

EMPLOYEE HANDBOOK

Azebra Pay Ltd

POLICIES, PROCEDURES AND RULES

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EQUAL OPPORTUNITIES POLICY

1. As an Equal Opportunities employer, our policy is that no employee or applicant for employment will receive less favourable treatment than another person on the grounds of their race, (including colour, nationality, ethnic or national origin), religion or religious belief, sex, marital status, sexual orientation, trade union membership, age or disability. No employee or applicant for employment will be discriminated against or disadvantaged by any condition or requirement that is not justified by the genuine needs of the job or the organisation.
2. This commitment applies all areas of employment, but in particular:
 - Recruitment and selection processes and procedures
 - Job descriptions and job content
 - Training and career development opportunities.
 - Terms and conditions of employment and access to employment related benefits and facilities.
 - Application of grievance and disciplinary procedures.
 - Application of redundancy policies or procedures.
 - Prevention of harassment of any description.
3. We view this policy as an important issue. It is the responsibility of all employees at all levels to ensure its observance. Any breaches of this policy will be treated extremely seriously. Conduct by employees during the course of their employment that constitutes discrimination on the grounds referred to above, will be considered to be gross misconduct and will lead to dismissal.
4. Equal opportunities practice is developing constantly as social attitudes and legalisation change. We will keep this policy under review and will implement changes where these could improve equality of opportunity. This commitment applies to all of our employment policies and procedures, not just those specifically connected with equal opportunities.

We will ensure that this system is implemented in conjunction with the development of systems for information recording, training and monitoring. Training is an important part of the implementation of this policy and a training programme will be developed to ensure that all employees recognise and understand their responsibilities on this issue.

HEALTH AND SAFETY POLICY

1. We will ensure, as far as is reasonably practicable, the health and safety of everyone involved in, or affected by, our work activities.
2. In managing health and safety, we will create a culture that ensures that sound health and safety management is afforded the same priority as other organisational objectives, and becomes an integral part of everything we do.
3. Whilst every employee has a personal responsibility to control and minimise risks present in their own activities, we recognise that responsibility for the organisation of health and safety issues rests with our management team.
4. We have therefore adopted a risk assessment approach to the management of health and safety issues, ensuring that hazards arising from our work activities are identified and addressed.
5. In generating and maintaining our culture for health and safety, we will enrol the support and commitment of all stakeholders by:
 - Allocating formal responsibilities in health and safety to our employees, suppliers and partners
 - Providing an adequate budget for health and safety management
 - Appointing a competent health and safety resource
 - Providing appropriate health and safety training, supported by guidance and information
 - Monitoring, measuring, auditing and reporting on our health and safety performance
 - Working closely with appropriate external agencies, to ensure our continued adoption of best-practice solutions in health and safety management
6. Any action by any employee that endangers the health and safety of another person whilst at work will lead to disciplinary action being taken, which could result in dismissal.

All accidents, no matter how slight, must be reported and entered into the Accident Report book.

PERSONAL RECORDS AND GDPR

1. All employees are requested to notify us on commencement of employment of their permanent home address, home and mobile telephone number, and next of kin, you may also be requested to confirm the accuracy of this information from time to time.
2. It is also important that all changes in your personal circumstances are notified immediately. These include changes to the following:
 - Name
 - Address
 - Telephone number
 - Persons to be notified in case of emergency

GDPR

- In order for us to comply with our contractual, statutory and management obligations and responsibilities, we process personal data from our registrations and employees.
- Our contractual responsibilities include those arising from the contract of employment. The data processed to meet contractual responsibilities includes but is not limited to; data relating to: payroll, bank account, postal address, sick pay: leave, maternity pay, pension and emergency contacts.
- Our statutory responsibilities are those imposed through law on the organisation as an employer. The data processed to meet statutory responsibilities includes, but is not limited to: tax, national insurance, statutory sick pay, statutory maternity or paternity pay, family leave, work permits and equal opportunities monitoring.
- Our management responsibilities are those necessary for the compliant functioning of the organisation. The data processed to meet management responsibilities includes, but is not limited to, data relating to: recruitment and employment, training and development, absence, disciplinary matters, email address and phone numbers.

If you have any questions relating to our privacy policy or how we use or store employees' personal data, they should be sent to customerservice@zebragroup.co.uk or addressed to The Data Protection Officer, Azebra Pay Ltd, Scotsbridge House, Scots Hill, Rickmansworth, Herts, WD3 3BB.

PUBLIC INTEREST DISCLOSURE POLICY

1. We strive at all times to conduct our activities with the highest standards of integrity and honesty. It is therefore expected that all employees maintain the highest standards in these areas in all of their work decisions and performance. You are therefore encouraged to report any wrongdoing or actions by employees that fall short of these business principles.
2. Legislation exists to protect employees who report wrongdoing within the workplace. It is the aim of this policy to ensure that as far as possible you are able to tell us about any wrongdoing at work which you believe has occurred, is occurring or is likely to occur.
3. We recognise that employees may not always feel comfortable about discussing their concerns internally, especially if they believe that the organisation itself is responsible for the wrongdoing. The aim of this policy is to ensure that you are confident that you can raise any matter that concerns you in the knowledge that it will be taken seriously, treated as confidential and that no action will be taken against you.
4. You are encouraged to set out in writing to us any concerns at all about wrongdoing at work, including any criminal offence, a failure to comply with legal obligations, a miscarriage of justice, a health and safety danger, an environmental risk or a concealment of any of these. If appropriate, you are encouraged to discuss the matter informally with your manager in the first instance. Any informal approach to a manager will be treated as completely confidential.
5. If the matter requires further investigation, such an investigation will be carried out and you will be informed of the outcome and what, if any, action has been taken. This may of course involve meetings with you and others which we encourage you to attend to assist any investigations.
6. If you are unhappy about the speed or conduct of the investigation or the way in which the matter has been resolved, you should refer the matter to another senior member of staff. When your complaint has been investigated, you will be informed of the result and what, if any, action has been taken.
7. We undertake to ensure that no employee who makes a bona fide report under this policy will be subjected to any detriment. In the event that you believe you are being subjected to a detriment by any person within our employment as a result of your decision to invoke the policy, you must inform an appropriate person immediately and appropriate action will be taken.
8. If it should become clear that the policy has not been invoked by you in good faith, for example for malicious reasons or to pursue a personal grudge against

another employee, this will be dealt with in accordance with the disciplinary procedure and may in serious cases lead to the termination of employment.

