstance by the Company, you will be entitled to the statutory guarantee payments for 5 days of any lay-off in any period of 3 months.

Pensions

The rules and regulations about most pension schemes are usually lengthy and complex separate documents and publications covering this subject are available from your manager. You will also find a reference made to any pension schemes in your statement of employment.

Retirement

When you make the choice to retire it will depend on many different personal circumstances. It is the policy of the Company to provide employees with flexibility in their choice of when to retire by having no mandatory retirement age. An employee should give their manager at least 6 months notice of their intention to retire. Employees can also apply for a gradual move into retirement via partial retirement.

Compulsory retirement will still be possible if an employee is no longer able to carry out their role effectively. For example, if an employee is no longer capable of working due to ill health then a possible outcome may be compulsory retirement on medical grounds.

Right of Search

For security reasons, it may be necessary to search you, your effects and your vehicle. These searches will be carried out by a manager, in the presence of an eyewitness, who will be female in the case of female employees.

Sale of Goods

Sale of personal goods on Company premises is not permitted, although you may advertise goods for sale on a staff notice board with the permission of your manager.

Security

Every employee is responsible for ensuring their work space security.

- Work space should be clear at the end of each day.
- All files and documents should be stored securely.
- Computers should be logged off.
- Items or Company belongings must not be taken /removed from the premises without permission from the management.
- ID cards and passwords must be kept safe at all times.

Sickness Pay

You are entitled to Statutory Sick Pay (SSP) when you are absent from work due to sickness. (Subject to satisfying qualifying conditions)

The benefits are as follows:

- The first 3 days of incapacity are unpaid (known as waiting days).
- SSP is paid for up to 28 weeks.
- Once you have used your SSP allowance you normally transfer to benefits paid directly by the Department of Work and Pensions.
- If periods of sickness are separated by less than 8 weeks (56 days) then they count as being linked and you would not serve the waiting days.

Should there be any additional entitlement to sick pay it will be stated in your statement of employment.

Smoking

All Company workplaces are smoke-free and all employees have a right to work in a smoke-free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace, including Company vehicles. This policy applies to all employees and visitors.

Software

Only software licensed to the Company may be used; you must not download or install, obtain from the Internet or any other sources such as a memory stick or CD-ROM, any unauthorised software.

Standards of Conduct

High standards of behaviour and conduct are important to the Company, so it is equally important you understand what is expected from you whilst you are employed.

Every employee has a responsibility to ensure that any activities or duties they carry out in the Company's name are competent, professional, considerate and truthful, to the benefit of both consumer and colleague.

The Company will not accept behaviour, performance, actions, deeds, activities, manners or conduct that could damage its reputation or be seen as offensive in any way to others.

Timekeeping

Punctuality and reliability are key aspects of good customer care and teamwork; every employee must make every effort to work in a timely manner. Your manager will advise you of the standards expected. They will also help should you require flexibility in your working hours for any reason.

Vehicles

Depending on the role of your job you may be asked to drive for the Company. It may be that the Company provides you with a vehicle or asks you to use your own vehicle for Company business. It is, therefore, your responsibility to read and understand the Company's vehicle policy. You should understand that using a Company car can also have some tax implications. Your manager will explain should you be requested to drive for the Company.

Visitors

For reasons of security and safety you must not receive personal visitors on Company premises without seeking your manager's agreement. All visitors should be directed to the Company office/reception on arrival.

Whistle Blowing

The Company supports The Public Interest Disclosure Act (PIDA) known as the whistle blowing law. Whistle blowing is the term used when someone who works for a Company raises a concern about a possible fraud, crime, danger or other serious risk that could be a threat to customers, colleagues, the public or the Company's reputation. You may report any concerns you have in this subject, with the strictest confidence, direct to any senior manager with the assurance that the Company does not tolerate any reprisal against an employee because they raised a concern and will treat any reprisal as a disciplinary matter, which might lead to dismissal.

WORKING PARENTS

Adoption

Adoption leave and pay are available to:

- Individuals who adopt.
- One member of a couple where a couple adopt jointly.
- The partner of an individual who adopts or the other member of a couple who are adopting jointly may be entitled to paternity leave.

To qualify for adoption leave, an employee must:

- Be newly matched with a child for adoption by an adoption agency.
- Have worked continuously for their employer for 26 weeks ending with the week in which they are notified of being matched with a child for adoption.

Antenatal

All pregnant employees are entitled to time off with pay to keep appointments for antenatal care. Antenatal care may include health visits. Except for the first appointment, you must show your manager, if requested, a certificate from a registered medical practitioner, midwife or health visitor, confirming the pregnancy together with an appointment card or some other document showing that an appointment has been made.

Maternity

Women are entitled to up to 52 weeks' maternity leave, during which time they are entitled to benefit from all their normal terms and conditions of employment, except for earnings. Women who have completed 26 weeks' continuous service by the beginning of the 15th week before the expected week of childbirth are entitled to statutory maternity pay (SMP) which will usually cover the first 39 weeks of maternity leave. At the end of their maternity leave, they have the right to return to their original job.

