
SMARTWATCH

SECURITY | POWER | LIGHTING

STAFF HANDBOOK

Smartwatch Solutions

**Albion House, 86 Armley Road, Armley,
Leeds, LS12 2EJ**

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Produced By Howarths

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AMENDMENTS

DATE STAFF HANDBOOK LAST REVIEWED & UPDATED	AMENDED BY
April 2016	Howarths
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April 2023	Hannah Sinclair
July 2023	Howarths
July 2024	Howarths & Laura Baldwin
July 2025	Howarths + Laura Baldwin

Welcome

We would like to welcome you to Smartwatch Solutions and express our sincere hope that you will be happy here in our team. We are an Equal Opportunities Employer.

Please keep this booklet as it contains many important aspects of your employment. You should read it carefully as in addition to setting out rules and regulations, alongside a great deal of other helpful information. This staff handbook is non-contractual. All references to the Company / Organisation shall mean Smartwatch Solutions.

We cannot include everything here but your Line Manager will help you access the Company's policies and procedures. The policies and procedures will change from time to time as legislation changes or if there is a business need. You will be notified of any changes and given relevant updates to this handbook at the appropriate time. It is your responsibility, however, to ensure that all updates are inserted in the appropriate place.

In line with business needs we reserve the contractual authority to revise, amend or replace any of the terms and conditions of your employment. If the changes need to be made to your contract of employment we will embark upon a formal consultation process with you in order to seek your consent to the change. If the changes need to be made to the content of the staff handbook, we shall not necessarily seek the input of staff but we will ensure that any changes are communicated to you. Any changes which we seek to make to any documentation will be made subject to the changing needs of the business or to comply with new legislation.

"I confirm that I have been issued with a copy of the Staff Handbook. I am aware that it is my responsibility to ensure that relevant updates are inserted into it as and when issued to me and I agree to abide by the terms, conditions and policies set out there in".

Signed.....

Employee Name: Date.....

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1. The benefits of joining our team

1.1 Terms of employment

The nature of your appointment is as set out in your Contract of Employment. Your contract highlights the key terms and conditions of your employment such as pay, location of work, hours and holiday entitlement. You will be required to abide by the current rules and regulations in force in the location in which you are employed.

The Company recognises and abides by the legislation surrounding TUPE and seeks to manage any TUPE transfers with minimum disruption and inconvenience to employees.

If you join the Company as a result of a TUPE transfer your terms and conditions may differ from the Company's standard terms. Under TUPE your previous terms and conditions are protected however, if you wish, you can transfer onto one of the Company's contracts and receive the benefits of such. If you require more information please talk to your Line Manager.

1.2 Pay

You will be paid directly into your bank account in line with your terms and conditions of employment every month. To help us make the process as smooth as possible you will need to provide us with your bank details. Please ensure that you inform the Accounts Manager of any changes to your details.

The Company needs your P45 and National Insurance number so you can be paid the correct amount. If you do not have a P45 or do not expect to receive one from your previous employer within your first week of employment, please ask the Company for a new starter checklist to complete and return.

Whilst pay increases may not be automatic, your pay rate will be reviewed from time to time to ensure that you are rewarded for your work and level of performance. Any decision will be at the discretion of management.

In the event of an overpayment being made to you, we will inform you in writing. Depending upon the circumstances of the overpayment, e.g. incorrect expenses claim made, or incorrect salary calculation, an arrangement for the amount to be repaid will be made between you and the Company.

1.3 Hours of Work

Details of your hours of work are set out in your Contract of Employment, but you may be required to work reasonable additional or alternative hours to meet the needs of the business.

You may be required to work overtime if and when we deem this to be necessary. You have no contractual right to work any minimum level of overtime hours. You will be given as much notice as is reasonably possible of a requirement to work overtime.

In order for the business to operate successfully, it is essential that all departments are staffed during working hours. You are therefore required to be punctual in arriving at work and co-operate in the timing of breaks.

For employees who must make check calls upon starting and during shifts, these keep a record of your attendance and hours of work. **You must** make your check calls personally. If you are found to be asking other people to make your check calls on your behalf, then you may be liable to the disciplinary procedure as may the person found to be making check calls on your behalf. If you misuse this system in any other way you may be liable to the disciplinary procedure.

1.4 Holidays

The holiday year and scale of entitlement is defined in your Contract of Employment. If you join or leave us during a holiday year your holiday entitlement shall be calculated on a pro-rata basis to your start/termination date. If you have taken more than your paid holiday entitlement when you leave, a deduction will be made from your final salary payment equal to the difference between paid holiday taken and holiday entitlement accrued at the date of leaving. The Company will pay you for any accrued holiday not taken upon termination of employment.