We recognise that there may be matters that cannot be dealt with internally and that external authorities will need to become involved. Where necessary, we reserve the right to make such a referral without your consent.

MATERNITY (& ADOPTION) LEAVE AND MATERNITY (& ADOPTION) PAY POLICY

Prior to Maternity and Adoption leave commencing

1. Employees are encouraged to notify us in writing of their pregnancy or adoption at the earliest opportunity. If you have any questions in relation to your qualification or entitlement to maternity or adoption leave, you should ask your manager who will assist you in obtaining the necessary information.
2. In the case of maternity leave, a job risk assessment will be undertaken for all pregnant employees as soon as possible after we are notified, to specifically address their safety at work and that of their unborn child. The risk assessment will be ongoing and employees should notify their manager if they have any concerns about the impact of the job on their health and safety
3. Once employees confirm their intention to take a period of maternity or adoption leave, they will receive written details and confirmation of their leave, together with all Statutory Maternity Pay (SMP) or Statutory Adoption Pay (SAP) and Maternity Allowance (MA) entitlements. We comply fully with all current statutory provisions in this regard. Employees who have any questions in relation to benefits, entitlements and future payments should contact their manager in the first instance.
4. In the case of maternity leave, employees have the right to take reasonable periods of time off for the purposes of ante natal care. All requests for such leave should be made in advance of the appointments for which may request written confirmation. Payment will be made at your normal rate of pay for all reasonable periods of time off requested and taken.
5. Where employees encounter difficulties in continuing with their current role because of pregnancy issues or as a result of a risk assessment evaluation, we will discuss options for alternative work during the remainder of the pregnancy.

During Maternity and Adoption Leave

6. Employees who take maternity or adoption leave remain as an employee throughout the period of leave. We encourage a philosophy of maintaining contact with employees as well as encouraging employees to maintain contact during the period of leave.
7. We encourage employees to take advantage of the "Keeping in Touch" days that are available to employees and employers. We endeavour to use these days for the purpose of keeping employees abreast of new developments, or any appraisals and training opportunities within the company. Employees are

however under no obligation to participate in or agree to attend work for “Keeping in Touch” days.

8. Regardless of the above provisions, we will endeavour to ensure that employees who are on maternity or adoption leave are kept fully informed of developments within our organisation. Employees will be contacted personally by telephone, through welfare visits (where employees have no objection to this) and/or by e-mail where employees have such a facility and have confirmed that we may contact them through this means. We will also utilise these means to ensure that employees are aware of any vacancies within the company. Employees on maternity leave who are interested in any vacancy should apply in the normal way
9. We currently apply the statutory provisions in place for the period of maternity or adoption leave and no supplementary provisions are currently in place.

Prior to the end of Maternity or Adoption Leave

10. Employees will have been provided with details of their period of maternity or adoption leave at the time that they notified us of their pregnancy/adoption. Employees may have discussed an early return to work and, where this has been done, it will be recorded.
11. Employees who did not do so may still contact the company and agree to an earlier return date than that which was originally detailed. In these circumstances, employees are requested to give the company eight weeks’ notice wherever possible of such an intention. The company may, at its discretion, allow an earlier return to work.
12. Employees have the right to continue to accrue holiday entitlement during maternity and adoption leave. Employees should discuss with us how best to take advantage of any entitlement due to them on their return.

On returning to work

13. Employees will normally be able to return to work after their maternity or adoption leave into their normal job and on the same terms and conditions. If there are any circumstances that mean this is not reasonably practicable, these will be discussed with the employee as far in advance as possible of the return to work to determine any alternative work that may be available. As indicated above, you should provide us with the appropriate statutory notification of your intention to return to work to assist with the smooth transition back into working

Payments

14. Payments and allowances during pregnancy and maternity/adoption leave are made in full compliance with the current statutory provisions in force. At the present time, we do not currently provide any additional payments to supplement these statutory payments

Statutory Adoption Pay (SAP) is paid at the same rate as Statutory Maternity Pay (SMP).

PARENTAL LEAVE POLICY

1. Parental leave offers qualifying parents the right to take unpaid time off work to look after a child or to make arrangements for its welfare. It is aimed at helping employees strike a better balance between work and family commitments. We fully support the principles behind the provisions and comply fully with the provisions of the fall back scheme under the current legislation. At the present time, we do not offer any additional enhancements to the statutory provisions.
2. If you believe that you are entitled to parental leave and wish to take time off, you should apply in writing to your manager, stating the period of leave that you require and the details of the child in relation to whom the request is made.
3. The statutory entitlements are subject to change from time to time so if you have any questions surrounding your current entitlement, please ask your manager who will assist you in obtaining the information. On receipt of your request we will inform you of any additional information or documentation that we may require.
4. We will attempt to grant all requests for parental leave. However, unless your parental leave is to start upon the birth of your child, your leave may be postponed if:
 - You have not fully complied with the minimum notice provisions.
 - Our business would be unduly disrupted by you taking leave during the time you have proposed, or;
 - After consulting with you, we decided that you should take the same period of leave within the following six months.
5. If we do postpone your parental leave, we will notify you of this in writing within seven days of receiving your request and will confirm the dates on which you may take leave.
6. Parental leave is unpaid and during the period of leave, you will not receive your salary or any other cash payments normally paid to you when you are at work. In addition, your entitlement to all contractual benefits, including contributions to the any pension scheme will also not apply. However, we would remind you that, for all other purposes, your contract of employment remains in place and you will continue to be bound by all of your contractual obligations.

PATERNITY LEAVE POLICY

1. If an employee is a father to be or will be responsible with the mother for bringing up a child, they may have the right to paternity leave and paternity pay. As long as you meet certain conditions, you can take time off with pay after the baby is born. We fully support the principles behind the provisions and comply fully with the requirements of the scheme under current legislation. At the present time, we do not offer any enhancements to the statutory provisions.
2. If you believe that you are entitled to paternity leave and wish to take time off, you should firstly contact your manager in writing stating your intention to take paternity leave and giving details of the birth in relation to which the request is made. The statutory entitlements change from time to time so if you have any questions in relation to your current entitlement, please ask your manager who will assist you in obtaining the information.
3. Paternity leave rights are in addition to your normal holiday allowance.

Statutory Paternity Pay (SPP) is paid for the period of paternity leave. Your manager will confirm the current rate of SPP at the relevant time. Although payment levels are different to your normal rate of pay during a period of Paternity Leave, all other contractual benefits remain unaffected.