Note: A full copy of this policy is available on request from your manager

Parental leave

When you have completed 1 year's service with the Company you will be entitled to 13 weeks' unpaid parental leave for each child born or adopted. The leave can start once the child is born or placed for adoption with the employee or as soon as the employee has completed a year's service, whichever is later. It may be taken at any time up to the child's 5th birthday (or until five years after placement in the case of adoption). Parents of disabled children can take 18 weeks up to the child's 18th birthday.

Paternity

To be entitled to paternity leave you must:

- Have or expect to have responsibility for the child's upbringing.
- Be the biological father of the child or the mother's husband or partner.
- Worked continuously for the Company for 26 weeks ending with the 15th week before the baby is due or the end of the week in which the child's adopter is notified of being matched with the child.

You can choose to take either 1 week or 2 consecutive weeks' paid paternity leave (not odd days). Paternity leave must be completed within 56 days of the actual date of 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 1st day of the week in which the birth was expected. You will have the right to return to the same job after paternity leave. Most employees are entitled to Statutory Paternity Pay (SPP) from the Company.

HEALTH AND SAFETY

The Company places great importance on Health and Safety matters and undertakes to conduct its business in such a way as to ensure the health, safety and welfare of all its employees, visitors and the general public in accordance with the Health and Safety at Work Act. Therefore, every employee must co-operate to enable all statutory duties to be complied with.

The Health and Safety policy requires total commitment from all employees:

- Each individual has a legal obligation to take reasonable care for his or her own safety and for the safety of other people who may be affected by his or her acts or omissions.
- Complying with instruction and procedures issued.
- Reporting any serious danger to health and safety to your manager.
- Reporting any incidents which have or may lead or might have led to injury to your manager.
- Co-operating with any investigation to prevent accidents.
- Using equipment or substances in accordance with information or training.

When working with young people (under 18) consideration should be made for their lack of experience and maturity in regard their safety.

Do's and Don'ts

Do's

- Look where you are going and proceed cautiously and carefully, avoid running and rushing – it's better to be safe than sorry.
- Make sure you understand what you are doing before you operate any equipment or machinery, however simple, on your own.
- When lifting and handling, keep your back straight and if the item is too heavy for you to lift on your own, ask for help.
- Clean up - your untidiness or carelessness may cause injury to someone else.
- Wear protective clothing (PPE) including goggles, ear protectors, gloves and boots when advised to.

Don'ts

- Operate machinery or equipment without taking proper instruction.
- Clean any machinery or equipment whilst in motion or without turning it off.
- Interfere with any safety equipment or guards on machinery.
- Interfere with any electrical wiring in any way.
- Obstruct exits and doorways.

Accident Reporting

You have an obligation to report any accident/incident or anything that has come to your attention during the working day that may be unsafe.

If you or your colleague is involved in an accident at work it must be reported to your manager and entered into the accident book. All accidents, however minor, must be recorded, this gives the Company the opportunity to investigate the causes and prevent similar accidents happening in the future.

In the event of a serious or notifiable accident or dangerous occurrence, it is essential that the Company safety officer is advised as soon as possible, in order that suitable action is taken.

If you see something which is unsafe, such as a missing guard from a piece of machinery and cannot correct it, report it to your manager.

If you have any questions about reporting accidents or safety, please speak to your manager.

C.O.S.H.H.

The Control of Substances Hazardous to Health (C.O.S.H.H.) law stipulates the general requirements on employers to protect employees and other persons from the hazards of substances used at work. C.O.S.H.H forms part of the Company's Health and Safety policy. There are also duties on employees to take care of their own exposure to hazardous substances.

Fire

Fire presents significant risk to the Company, It can kill or seriously injure employees or visitors and can damage or destroy buildings, equipment and stock. As an employee you must co-operate with the Company to ensure the workplace is safe from fire and its effects, you must not do anything which will place yourself or others at risk. You must inform your manager if you discover any significant risk of fire which might affect the safety of others and co-operate with all measures to reduce/control the risks; you should ensure you know about the fire warning system and how to operate and respond to it.

The following simple points will help to reduce the risk from fire

- Escape routes must be free from any obstructions.
- Good standards of housekeeping – keeping workplaces tidy.
- Regularly remove any combustible waste.
- Keeping ignition sources away from combustible material.

First Aid

The Company has designated employees trained in Emergency First Aid, for details ask your manager to familiarise you with these people and the position of First Aid boxes.

Hygiene

The Company recognises its obligation in regard to hygiene management for its employees and the general public. Therefore, anyone involved with this aspect of the Company's business is required to co-operate to enable any statutory duties to be complied with. The Company will provide appropriate training and guidance if required.

Personal Protective Equipment

Your job may require you to wear (PPE), please see that you do so at all times that it is required and that it is fit for its intended use. Any shortages or damaged equipment must be reported without delay.