Part-time employees will have their holiday entitlement calculated on a pro-rata basis and will be eligible to be paid for Public Holidays, provided they fall on a day that they normally work (subject to individual contractual arrangements).

All holiday requests must be approved by management, prior to making any bookings. It is desired that, where possible, advance notice of twice the amount of the requested holiday period be given. For example, a minimum of two weeks' notice for a one week holiday period, and four weeks' notice for a two week holiday period. This is to enable us to organise adequate cover for your job whilst you are absent. For single days' leave it is requested that one weeks advance notice be given.

Usually no more than two weeks holiday may be taken at any one time. If you require any further details regarding holiday please discuss this with management, if you are unsure of the details in your contract of employment or staff handbook.

The Company recognises the following Public Holidays: New Year's Day, Good Friday, Easter Monday, May Day Holiday, Spring Bank Holiday, Late Summer Holiday, Christmas Day, Boxing Day.

Except as set out in this handbook, holiday entitlement must be taken during the holiday year in which it accrues. Any holiday not taken by the end of the holiday year will be lost and you will not receive any payment in lieu.

Unused holiday can only be carried over to another holiday year:

(a) in cases involving sickness absence;

(b) in cases of maternity, paternity, adoption, neonatal care leave, parental bereavement leave, parental or shared parental leave;

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- (c) in any other case where management has given permission in writing and;
 - (d) if otherwise required by law.

Holiday and sickness absence

You will continue to accrue holiday entitlement during periods of sick leave. If you are on a period of sick leave which spans two holiday years, or if you return to work after sick leave so close to the end of the holiday year that you cannot reasonably take your remaining holiday, you may carry over unused holiday to the following leave year.

Carry over in these circumstances is limited to the four-week minimum holiday entitlement under EU law (which includes bank holidays), less any leave taken during the holiday year that has just ended. If you have taken four weeks' holiday by the end of the holiday year, you will not be allowed to carry anything over under this rule. If you have taken less than four weeks, the remainder may be carried over under this rule.

Any holiday that is carried over under this rule but is not taken within 18 months of the end of the holiday year in which it accrued will be lost.

Alternatively, you can choose to take your paid holiday during your sick leave, in which case you will be paid at your normal rate.

Holiday and family leave

Holiday entitlement continues to accrue during periods of maternity, paternity, adoption, neonatal care leave, parental bereavement leave, parental or shared parental leave (referred to collectively as family leave). If you are planning a period of family leave that is likely to last beyond the end of the holiday year, you should discuss your holiday plans with your manager in good time before starting your family leave. Any holiday entitlement for the year that cannot reasonably be taken before starting your family leave can be carried over to the next holiday year.

Any holiday carried over should be taken immediately before returning to work.

1.5 Pension Scheme

The Company will comply with its pension duties in accordance with Part 1 of the Pensions Act 2008. Full particulars of the Pension Scheme can be obtained from the Accounts Department.

All eligible employees are automatically auto-enrolled into the Company's Pension Scheme; however, you do have the opportunity to opt-out if you wish.

2. Keeping us informed

2.1 Timekeeping

It is important that you attend work on time as poor timekeeping lets the team down. On some sites you may be required to sign in and out either manually or electronically and it is important that this is done accurately. The Company monitors employee times of arrival and departure from the workplace in order to monitor compliance with contracts and company rules.

If you need to leave work at any time for any reason during working hours, please obtain permission from your Line Manager.

Persistent lateness, incorrect signing in or out, or leaving work without permission may result in disciplinary action.

2.2 Sickiness absence

The Company has a Sickiness Absence Policy. If you require a copy please ask your Line Manager for more details.

Absences resulting from ill-health should be supported by a self-certificate covering the first seven days of absence. Thereafter a doctor's note will be required and forwarded to us as soon as possible, ideally within 24 hours. You will then be expected to supply medical certificates to cover the entire period you are absent.

On the first day of absence you are required to notify your Supervisor, *personally*, as early as possible, but no later than four hours prior to your start time, giving an indication of how long you expect to be absent. You will always be expected to ring the Company **personally** unless you have been hospitalised. Failure to report absence in this way may result in disciplinary action. For avoidance of doubt any absence will be unauthorised in the event you have not informed your Supervisor of the reason for the absence within four hours prior to your start time on the first day of absence. **No employee is permitted to send text messages or e-mails to notify absence.**

When you have been absent for four working weeks consecutively, your absence will be classed as long term. We will make every effort to keep in touch with you and provide the right level of support. Your Line Manager will arrange welfare visits at home or at work. We may require a report from your doctor or an occupational health provider to understand how we can best manage your return to work. You must agree if and when requested, to undergo a medical examination by an independent doctor, to be nominated by the Company.

Upon returning to work after sickness absence, you will be asked to attend a 'return to work interview'. This is to find out how you are and to ask whether there is anything we can do to assist your return.