FLEXIBLE WORKING POLICY

1. We recognise that, as a responsible employer, we have obligations to ensure that employees are able to maintain an effective balance of their work and home commitments. In particular, we are aware that there is a growing expectation that employees should be able to provide child care in relation to their younger children, in order to help in their early years' development. We also understand that when employees have aged relatives and dependants, the company needs to be responsive to reasonable requests in this regard.
2. The company will assess all such applications on their individual merits but employees must understand that there will be occasions when an application has to be rejected for relevant reasons. In those circumstances, we will seek to find a mutually suitable alternative although that may not always be possible.
3. Flexible working is not an automatic right but there is a legal entitlement for employees to approach us in writing to request a change in their working arrangements. Please ask us to confirm if you are eligible before you make any written application...The new arrangements if agreed can include
 - A simple change in the number of days worked;
 - A change in the number of hours worked
 - Changes to starting and finishing times
4. We may, in exceptional circumstances and at our absolute discretion, consider applications for flexible working from employees who do not meet the criteria laid down in the statutory scheme. A decision to consider and approve any such request will not set any commitment that similar requests in the future will be accepted.
5. Employees should remember that, unless otherwise agreed, any changes will be permanent. The company is however prepared to consider applications that incorporate a trial period. Employees should also remember that any flexible working application that is agreed, and which involves a reduction in hours or alteration in duties and responsibilities, will mean a corresponding variation in pay and benefits.
6. The company is prepared to initially discuss any matters in relation to flexible working on an informal basis. However, the formal process to agree flexible working initially requires a letter from you to your manager, outlining your flexible working request and the reasons for the request

7. On receipt of the request, a meeting to discuss it with you will be arranged within 10 working days of receipt of the original request. Employees may be accompanied at this meeting by a work colleague or Trade Union representative or official only.

We will notify employees of the outcome of the meeting within 10 working days of the date of the meeting. If the request is supported, this will be confirmed, and a start date for the new working arrangement agreed. You will also be provided with written details of any new terms and conditions of employment. If the application is unsuccessful, employees will be notified of the reasons and reminded that they may appeal against the decision under the Grievance and Appeals procedure. The outcome of any appeal will however be final.

TIME OFF FOR DEPENDANTS POLICY

1. You are entitled to take reasonable time off work without pay to deal with an emergency situation involving a dependant.
2. A dependant can be any of the following:
 - Your spouse, child or parent
 - Anyone living in your household as a member of the family.
 - Anyone who relies on you for help in an emergency.
3. You may take a reasonable amount of time off work without pay in the following circumstances:
 - To help when a dependant falls ill, or is injured.
 - To make arrangements for the care of a sick or injured dependant.
 - To deal with the death of a dependant.
 - To deal with an unexpected disruption of care arrangements for a dependant
 - To deal with an unexpected incident involving your child at school.
4. You may only take time off work if you tell your manager as soon as possible why you need time off and how long you expect to be away from work. When you return to work, you should fill in a leave request form retrospectively so that we can record the amount of time off being taken.

You may take a reasonable amount of time off work. What is reasonable will depend on the circumstances of each request. You should, however as far as possible, attempt to agree with your manager how long you will be away from work on each occasion that it is necessary. If you are in any doubt whether a particular situation falls within this policy, please ask your manager for clarification.

SPECIAL LEAVE POLICY

Bereavement

1. During your employment, there may be occasions when time away from the office is necessary and unavoidable for various special reasons, including bereavement,
2. The death of a member of your family or friend is recognised as a time when arrangements to deal with such a personal loss are necessary. In order to support employees throughout such a period, we will agree with you a period of compassionate leave on an individual basis, dependant upon the circumstances.
3. In all cases, the payment of wages for such periods of compassionate leave will be made on a discretionary basis

Medical appointments

4. All medical appointments should, wherever possible, be made outside normal working hours. However, we do recognise that this is not always possible, and allow time off for medical and dentist appointments when necessary. Time taken to attend medical appointments will be unpaid. Alternatively, employees can make up the time lost if necessary. In all circumstances, time off for these appointments and any additional time worked should be agreed with your manager.

Study leave

5. We support the personal career development of all employees, and recognise the importance of academic and professional development in business related fields. We will therefore assist those employees undertaking a course of study recognised and approved by us by providing paid leave of absence at important stages of any such course.
6. The study leave available is:
 - a. a maximum of three days paid examination leave in any one year
 - b. a maximum of two days paid revision leave in any one year

We will consider any additional requests for unpaid leave on an individual basis.

BAD WEATHER POLICY

1. It is expected that every member of staff will make every reasonable effort to get to work.
2. During inclement weather, buses may be running but unable to reach some areas. It is not unreasonable to expect someone to use an alternative nearby bus stop on an open route.
3. It is essential to phone your manager to let them know if you are going to be late or unable to attend work as soon as reasonably possible and no later than one hour after your expected starting time. Clearly there may be times when this is not possible and allowances will be given in circumstances when there is no access to a phone. However, contact should be made as soon as reasonably practicable in such instances.
4. Failure to notify your manager that you are unable to attend work without a reasonable explanation would count as unauthorised absence and therefore be unpaid. Furthermore, it could constitute a disciplinary offence which may result in formal disciplinary action being invoked.
5. If you do arrive late because of inclement weather or other such extreme circumstances you may be expected to make up the time lost. In addition, if you are unable to attend your workplace due to inclement weather, we will treat this as unpaid time off.
6. Likewise, if you wish to leave work early because of the weather you should consult with your manager. In the case of worsening, or particularly hazardous conditions you may be able to leave work earlier than usual but may have to make up any time lost.
7. There may be circumstances where your inability to attend work is caused by a need to provide emergency care for family purposes e.g. in the event of school/nursery closures, illness or other family situation. In such circumstances guidance should be sought from the Time Off for Dependents Policy.

LAY OFF, SHORT TIME AND REDUNDANCY POLICY

1. In the event of a shortage of work for any reason, we reserve the right to introduce short time working or to lay off all employees in order to safeguard the future viability of the organisation. Prior to any decision to implement short time working or lay offs being made; we will investigate all other methods of achieving any necessary cost savings.
2. In all such circumstances, statutory guarantee payments will be paid where appropriate. At the present time, we do not offer any enhancements to employees, including the part or full payment of normal pay, on occasions when short time working or lay offs are implemented.
3. Throughout any period of short time or layoff, we will communicate fully and regularly with all staff, in particular those staff that may be directly affected by a reduction of working hours arising from the shortage of work. The work that remains will be spread evenly between employees in a particular work group that may be affected by the shortage of work.
4. If a potential redundancy situation exists to affect the necessary reduction in employment costs, we will initially seek to find alternatives to redundancy, including a freeze on recruitment as well as the potential re-training or redeployment of staff Applications for voluntary redundancy will be sought and the possibility of early retirement would also be considered. In any voluntary redundancy programme, we do however reserve the right to accept or reject any application
5. In the event that compulsory redundancy becomes unavoidable, and there is a choice of which employees should be retained, selection for redundancy will be based upon an assessment of a range of criteria. These are relative capabilities, performance, service length, reliability, conduct, attendance record, disciplinary record and suitability for the work that remains. Due weight will be given to each of the above criteria and individual scores will be applied for each employee.
6. Before any final decisions are made in relation to the selection of employees to be declared redundant, a period of consultation will be undertaken. The purpose of the consultation is to inform employees that they are at risk of redundancy and to actively discuss and seek reasonable alternatives to any such proposal and/or to establish whether job losses or cost reductions could be achieved in other ways. The scores applied to an employee will be individually disclosed to them.
7. All employees affected will be asked to attend a meeting on an individual basis and full details of the reason for selection will be explained. You have the right to be accompanied by a work colleague or a relevant Trade Union

representative or official at any meeting. If the redundancy is deemed necessary after the period of consultation, those employees affected will be asked to attend a meeting at which any alternative work available will be brought to their attention.

8. If employment is eventually terminated by reason of redundancy, all entitlements to notice and redundancy payments will be made to employees. We reserve the right to pay employees in lieu of working notice in any redundancy situation.

At all times, we will comply with the statutory obligations on employers in situations of short time working, lay off or redundancy. If employees have any questions in relation to their entitlement at any point during a situation of this type, they should first contact their manager for assistance.

PREVENTION OF HARASSMENT AND BULLYING POLICY

1. We recognise the need to create a working environment where all staff are treated with respect by their fellow colleagues as well as by all guests, clients and suppliers. We therefore wish to create a working environment in which no person feels threatened or intimidated.
2. We will not tolerate any form of harassment or bullying whether on the grounds of sex, race, gender reassignment, disability, sexual orientation, age, religion or belief or for any other reason. Further, we will also not tolerate any form of retaliation, violence or victimisation against any member of staff and in particular where they have brought a complaint of harassment or bullying under this policy. Staff who harass or bully any other member of staff will be subject to disciplinary action in accordance with the Company's disciplinary policy. Any such actions may amount to gross misconduct leading to termination of employment without notice.
3. It is the responsibility of senior management to ensure that this policy is fully implemented and that relevant line managers are duly trained in the undertaking of the policy and its enforcement.

Harassment

4. Harassment may arise in many forms, some of which are not always obvious to the individual members of staff. It will usually take the form of some unwanted behaviour by one member of staff to another. The essence of harassment is that the behaviour of the individual or individuals is unwelcome, unwanted and not reciprocated in any way.
5. Harassment can include verbal, non-verbal or physical conduct which:
 - Belittles someone;
 - Can include comments about a person's appearance, clothes or body;
 - Patronises someone;
 - Has the purpose of degrading someone;
 - May involve unwelcome sexual attention or comment;
 - Can include the display of offensive or sexually explicit material such as posters, pinups, books or visual display images of that nature or the use of e-mail to forward similar types of material;
 - Can include touching, caressing, hugging or encroaching on a person's individual space or other similar unwelcome approaches;
 - May involve staring at a person;
 - Includes the deliberate exclusion of someone from work activities or discussions for any reason but especially because of their race, sex, gender orientation, disability, age or similar.

Bullying

6. Bullying is a persistent course of behaviour by an individual or a group of individuals that creates a situation where people are undermined due to this threatening or intimidating behaviour. There is no single definition of what amounts to bullying but it can include, amongst other actions:
 - A threat of physical violence or actual physical violence;
 - Unfairly picking on someone;
 - Imposing unrealistic targets or work expectations;
 - Abuse of authority in dealing with an individual;
 - Making unpleasant remarks or jokes about a person;
 - Playing practical jokes on an individual or taking, hiding or damaging their personal property;
 - Requiring new members of staff to undertake a new staff initiation ceremony or similar degrading expectation.
7. Staff who become aware of a problem of this nature should ensure that they make a responsible person aware of the position.
8. If you are subject to unwelcome conduct or remarks you should make the person aware that you find the conduct unacceptable or offensive.
9. Managers are expected to ensure that the policy is fully understood by the staff, that it is properly implemented, and that suitable disciplinary action is taken in the event of any breach of the policy.
10. We recognise that complaints of harassment or bullying can be of a sensitive or worrying nature. Staff may feel unable to speak directly to their line manager. If this is the case you may wish to speak to someone in a more senior position or to any other person. Alternatively, you may wish to put your concerns in writing and send them to the appropriate person.
11. All staff members should treat their colleagues with respect and comply with this policy.
12. Wherever possible and appropriate, we will aim to try and resolve difficulties and concerns within the workplace through an initial informal approach. This informal approach will usually involve a meeting, individual or joint, involving the relevant parties to discuss the issues and to attempt to resolve the difficulties.
13. Where this informal approach fails or a staff member feels that the issue is of such a serious nature that an informal approach is inappropriate, the matter will be dealt with through a formal complaint procedure in line with the grievance procedure. A formal complaint will be thoroughly investigated. Staff are reminded that they should keep full details of the alleged concerns and be

specific when raising a complaint in relation to the incident or incidents, including dates, times and parties involved where possible. All meetings necessary to investigate the facts will be undertaken.

14. Following the investigation, the employee raising the complaint will be informed of the outcome of the investigation and be given an opportunity to respond. If the employee raising the complaint is dissatisfied with the outcome of the investigation, they will have a right to appeal in line with the Appeals procedure. The appeal will undertake a separate investigation of the concerns and the nature of the original investigation meeting, where relevant with all involved parties. The outcome of the appeal will be notified to the staff member complaining and this will form the end of the appeal process and grievance procedure.

In order to ensure that this policy remains fully compliant with current legislation, it will be reviewed on a regular basis and may be subject to change.