Payment whilst you are absent sick will be in accordance with your contract of employment.

If you have pre-booked a holiday and are subsequently certified medically unfit i.e. are in possession of a doctor's certificate for the whole or part of the holiday, then you are entitled to take additional holiday later in the holiday year, for a period equivalent to the sick leave taken during that holiday.

Return To Work Interviews

Upon returning to work after sickness absence, you will be asked to attend a 'return to work interview'. This is to find out how you are, to ask whether there is anything the Company can do and to impress upon you the importance of your attendance.

Interviews are conducted for 4 main reasons:

- To express the Company's concern for you, the employee, your health, well-being and whether you are fit to return to work.
- To identify the cause of the absence, and ensure that the reasons for the absence are consistent with other evidence, i.e. to determine that the absence was genuine, reasonable and unavoidable. Return to work interviews enable the Company to identify and act upon any problems that may be developing.
- To indicate to you that your absence was noticed and that you were missed. All employees are part of a team and key players of that team.
- To demonstrate that absence is a high priority to the Company and that attendance policies are put into practice and acted upon.

Any formal interviews (apart from Return to Work interviews) regarding your attendance will be conducted under the same rules as the disciplinary procedure but it should be stressed that the aim of any counselling or warning associated with absence is not to cast doubt on the legitimacy of absences.

Any warning, at this stage, is not a 'disciplinary warning' but a warning that you are failing to fulfil your contract of employment by not attending work and that failure to improve may result in further warnings and ultimately dismissal on the grounds of capability.

In all cases of sickness, you should not behave in any way that is prejudicial to your recovery.

If you fail to provide a satisfactory explanation for your absence, then the absence will be classed as unauthorised.

An absence will also be classed as unauthorised when an employee is aware that they are well enough to attend work, but they choose not to, claiming that they are unable to attend work because they are sick. This would mean that they are claiming sick pay fraudulently. These cases will be treated seriously and may result in disciplinary action being taken in accordance with the Company's disciplinary procedure. Acts of dishonesty on your part endanger the relationship of trust and confidence between an employer and employee.

2.3 Other absence

If you are unable to attend work for any reason (for example for compassionate leave or domestic emergencies) you must inform your Supervisor as soon as possible but

no later than four hours before your start time. You should speak directly to your Supervisor or in his/her absence a member of the Operations Team personally. **Text messages or email are not acceptable when reporting absence.** Failure to report absence in this way may result in disciplinary action. Please refer to the relevant policy that covers these absences.

2.4 Jury Service

If you are called for jury service or other public duties you must inform the Company immediately, with a copy of the letter summoning you to attend. You must submit appropriate claims to the Courts you attend for duty. In addition, you must keep the Company informed during your absence of the likely date of your return.

There is no automatic entitlement to pay as you will receive money from the Courts to cover your time spent serving Jury Duty. Any wages paid will be entirely at the discretion of the Company and will be on a discretionary but non-discriminatory basis.

You are expected to return to work if the requirement to attend court is curtailed.

2.5 Medical & Dental Appointments

Medical and dental appointments must be arranged, as far as possible, outside working hours. If appointments must be made within working hours, then you must strive to make them either early or late in the day to minimise disruption. Documentary evidence for the appointment must be provided if requested.

For hospital appointments, appointment cards must be provided to confirm these as the Company recognises that it is not always possible to arrange hospital appointments outside of working hours.

2.6 Unauthorised Absence

All absences must be authorised by your Line Manager. Any absence that is not authorised constitutes unauthorised absence may lead to disciplinary action being taken.

2.7 Stress

We recognise our employer obligations and appreciate that staff may become stressed due to numerous reasons. Stress is usually seen as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'.

To avoid staff becoming or feeling stressed in the workplace we encourage you to discuss with your Line Manager any stress related issues you may have, or any support you may require. We also encourage a supportive culture where colleagues assist each other in workloads.

3. Staying on the right track

3.1 Understanding the right to work

As a new member of the team, even if you joined via TUPE, you must provide us with proof of your eligibility to work in the UK. This is a legal requirement and failure to provide us with the required documentation may result in the termination of your employment. You must keep your Line Manager updated of any changes in your personal circumstances as soon as possible.

In some cases, we may ask you to undergo other checks such as a Disclosure and Barring Service check.

Security Industry Authority

Security officers must hold a valid Security Industry Authority (SIA) licence to carry out work on behalf of the Company. It is the security officer's responsibility to ensure their SIA licence is valid. Security officers must inform the Company of any changes to the status of their SIA licence application or SIA licence as soon as they become aware of the change. In the event a security officer's SIA licence is revoked by the SIA or their SIA licence application is rejected the Company reserves the right to suspend you.

3.2 Disciplinary

A copy of the Company's Disciplinary Policy is annexed to this handbook. Please take the time to acquaint yourself with the process and when the disciplinary procedure may be invoked.

3.3 Grievance

Communication is encouraged at all levels throughout the Company ensuring that questions and problems can be aired and resolved quickly. If you have any disagreements or complaints please raise these informally in the first instance with your Line Manager, or another Manager.

If your disagreement or complaint cannot be resolved by discussion you should put it in writing outlining the problem and where possible identifying the required solution.

A copy of the Company's Grievance Policy is annexed to this handbook.

3.4 Appearance

It is important that you remember your appearance and conduct reflects on the Company. With that in mind you are expected to maintain good standards of personal hygiene, appearance and dress appropriately to your job responsibilities. This includes attendance on courses, training sessions, networking events etc. whether in-house or on site. All clothing should be neat and clean.

Employees who are provided with protective clothing, safety shoes and uniform are expected to wear the provided clothing and equipment at all times during working hours. All office staff should dress appropriately to their position.

All security officers must wear:

- A white shirt;

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- Smartwatch Solutions Tie;
 - Black jumper;
 - Black trousers;
 - Black belt;
 - Black polished boots with mid-sole protection;
 - Black polished safety footwear;
 - Hi-vis jacket or vest (where appropriate);
 - White hard hat;
 - Gloves (where appropriate); and
 - Safety glasses (where appropriate)

The Company's dress code will be operated in a non-discriminatory manner.

Refusal to wear protective clothing, poor standards of dress and appearance will be regarded as unacceptable conduct and may be dealt with through the disciplinary procedure.

Religious and Cultural Dress

You may wear appropriate religious and cultural dress (including clerical collars, head scarves, skullcaps and turbans) unless it creates a health and safety risk to you or any other person or otherwise breaches this policy.

Where necessary your Line Manager can give further information and guidance on cultural and religious dress in the workplace.

Priority is at all times given to health and safety requirements. Where necessary, advice will be taken from the Health and Safety Officer.

3.5 Smoking

The Company implements a no-smoking policy throughout Company premises. This includes Company vehicles. All employees have a right to work in a clean environment and employees are reminded that the Company deems breach of this policy as gross misconduct. Any employee found to be smoking on Company premises or in Company vehicles, will be subject to the disciplinary procedure which may lead to their dismissal.

The smoking ban applies to anything that can be smoked and includes, but is not limited to, cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars, herbal cigarettes and e-cigarettes.

Smoking may only be during designated breaks, and must be away from Company premises. For guidance on where you may smoke, please speak to your Line Manager. Please dispose of all cigarette ends responsibly.

3.6 Swearing

Swearing is not condoned anywhere on Company premises, or Company business and any member of staff caught doing so (which includes making gestures) may be liable to disciplinary action.

3.7 Alcohol and drugs

Alcohol and/or drugs are strictly prohibited and in some cases are illegal. You should not attend work under the influence of either. Doing so may result in your immediate removal from site and could result in your dismissal. Please refer to the Company's substance misuse policy for further details.

3.8 Related persons

We recognise that family and other relationships occur between individuals in a direct or indirect reporting line, within a department and also with individuals working for a competitor or supplier.

Where the personal relationship involves those in a direct reporting line or in manager/subordinate roles, both parties are required to disclose this by informing your Line Manager in confidence, as soon as reasonably practicable.

You are expected to apply sensible discretion, and you should seek guidance from your Line Manager in situations where you feel your objectivity may be questioned. You should therefore avoid putting yourself in any situation where your decisions or actions at work could be challenged on the grounds of personal favouritism or taking advantage of personal connections.

Any members of staff who are in a personal relationship are expected to conduct themselves in a professional manner at work at all times in respect of such relationship. This means being considerate of the feelings of their other colleagues in their day-to-day dealings and being discrete in any discussions regarding their private life within the workplace. Public displays of affection are inappropriate in the work sphere.

Failure to disclose a personal relationship as required will be treated as a disciplinary matter and, subject to investigation, could result in disciplinary action, up to and including dismissal.

3.9 Gifts & Entertainment

You must never accept a bribe or an unusual payment, or anything that could be interpreted as an attempt to influence your judgement from suppliers, clients or anyone in the business environment. Please refer to the Company's Anti-Corruption and Bribery Policy for full details of what can and cannot be accepted.

All gifts received or offered should be made known to your Line Manager as soon as possible.

3.10 Use of telephones

We ask you to arrange personal calls during break times. Please do not use your personal mobile phone during working time. Company telephones should only be used with prior permission and restricted to Company business except in exceptional circumstances.

We ask you to arrange personal calls during break times. You must use your mobile phone to carry out check calls and emergency calls.