RETIREMENT POLICY

1. When employees look forward to and prepare for their retirement, we are committed to providing staff a smooth transition from working life to retirement. We also wish to ensure that no member of staff is subjected to any form of discrimination on the grounds of age at any point during their employment and in particular in relation to their retirement from work
2. We have established a contractual age for retirement of 65 years for all staff (the Normal Retirement Age). This means that the planned retirement date for all staff is the day of their 65th birthday, unless alternative arrangements are agreed.
3. We will confirm your forthcoming normal retirement date by giving you notice in advance of the day in question, as required by current legislation. Your manager will hold a "Pre-Retirement Interview" with you where there will be an opportunity to discuss any issues including financial matters. Staff may be accompanied at this meeting by a work colleague or Trade Union representative or official.
4. In order to facilitate flexibility in the workplace, we will consider any requests for early retirement or flexibility in working patterns to take effect in the six months prior to the normal retirement date. Please notify your manager in writing with any such requests, confirming your proposals either before or at your pre-retirement interview.
5. If we wish you to consider continuing to work for us beyond your normal retirement date, we will confirm our decision on any such request this in writing to you at this interview or in advance of the normal retirement date in question.
6. We will also fully consider all and any applications from you to work beyond your normal retirement age in line with current legislation. If you wish to work beyond normal retirement age, you should contact your manager in the first instance to confirm your request. If you have any questions in relation to your entitlement in this regard, please ask your manager who will assist you in obtaining the necessary information.
7. If such a request is made, we will arrange a meeting to discuss and consider the application. There is a right to be accompanied at this meeting by a work colleague or relevant Trade Union representative or official. A decision will be confirmed in writing no more than ten working days after the date of meeting.
8. If employees are dissatisfied with the decision, an appeal may be made within ten working days of receiving the decision. Where an appeal is lodged, an appeal meeting will be held with the individual who will again be entitled to be

accompanied. We will consider the merits of the appeal and confirm the outcome within ten working days of the meeting. We will also confirm the employee's planned date of retirement at this point;

9. If an agreement is reached to extend employment beyond normal retirement age, we will go through the same process of pre-retirement interview and meetings in connection with the new planned retirement date. Employees will have the same rights to request a further extension and we will operate the same procedure in relation to any similar extensions of employment.

ALCOHOL, DRUG AND SUBSTANCE ABUSE POLICY

1. We have adopted this policy to facilitate the early identification of alcohol, drug or substance abuse related problems to produce a constructive and preventative strategy to assist all of our employees, whatever their position. All employees will be given a copy of this policy.
2. Such problems can affect an individual's health and wellbeing and cause a wide range of social problems. This policy is concerned primarily with the effects on the job performance and career prospects of our employees.
3. The policy has four main objectives:
 - To retain employees;
 - To encourage employees with these problems to seek help;
 - To refer employees for help;
 - To restore health and productivity.
4. The policy is intended to:
 - Reduce and help prevent the incidence of any related work impairment;
 - Reduce the personal suffering of employees with such related problems and also the consequential effects on colleagues.
5. In the context of this policy, alcohol, drug or substance abuse related problems are defined as any usage, either intermittent or continual, which interferes with an employee's work performance in the areas of efficiency, productivity, safety or attendance at work. When it becomes apparent that an employee has a problem of this nature that is affecting their conduct at work or work performance, that employee will be asked to discuss the matter with a colleague designated by us. The employee concerned will have the right to be accompanied at any such meeting by a work colleague or Trade Union representative, should they so wish.
6. When discussing these problems with employees, the desire to assist the employee will be uppermost in the mind of the designated officer. As a result of this discussion, the designated officer may offer the employee the opportunity to seek an outside assessment of the problem and, if necessary, treatment from an appropriate agency. Any direct costs of such treatment will be payable by the employee but time off with pay to attend such treatment may be granted at our discretion.
7. It may also be agreed that adjustments to the employee's job duties and /or hours of work can be agreed on a temporary or permanent basis. Any such

adjustments together with any commensurate salary adjustments will be agreed with the employee before any changes are implemented.

8. All discussions with any employee in connection with this policy will be strictly confidential. This will equally be the case with any counselling or other treatment undertaken by the employee. While appropriate personnel records will be kept, it is accepted that any record of treatment will be the property of the person administering that treatment. No discussion about the employee will take place with another party without the permission of that employee.
9. This policy is intended to avoid any necessity to use the disciplinary procedure. However, an employee with an identified problem which is affecting their conduct at work or which prevents the achievement of a satisfactory level of work performance and who refuses the opportunity to receive help arising from this policy, may have the problems arising considered under the disciplinary procedure. Equally, if an employee denies the existence of such a problem or discontinues a course of treatment and then reverts to the previous unsatisfactory levels of conduct or performance, again the matter may be considered under the disciplinary procedure.
10. However, regardless of any treatment being sought or received, employees should be clear that, in order to ensure general safety and appropriate conduct within the workplace, the consumption of alcohol or the use of illegal drugs and other illegal substances whilst at work is strictly forbidden and will be dealt with through the disciplinary process. We also have a duty to notify the police where they believe that there has been a use of controlled drugs on our premises or in our vehicles.
11. No employee should attend work in a state where they are intoxicated or still under the influence of alcohol. The drinking of alcohol is however allowed within moderation at any formal or social functions where employees have been formally notified that this is permitted. This does not affect any person who is driving a vehicle and the guidance will still apply to those persons that they should not drive when they have consumed any amount of alcohol.
12. Employees are reminded that they have a duty of care and will be expected to report to their immediate manager any concerns that they may have in relation to incidents relating to drink or drugs or where they suspect other staff of misuse or abuse.

RECRUITMENT AND SELECTION POLICY

1. We operate a recruitment and selection policy designed to ensure that the right person is appointed to the right job with no direct or indirect discriminatory factors affecting these decisions.
2. When any vacancy occurs, existing employees will be given the opportunity to apply for the position. Vacancies will be advertised internally in the first instance before any external candidates are sought.
3. Advertisements are prepared to ensure that they comply with all current legislation and relevant regulations.
4. On application, each person will receive a reply to his or her application letter and will also receive details about the job content and the conditions of service including pay. A short-listing process may take place in certain circumstances. If your application is unsuccessful at this stage, you will receive written confirmation of this, and the summary reasons for our decision. Any subsequent selection procedure and interview will then ensure that all candidates receive equal opportunity and equal consideration before the successful candidate is chosen. We may choose to interview both internal and external candidates at the same time in some circumstances. If you are unsuccessful you will receive a letter to this effect with summary reasons for the decision.
5. We reserve the right to obtain references in respect of any candidate, including references from past employers, and to make any job offer conditional upon the receipt of satisfactory references being obtained within a reasonable time period (usually up to 28 days). Copies of all relevant certificates and relevant qualifications may also be requested from the preferred candidate.
6. Also, if employees are required to undergo a pre-employment medical examination, any job offer will also be conditional upon the results of the examination being satisfactory. All potential job applicants should be notified of this potential requirement in the application pack and at the first interview.
7. There is a strict obligation for prospective employees to provide accurate information on application, throughout the recruitment process and beyond. In particular, candidates must declare, when requested, any reason that prevent them being able to perform the job duties in full if offered the position. This includes details of any motoring offences with which candidates have been charged or convicted, including details of any which are pending. Failure to provide accurate information or the provision of misleading information may give rise to disciplinary action, which may include the withdrawal of an offer or dismissal.