Mobile telephones are not to be used whilst driving on Company business without the use of an appropriate hands-free kit. Anybody caught using a mobile telephone whilst driving, without using a hands-free kit, will be liable to disciplinary action.

3.11 Computers

Computers provided by the Company must only be used for business use and all software must be loaded by the IT Manager. Use of your own computer, tablet or mobile telephone to access the internet or email during work time is prohibited.

We permit the occasional use of internet, e-mail and telephone systems to send personal e-mail, browse the internet and make personal telephone calls subject to certain conditions set out below. Personal use is a privilege and not a right. It must be neither abused nor overused and we reserve the right to withdraw our permission at any time. The following conditions must be met for personal usage to continue:

- use must be minimal and take place substantially out of normal working hours (that is, during break times and before or after work);
- use must not interfere with business or office commitments;
- use must comply with our policies including the Diversity, Equity and Inclusion Policy, Anti-harassment and Bullying Policy, Sexual Harassment Policy, Data Protection Policy and Disciplinary Procedure.

Staff should be aware that personal use of our systems may be monitored and, where breaches are found, action may be taken under the disciplinary procedure. We reserve the right to restrict or prevent access to certain telephone numbers or internet sites if we consider personal use to be excessive.

Employees should note that the Company reserves the right to monitor and/or record all telephone calls to and from the office, all mail or emails (whether marked Private or Personal) and the Internet (checking the server) at any time for the purposes of ensuring that the Company rules are being complied with and for legitimate business purposes.

Please refer to the Information and Communications Systems Policy and the Social Media Policy for further details.

3.12 Surveillance and right of search

The Company will not use covert monitoring or surveillance (that is, where individuals are unaware that the monitoring or surveillance is taking place) unless, in highly exceptional circumstances, there are reasonable grounds to suspect that criminal activity or extremely serious malpractice is taking place and, after suitable consideration, we reasonably believe there is no less intrusive way to tackle the issue.

In the unlikely event that covert monitoring is considered to be justified, it will only be carried out with the express authorisation of Head of Virtual Services. The decision to carry out covert monitoring will be fully documented and will set out how the decision

to use covert means was reached and by whom. The risk of intrusion on innocent workers will always be a primary consideration in reaching any such decision.

Only limited numbers of people will be involved in any covert monitoring.

Covert monitoring will only be carried out for a limited and reasonable period of time consistent with the objectives of making the recording and will only relate to the specific suspected illegal or unauthorised activity.

If required you must submit to a search including a personal search and search of cars or lockers or any other personal property belonging to or accompanying an employee. Employees entering or leaving Company premises, including parking areas may be asked to submit to a search by duly authorised personnel. Searches will be carried out in order to investigate an allegation of theft or search for alcohol or drugs on the premises.

Failure to submit to a search when requested may result in disciplinary action and summary dismissal may be the penalty. We reserve the right to contact the police to conduct the search on our behalf.

3.13 Copying & Post

You should not use office stamps / postal franking machines for the despatch of private mail, or the Company photocopying facilities for private purposes.

Under no circumstances must Company headed stationery be used for your personal correspondence, nor should its name, address or telephone number be used for your personal business or private purposes.

3.14 Outside of work activities

The Company understands that once an employee has finished work they may conduct their personal lives however they wish, and the Company does not wish to interfere with this. However, we feel it necessary to bring to staff's attention that any behaviour outside of working hours which may bring the Company into disrepute, or an employee's ability to do their job, is of the Company's concern and may affect their employment.

Employees are expected to arrive to work fit to carry out their duties, and not behave in any manner which may discredit the Company, at all times whilst in the Company's employment. Thus, should an employee arrive to work unfit, due to their activities outside of working hours, this may result in disciplinary proceedings. For example, where an employee arrives to work under the influence of alcohol due to their alcohol consumption outside of working hours.

The Company understands that when staff work away there may be limited activities to do after work, due to their surroundings, and so one option may be to go to a local pub, restaurant, etc. However, staff should not consume amounts of alcohol, at any time, outside of working hours which may result in them being under the influence of alcohol, upon commencement of work. Please note, where staff are required to work

away and stay away overnight, they should not consume more than two pints of beer, or the equivalent alcohol, during their overnight stay.

Employees will be deemed to be under the influence of alcohol or drugs where this is the reasonable opinion of management. Further employees may be subject to alcohol or drug testing at any time, in accordance with the Company's substance misuse policy and client policy.

Please note, if it comes to the Company's attention that an employee is, or may have been, under the influence of alcohol during working hours, for any reason, this shall be investigated as appropriate and may result in the concerned employee to be subject to disciplinary proceedings.

Please see the Company's substance misuse policy for further details regarding drugs and alcohol intake.

3.15 Client Requests

Due to the nature of the work, employees may carry out work, on behalf of the Company, for the Company's clients. However if a client requests for an employee's involvement to be removed from the work being carried out the Company will follow the appropriate proceedings to accommodate the clients request, and provide such employee with suitable alternative work. However where it is not possible to provide an employee with suitable alternative work, under such circumstances, this may result in the employee's termination of employment.

For the avoidance of doubt, in the event of such client request the Company will complete all necessary investigations and act accordingly.

4. What you can expect from us

4.1 Induction

Upon any new employee commencing employment with the Company they must have an induction. The induction is there to make new employee's feel at ease and part of the team. The induction is also there to integrate new employees into the Company as quickly and effectively as possible. This policy is non-contractual in its effect and does not form part of normal terms and conditions of employment, unless otherwise stated in your contract of employment.

The objectives for our induction process are to:

- a) Introduce new employees in a systematic manner
- b) Assist new employees in becoming effective in their work
- c) Alleviate any anxieties a new employee may have
- d) Ensure the new employee understands their new role and the Company's expectations of them;

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- e) Reduce staff turnover and recruitment costs;
 - f) Inform new employees of any regulations, such as health and safety, which is associated to their position and to which they are obliged to adhere to; and
 - g) Ensure the new employees are aware of all the Company's policies and procedures.

If you conduct an induction with a new employee please complete the correct induction checklist to ensure all necessary aspects are covered. If you are unsure of any aspect when carrying out an induction process with a new employee please seek advice from your Line Manager or the HR Department.

4.2 Your development

Your Line Manager will hold an appraisal with you every year where objectives will be reviewed and set and where your contribution to the business can be recognised.

The continued success of the Company depends upon the contribution that trained people make at every level of the organisation. Training will be evaluated and reviewed to ensure that it is developed to match the needs of you, the business and the customer.

We may give you support if you wish to study for a professional examination relevant to your job. Please speak to your Line Manager if you feel this is relevant to you.

4.3 Equality and diversity

It is Company policy that all applicants for employment and employees shall be given equal opportunities in all areas of employment. This means that no job applicant or employee receives less favourable treatment on the grounds of gender, age, marital status, social class, colour, race, ethnic origin, religion, sexual orientation, creed or disability. Neither should they be disadvantaged by conditions or requirements that cannot be shown to be relevant to the job.

We place great emphasis on maintaining procedures that are free from all forms of discrimination.

Please see the attached Diversity, Equity and Inclusion Policy for further details and information.

4.4 Harassment and victimisation

Harassment, bullying or any form of victimisation will not be permitted or condoned in the workplace. For more information, please refer to the Company's Anti-Harassment and Bullying Policy or Sexual Harassment Policy.

4.5 Data Protection

As part of everyday operations we regularly collect, hold and process personal information from various sources relating to employees, customers, contractors and suppliers. All personal data is stored securely and processed fairly in accordance with

our data protection obligations under the Data Protection Act 2018 and the General Data Protection Regulations (“GDPR”).

If you would like to see the contents of your personal file please speak to your Line Manager.

4.6 Retirement

The Company’s Retirement Policy can be viewed in the ‘Policies and Procedures’ section of the Master Handbook. If you have any questions about the Retirement Policy, please talk to your Line Manager.

4.7 Notice period

If you decide to leave us, you must confirm your resignation in writing to your Line Manager. Check your contract of employment for details of the amount of notice that you should give to us.

We will not be obliged to provide you with any work at any time after notice of termination has been given by either party.

All property belonging to the Company must be returned to us prior to your leaving date. You are reminded that restrictions on the disclosure of any Company information may continue after the termination of your employment and no such disclosure should be made without prior permission. Please refer to your contract of employment.

Any unused pro-rata entitlement to holiday may only be taken during the notice period with prior management agreement. Alternatively, we may insist that you take any unused holiday entitlement within your notice period.

5. Family friendly focus

5.1 Maternity

As soon as your pregnancy is confirmed with your doctor you should notify the HR Department who can ensure that all necessary checks are carried out to your working environment. You will be asked to provide all necessary documentation and information to allow us to make appropriate arrangements for your maternity leave and Statutory Maternity Pay if appropriate or advise on the how to claim Maternity Allowance.

For full details of your statutory rights please refer to our Maternity Policy or speak to the HR Department.

5.2 Paternity

Following the birth of a child an eligible employee may have the right to take paid leave to care for the child or support the mother. For full details of your statutory rights please refer to our Paternity Policy or speak to the HR Department.

5.3 Adoption Leave

An adoptive parent of a child newly placed for adoption is entitled to time off for adoption leave. For full details of your statutory rights please refer to our Adoption Policy or speak to the HR Department.

5.4 Parental Leave

Employees who have completed the statutory qualifying period of continuous service and meet the criteria are entitled to a period of unpaid parental leave, over an 18-year period, for each child born or adopted.