DISCIPLINE PROCEDURE

1. The discipline procedure has been designed to provide employees with every opportunity to explain the circumstances surrounding any perceived breach of our rules. It is essentially intended to encourage employees to conform to reasonable standards of conduct and performance and to act within the rules contained in this handbook. Consequently, where the facts of a case warrant disciplinary action being taken against an employee, it is our intention that such action be seen as remedial rather than punitive. Disciplinary action will be taken only when the facts of the situation warrant it.
2. Prior to any disciplinary action being taken, an investigation may be conducted into the circumstances of the alleged offence or problem. We reserve the right to suspend employees from work with pay to enable investigations into a particular problem to take place. Employees will be informed in writing of the reasons for the suspension and when it has been lifted.
3. Once the facts of each case have been established, if disciplinary action is being contemplated, employees will be informed of the problem by letter, setting out the complaint and inviting them to a disciplinary hearing to discuss the matter. The possible outcomes of any such meeting will be confirmed in this letter; Employees have the right to be accompanied at any such meeting by a work place colleague or a Trade Union representative or official only. No other person will be allowed to attend such meetings on your behalf.
4. If disciplinary action is deemed necessary, dependent upon the seriousness of the offence, it will take one of the following forms:
 - Stage One - A first warning, which will be recorded within the employee's personnel file and retained on file for a period of twelve months. The details and reasons for the warning will be confirmed to the employee in writing.
 - Stage Two - A final warning, which will be recorded within the employee's personnel file and retained on file for a period of twelve months. The details and reasons for the warning will be confirmed to the employee in writing, advising the employee that any further disciplinary action within the twelve-month period will lead to dismissal.
 - Stage Three - Dismissal with notice, or in cases of gross misconduct, without a period of notice. The details and reasons for the dismissal will be confirmed to the employee in writing
5. For employees within their first year of employment, only one warning may be given prior to dismissal. Persistent breaches of the same or similar rules will

lead to progressively more serious disciplinary action being taken and ultimately dismissal from employment.

6. If disciplinary action is deemed necessary, employees will receive written confirmation to include:

- The nature of the complaint against them;
- Any change in behaviour or improvement required (other than in the case of dismissal);
- The time period over which any warning will remain live;
- The consequences if an employee fails to reach the required standard within the required timescales, or if further problems arise;
- A right to appeal to be conducted in line with our Grievance and Appeals Procedure). All appeals should be submitted in writing within five working days of receipt of the warning or dismissal letter.

7. Each stage of the procedure will be administered by the appropriate manager within the organisation.

GRIEVANCE AND APPEAL PROCEDURE

Grievances

1. Employees who have a grievance relating to any aspect of their employment should, wherever possible, discuss it informally with their manager in the first instance.
2. If the grievance is not satisfactorily resolved through informal discussions, employees may submit in writing and in confidence to a manager of their choice, the full details of their grievance. We will then confirm to you whom we believe is most appropriate to hear and deliberate upon your grievance. .
3. A formal meeting will then be arranged as soon as possible, normally within ten working days from our receipt of your grievance. Employees will have the opportunity to be accompanied at any formal meeting by a fellow employee or a Trade Union representative or official should they so wish. No other person will be allowed to attend such meetings on your behalf. Employees have a duty to make all reasonable attempts to attend any meeting arranged. Consideration will be given to adjourning any such meeting to allow for any further investigations that may be necessary.
4. Following the grievance meeting, a letter confirming the outcome will be forwarded to the employee as soon as possible, normally within ten working days of the date of the grievance meeting.
5. Employees who are dissatisfied with the outcome of their grievance have the right to appeal. Any appeal should be submitted in writing within five working days of receipt of the letter confirming the outcome of the grievance meeting.

Appeals

6. On receipt of an appeal from an employee against the outcome of a grievance, disciplinary hearing or any other internal policy, a letter of acknowledgment will be sent confirming whom we believe is the most appropriate person to hear your appeal.
7. A meeting will then be arranged as soon as possible, normally within ten working days of your appeal being received. Employees will have the opportunity to be accompanied at the meeting by a fellow employee or a Trade Union representative or official should they so wish. No other person will be allowed to attend such meetings on your behalf. Employees have a duty to make all reasonable attempts to attend any meeting arranged.
8. Following the appeal meeting, a letter confirming the outcome will be forwarded to the employee as soon as possible, normally within ten working

days of the date of the grievance meeting. There are no other stages of appeal and the decision following any appeal meeting will therefore be final.

GROSS MISCONDUCT

The following are examples of gross misconduct and as such may render employees liable to summary dismissal (i.e. dismissal without notice). This list is however not exhaustive.

1. Fighting, physical assault or dangerous horseplay.
2. Refusing to carry out a reasonable instruction.
3. Gross insubordination or the use of aggressive behaviour or excessive bad language on our premises towards customers, colleagues or on any occasion whilst performing job duties.
4. Theft, wilful damage or negligence that leads to damage to our property, or that of our clients, suppliers, other employees or members of the public.
5. Fraud or any other offence committed against ourselves, our clients, suppliers or other employees whilst at work which could be a breach of the law of the land.
6. Drunkenness, drug or substance abuse at work.
7. Gross immorality or sexual harassment.
8. Breaches of safety rules and/or actions that seriously endanger the health or safety of another person whilst at work.
9. Divulging to any persons without permission any confidential information relating to our processes or clients.
10. Wilful or reckless overcharging and undercharging of customers.
11. Deliberate falsification of our records.
12. Breaches of payment procedures or purchase rules.
13. Unauthorised access to or use of correspondence, computer data or manual files.
14. Acts of race, sex, age or disability discrimination against fellow employees or customers

Gross breaches of the internet and electronic mail policy.

HOLIDAYS

1. Your holiday entitlement and the holiday year are confirmed within your Written Statement of Main Terms and Conditions of Employment. Your holiday leave available to take at any point in time will be based upon accrual at the rate of one twelfth of your total annual entitlement for each completed month of employment. If you wish to take more holiday than has been accrued, prior permission from your supervisor or manager is required.
2. All requests for holidays must be agreed by your supervisor or manager in advance of the day(s) requested. 1 weeks notice for 1 day, 4 weeks notice for more than 1 day. Requests will be considered after taking into account the needs of our clients and ensuring that the minimum staffing levels needed to provide the best services to our clients are maintained.
3. Holiday entitlement cannot be carried forward from one holiday year to the next.
4. Any holidays taken without prior permission will lead to disciplinary action being taken, which may include dismissal. This includes any situation where an employee requests a holiday for which permission is not granted, but then subsequently takes that holiday.
5. Employees will be notified on an annual basis of the need to reserve any days of their holiday entitlement for fixed holiday shutdown periods.
6. Employees who do not work on the weekday on which a Bank or Public holiday falls, are not entitled to holiday or pay for the day in question or to an alternative day of holiday. Employees may however be required to work on Bank or Public holidays. Payment will be made at the normal daily rate and an alternative day of holiday in lieu of the day worked will be granted.
7. On termination of employment, employees are entitled to receive payment for all unused accrued holidays in the current holiday year. Any payments of holiday pay made to employees in excess of the amount accrued on termination of employment, will be deducted in full from any final monies due on termination. Where the amount of the overpayment exceeds any final payment, employees must reimburse the Company accordingly.

Where either party gives notice to terminate the employment and the employee is required to work that period of notice, we may request that the employee take any unused accrued holiday as part of that notice period.

GENERAL RULES

1. Employees are expected to act wholeheartedly in our best interests at all times. Any conduct that has a detrimental effect upon our interests or our relations with other employees, clients, suppliers, the general public or is damaging to our public image may lead to disciplinary action being taken.
2. No confidential information relating to our organisation, clients or suppliers should be disclosed to any third party at any time, either during or after employment. This includes removing or copying documents, electronic data or tangible items that belong to us and which contain any confidential information. If your employment terminates for any reason, you must immediately return any such items that are in your possession.
3. If employees have other employment in other establishments, they should ensure that this does not affect the standard of their performance with us. Any such additional employment must be notified to your manager
4. In order that we are able to ensure that we comply with any statutory obligations, employees must disclose details of any criminal or civil proceedings brought against them, either before or during their employment.
5. Employees must not speak or communicate with the press or broadcasting media on any matters relating to our organisation. All such communications will be made solely by a nominated spokesperson.
6. Employees are not permitted to remove items or equipment of any kind from our premises without prior written permission. Also, our time, materials or equipment must not be used for any unauthorised work. You should notify us immediately of any incident in which damage or injury is caused to property, to fellow employees, clients and/or their personal effects. We do not however accept any liability for loss or damage to your personal property whilst on the premises.
7. Employees who find any item of lost property on the premises are required to bring it to our attention immediately, so that we can attempt to return it to the owner.
8. Any employee who receives a gift, other than one of a nominal nature from a business contact (e.g. client or suppliers, potential or actual), must disclose the details so that we can determine whether it should be accepted. Similarly, any gifts to business contacts from employees must be disclosed in the same way.
9. Dress and appearance is an important requirement of your work and should always be of the highest standard to protect the image and reputation of the

business. Employees must therefore be prepared to improve or change their dress and appearance if reasonably requested to do so.

10. We recognise that employees sometimes incur personal expenses during the course of your employment, including travel and overnight expenses. All expenses should be approved before they are incurred, either through your contractual provisions or by agreement from your manager. All unauthorised expenses shall be the sole responsibility of the employee. In order to claim expenses; full details should be given on the appropriate expense claim form, and submitted for payment on a monthly basis. For all items that are being claimed, relevant receipts must be attached. All claims should be made within three months of the expenditure occurring or when requested by your manager.
11. Intellectual property, copyright, topography or other rights in relation to any invention, process, design, programme or other matter created by you (alone, or with others) during your employment and capable of being used in the organisation must immediately be communicated to us and shall become our sole and absolute property. You will therefore be required to execute all documents and take all steps necessary to put this into effect..
12. To ensure maximum efficiency or to meet unforeseen circumstances, employees are employed on the basis that they must be prepared to undertake all reasonable requests to carry out duties other than those for which you have been specifically engaged.

Occasionally, changes to the nature of our business may make it necessary for us to discuss with individual employees, the feasibility of carrying out alternative roles within your employment. Employees are encouraged to embrace such changes and to develop new skills and experience.

TIMEKEEPING AND ABSENCE

1. Employees are responsible for attending punctually for work in accordance with the hours outlined in their contract of employment. Instances of lateness for work may result in pay being reduced accordingly and may lead to disciplinary action being taken. Employees should ensure that they know what time they are expected to commence and finish work and should make the appropriate travel arrangements to ensure that they arrive for work on time.
2. Employees may not leave work prior to their normal finishing time without permission. In the event of any employee requiring time away from work during normal working hours, the request should be discussed with a supervisor or manager. If permission is granted, employees should notify a supervisor or manager before leaving and on returning to work.
3. If employees are absent from work for any reason including sickness, they must notify us 30 minutes prior to their normal starting time on the first day of absence. Every attempt must be made to contact your Manager at the office. You may leave a message with a member of staff prior to your start time if your Manager is not available, however you must call back and report your absence directly to your line manager. Texting your manager is unacceptable. Where a period of absence is of uncertain duration, employees should keep us informed of the reason for the continued absence and the progress towards a return to work. Unauthorised absence from work will result in pay being reduced accordingly and may lead to disciplinary action being taken.

On returning to work after any period of sickness absence of less than seven consecutive calendar days, employees are required to complete an absence record form or self certification form. If the period of sickness absence continues for more than seven consecutive calendar days, employees must provide us with a doctor's medical certificate as soon as it is available.