For full details of your statutory rights please refer to our Parental Leave Policy or speak to the HR Department.

5.5 Neonatal Care Leave

Employees with babies in neonatal care have a day one right to neonatal care leave and eligible employees who meet a certain criteria will be entitled to statutory neonatal care pay.

For full details of your statutory rights please refer to our Neonatal Care Leave Policy or speak to the HR Department.

5.6 Family emergencies

In exceptional circumstances you may be granted unpaid leave to assist a dependant (parent, spouse, partner, child or person living in the same household). You should advise the HR Department as soon as practicable of the need for any absence and its likely duration.

For full details please refer to our Time off for Dependants Policy or speak to the HR Department.

5.7 Flexible Working

Any employee who has not made more than two flexible working requests within the last 12 months is entitled to apply for flexible working.

For full details of your statutory rights please refer to our Flexible Working Policy or speak to the HR Department.

5.8 Shared Parental Leave

Shared parental leave (SPL) is a form of leave that may be available if you have completed the statutory qualifying period of continuous service and meet the criteria for shared parental leave, for each child born or adopted.

For full details of your statutory rights please refer to our Shared Parental Leave Policies or speak to the HR Department.

5.9 Compassionate and bereavement leave policy

Compassionate leave is designed to help a member of staff where they need to deal with necessary arrangements for or assist a close relative who is seriously or critically ill. Bereavement leave is designed to help you cope with the death of a close relative, to deal with necessary arrangements and attend their funeral.

Entitlement

We may exercise our discretion to allow staff to take unpaid compassionate leave of up to 5 days in any 12-month period in respect of a close relative or close friend, depending on the circumstances of each case.

We may exercise our discretion to grant unpaid bereavement leave of up to 14 days in the event of the death of a close relative or friend.

If you are unable to return to work following a period of compassionate leave or bereavement leave you should contact the HR Department. It may be appropriate to take a period of annual leave or unpaid leave in some circumstances.

Requesting Leave

We recognise that it may not always be possible to request compassionate leave or bereavement leave in advance. However, where it is possible, you should make a request to the HR Department. You should tell them the reasons for your request and the number of days leave you would like to take.

Where it is not possible to request leave in advance you should contact the HR Department as soon as possible to tell them the reason for your absence and the number of days you expect to be absent.

Parental Bereavement Leave

Employees who are unfortunate enough to suffer the death of a child under 18 years of age or a stillbirth of a baby after 24 weeks' pregnancy, will be entitled to Parental Bereavement Leave.

Parental Bereavement Leave may be taken at any time within 56 weeks of the death of the child and is a period of one or two weeks' leave. The leave can be taken as one or, two whole weeks or two separate weeks at different times.

Employees with more than 26 weeks' continuous service may be entitled to Statutory Parental Bereavement Pay.

Employees who wish to request Parental Bereavement Leave or understand their entitlement to the statutory pay should speak with the Accounts Department.

The Company's Parental Bereavement Leave can be found in the Parental Bereavement Leave Policy.

5.10 Carer's Leave

We respect that there may be occasions when you will need to take time off work to provide or arrange care for a dependant with a long-term care need. You have a right to take up to one week of unpaid time off work in each rolling 12-month period to provide or arrange care for a dependant with a long-term care need.

For full details of your statutory rights please refer to our Carer's Leave Policy or speak to the HR Department.

6. Our way of working

6.1 Publication of information & the media

You must not disclose any confidential information concerning customers, clients or the finances or affairs of the Company. No interviews are to be given to representatives of the press, radio or television on any matter concerning the affairs of the Company, without written permission from the Managing Director.

Failure to adhere to this policy may be considered to be gross misconduct and will lead to disciplinary action being taken against any employee concerned.

6.2 Whistle-blowing Policy

We commit to the highest standard of openness, integrity and accountability. Employees are therefore encouraged to report any wrongdoing by the Company or its employees that fall short of these business principles. (This also applies to staff of key contractors, if applicable). Should you become aware of any illegal, unsafe practices or wrongdoing which may threaten public or Company interest then we ask you bring this to our attention confidentially.

The Public Interest Disclosure Act 1998 protects employees who report wrongdoing within the workplace, but it is the aim of this policy to ensure that as far as possible our employees are able to tell us about any wrongdoing at work which they believe has occurred, or is likely to occur.

Please refer to our Whistle-blowing Policy for more information.

6.3 Personal & Company Property

It is the duty of every employee to safeguard Company property so far as is reasonably practicable. Damage, attempted damage, theft or attempted theft, or any suspicious circumstances or behaviour on the part of fellow employees or third parties should be reported at once to your Line Manager.

Employees are at all times expected to safeguard the Company's property and all Company property must be returned to the Company at the request of management.

Loss, theft, or damage to Company property, which in the opinion of the Company, falls within the scope of the disciplinary procedure may lead to termination of your employment.

The Company takes every reasonable precaution to safeguard property that you bring on to the premises but cannot accept any responsibility for loss or damage to personal property, vehicles or valuables, including cash, on Company premises or in Company vehicles.

If you do lose or suffer damage to anything belonging to you, you should report it to your Line Manager immediately. Protect your money, clothing and other valuables by exercising caution. In addition, you are advised to arrange your own suitable insurance cover.

Should you find any lost property, this should be handed to your Line Manager.

6.4 Mobility

Your place of work is as detailed in your contract of employment. You must comply with any reasonable request should we deem it necessary to ask you to work from different premises. This may be a temporary or permanent relocation however you will be given as much notice as is possible.

6.5 Expenses

On production of the original relevant receipts, attached to an expenses form, we will refund any pre-authorised expenses, which are necessarily and properly incurred by you in the execution of your duties, subject to approval. You must check with the Company before incurring any expenses to ensure that they will be accepted as valid business expenses.

Claims for expenses are to be submitted on a regular basis. The appropriate form should be accompanied by all relevant original receipts. This form should then be submitted for payment to the Accounts Department.

Failure to provide receipts may result in failure to reimburse expenses. Falsification of any claim will be regarded as a serious breach of Company rules and will be dealt with through the Company's disciplinary procedure.

6.6 Declaration of outside business interests

You must declare any shareholding or financial involvement in another business, if that business could be materially affected by the employee's activities on behalf of the Company. This includes businesses which are, or which become, suppliers, clients or competitors of the Company.

During your normal hours of work, you may not, without prior written consent from the Managing Director, devote any time to any business other than the business of the Company.

If you wish to engage in other employment or business activities, you must have prior approval from the Managing Director. If, in the Managing Director's opinion, the secondary employment or business activity is likely to place you in competition with the Company, create conflict of interest or adversely affect your job performance, permission may be withheld.

6.7 Third Party Pressure

Employee's ongoing employment may be conditional on the approval and continuing support of third party clients. If clients withdraw support for you to attend their premises we may have no alternative other than to remove you. To facilitate this, we may suspend you with pay if necessary.

If a client alleges misconduct or lack of capability on your part, we will investigate their complaint thoroughly. If we believe further action is necessary, we will utilise the provisions of our disciplinary and/or capability procedure. In the most serious cases we may summarily dismiss you.

Where a client withdraws their support, it may not be possible for you to work with them in any event. In such circumstances, we will consider possible alternatives to maintain your employment with the Company. However, if no suitable alternatives exist we reserve the right to terminate your employment.

6.8 Inventions, designs and intellectual property

We recognise that during employment, an employee's duties (whether during or after working hours) may lead to the creation of, or participation in, generation of intellectual property. You should be aware that such intellectual property belongs to the Company. You are expected to disclose to the Company all intellectual property including inventions, designs, discoveries, developments, processes, formulae, programmes and improvements (together, "inventions") conceived or generated, either alone, or with others, in the course of your employment.

We shall decide, in our sole discretion, whether and when to apply for patent, registered design or other protection in respect of the Inventions and reserves the right to work any of the Inventions as a secret process in which event you shall observe any obligations relating to confidential information which are outlined in your contract of employment.

6.9 Redundancy Policy

It is our intention, as far as possible, to maintain a stable work environment and provide reasonable security of employment for all employees. However, if it is ever the case it becomes necessary to reduce staffing levels, the Company has a Redundancy Policy that aims to minimise the impact of such reductions. It must, be recognised that where the needs of the business so dictate, the procedure will be adapted to the particular circumstances that prevail. The Company has a detailed Redundancy Policy, and should the need arise you will be issued with a copy. Should you wish to see a copy, please contact your Line Manager.

6.10 Company vehicles

If you have access to a Company vehicle, please familiarise yourself with Company Vehicle Policy. We ask you to look after your vehicle and ensure it is kept in good condition and maintained regularly.

Any changes to your driving licence status must be notified to your Line Manager in writing immediately. Where driving is a requirement of your role, disqualification may result in the termination of your employment.

You will be responsible for any fines or charges incurred through unlawful use of the vehicle.

Company vehicles are fitted with a tracking system which allows the Company to locate vehicles, and analyse the vehicles use. No employee is permitted to interfere with the fitted tracking systems, unless given permission by management. Interference with any Company vehicle tracking system may result in disciplinary action taken. Information obtained from the tracking system will be analysed and may be used in disciplinary proceedings.

6.11 Social Media

Your use of social media can pose risks to our confidential information and reputation. Please refer to the Social Media Policy for guidance on how to use social media both at work and in your own time.