4. Employees will be paid Statutory Sick Pay (SSP) in accordance with the current statutory qualification and payment rules in force. Entitlement to SSP and any additional contractual sick pay entitlement may be affected if employees do not comply with the rules for reporting and certifying absence from work due to sickness. Your contractual sick pay entitlement is contained within the written statement of main terms and conditions of employment issued to employees.
5. Persistent or long-term absence from work, whether certificated or un-certificated, may lead to disciplinary action being taken, up to and including dismissal. Employees who have been issued with a disciplinary warning in relation to their attendance record may be asked to provide medical certificates for all subsequent periods of absence.

Employees may also be requested to give permission for us to contact their doctor to obtain up to date authoritative information on their health problems. Where necessary, we may also request employees' attendance at an independent medical examination at our expense to assist us in our understanding of the health issues being experienced by employees.

ELECTRONIC MAIL AND INTERNET USAGE

1. The purpose of these rules is to ensure the proper use of our email and internet system by our employees, contractors, and other “users” who are provided with access to the system. E-mail and Internet access is a tool for business communications, and users have the responsibility to use this resource in an efficient, effective, ethical and lawful manner. Users should not use the email and internet system for private purposes at any time.
2. Users will only be provided with such access to the Internet and e-mail system as is necessary to carry out their specified roles or purpose, Users who contravene this policy may be removed from the e-mail system and be subject to disciplinary action, which in serious cases may include dismissal.
3. E-mail communications should follow the same standards expected in other types of written business communications. All messages should be constructed professionally (in terms of spelling, and grammar, politely and efficiently. They should be filed electronically in the appropriate subject file, including attachments. Caution should be taken to ensure that messages are addressed to the appropriate recipient. It is easy to inadvertently address e-mail messages incorrectly.
4. All e-mail accounts maintained on the e-mail systems are our sole property. We reserve the right to monitor any user’s e-mail and Internet access record where there is reasonable suspicion of any activities that are in breach of this policy.
5. By using appropriate procedures, we may therefore access all electronic messages or files of an employee with good cause. This includes the need to protect our system security, to fulfil our own legal obligations, to detect employee wrongdoing, to comply with legal process, or protect the rights of our property. Appropriate procedures on our part shall include reviews by our managers to ensure that employee privacy is not infringed without good cause. Users should be aware that, despite the deletion of messages, access to deleted messages is still possible.

The following uses of the e-mail and Internet systems are strictly prohibited:

6. The exchange of proprietary information, trade secrets or any other privileged information including information relating to any potential or actual litigation, confidential or sensitive information.
7. The downloading or viewing of any pornographic material or any other type of offensive material. This could also constitute a criminal offence.

8. The downloading of any shareware, freeware, trialware, games, desktop themes or any unauthorised software onto any computer. Any software loaded onto any system must be approved and installed by a qualified IT specialist.
9. The creation and exchange of non-work-related communications, chain letters, and other unsolicited e-mail.
10. The creation and exchange of information in violation of any copyright laws or the intellectual property rights of third parties, including registration to list servers without proper authorisation. Subscription to such a service can result in an overload of received messages directly impacting the performance of the e-mail system.
11. The sending or receiving work related email messages from a non-employee's user account, except under properly approved arrangements.
12. Compromising the privacy of a password by giving it to others or exposing it to public view.
13. The use of the email system for any illegal or wrongful purposes. This includes the distribution of material which may be, or is, prohibited under an Act of Parliament or any other law, including material containing critical or defamatory statements about employees, clients, other companies, organisations or individuals.
14. The distribution of any material, which depreciates the performance of the e-mail system and servers. This includes sending non-business-related attachments, files, and junk mail.

Entering into any contractual obligations or pre-contractual obligations or representations, without prior authorisation.

SMOKING AT WORK

1. We recognise our responsibilities under health and safety legislation to ensure that the environment in which all staff work is as free from harm as is reasonably practicable. We include in this regard the need to take appropriate measures to protect non-smokers against any discomfort or health risk caused by tobacco smoke.
2. It is widely recognised and accepted that smoking constitutes a danger to the health of those that smoke, as well as those that do not. Smoking also presents a serious fire risk within the building. We therefore prohibit smoking by staff and visitors at any time and on any part of the premises,
3. There are however designated smoking areas which should be used by those staff who wish to smoke. Any member of staff who wishes to smoke during working hours will be allowed one break period of no more than ten minutes each morning and afternoon, when they may leave their workplace for the purpose of smoking. Any member of staff taking advantage of this concession will be expected to offset the time taken through an equivalent time reduction to shorten their lunch period or by additional working time at either the commencement or end of their normal working day.
4. Any member of staff taking advantage of this concession should also notify their manager when they take their break. Any breach or abuse of these smoking rules will be considered to be misconduct and may lead to disciplinary action being implemented.
5. All visitors who are seen smoking in any non-smoking areas should be politely notified of the no smoking policy and asked to stop smoking.
6. We recognise that smoking is an addictive habit and will be prepared to support any member of staff who wishes to undertake counselling or medical treatment for the purpose of stopping smoking. If you wish to discuss any support that you may require, please contact your manager in the first instance.

TELEPHONE USAGE

Personal Telephone Calls

1. We recognise that occasionally you will need to make personal telephone calls from your work telephone, however where possible, such calls should be made at break times. We do not expect you to make non-essential calls during work time. Incoming telephone calls for non-essential business are also not encouraged. You should notify your manager if there is an emergency situation necessitating telephone use.
2. Please ensure that your telephone is diverted to another colleague if you are out of the office at any time.

Mobile Telephones

3. If you are provided with a mobile telephone, this is to be used primarily for business telephone calls only. You are permitted to make essential personal calls only unless you are notified that this restriction does not apply. If your private telephone calls are considered excessive, you will be notified accordingly and we will require you to reimburse the cost of these calls. Disciplinary action may be considered in such instances.
4. The use of your mobile phone whilst driving should only be done if a hands-free kit is fitted to your vehicle.
5. You should take care of the telephone issued to you and ensure it is secure at all times. In the event that the telephone is stolen you should notify your manager immediately to report the theft. In the absence of your manager you should take all reasonable steps to report the matter so that steps can be taken to disconnect the telephone.
6. A mobile telephone should be immediately returned to us if you are requested to do so by your manager or on the termination of your employment.
7. As many employees now have personal mobile telephones of their own, it is clear that use of these telephones in the office environment is likely to increase. If you bring your mobile telephone to work, you should ensure that its use does not disturb your colleagues and does not distract you from your work. We suggest that the phone should be either switched off, or if it is essential to be switched on, to be in silent mode. Excessive use of your personal mobile phone whilst at work is not permitted.
8. Any breach of this telephone policy may result in disciplinary action being taken.