



Employee Handbook

June 2018

While every effort is made to keep the contents of this document current, the Company reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in this Employee Handbook with or without prior notice to employees.

Any policies, rules and procedures which are non-Contractual are denoted by a '*'. Failure to abide by the policies and procedures contained in this Handbook may result in disciplinary action up to and including dismissal. Where there is a conflict between the Employee Handbook and Employee Contract, the Contract of Employment shall have precedence.

Contents

Directors Statement	3
About this Handbook.....	4
Company Values	5
Equal Opportunities Policy	6
Equal Opportunities Code of Practice	7
General Policies	9
Health and Safety Policy	12
Environmental Policy	13
Employment Details	13
Holiday Entitlement.....	16
Absence Policy.....	17
Timekeeping	21
Bullying and Harassment Policy and Procedure	22
No Smoking Policy in the Workplace.....	24
Confidentiality Policy	24
Data Protection Policy	25
Drug & Alcohol Policy	28
Acceptable Use of IT Facilities (Email, Internet and Social Media) Policy	32
Email Policy.....	34
Miscellaneous IT	34
Communication Tools & Service.....	35
Inclement Weather Policy	38
Bribery and Corruption Policy	39
Gifts and Hospitality Policy.....	39
Whistleblowing Policy	41
*Disciplinary Policy & Procedure.....	42
*Performance Review Procedure.....	45
*Grievance Procedure	46
Lay-off / *Redundancy Guidelines.....	47
Employee Acknowledgment.....	48

Directors Statement

The Premier Group of Companies brings together a number of Companies with skills and expertise to complement one another and enable a solution focussed approach to our Clients, over a wide range of retail and commercial fuelling sectors, civil Engineering, construction and maintenance.

The Group has 60 years of industry experience in creating quality engineered products and solutions that are expertly designed, making The Premier Group of Companies one of the leading suppliers, installers and service providers in the industry.

The Directors recognise the importance of our people and it is by putting people first, with their knowledge, expertise, dedication and motivation that we will ensure the continued future success of the Group. A Company that is inspired and working together in the same direction is without doubt more likely to succeed.

The value we place in our people is supported by the Directors commitment to everyone's wellbeing, by working safely and looking out for each other. Promoting a culture of safety that leads the industry.

We want everyone to feel proud of what has been achieved and inspired to achieve even more, by embracing this positive culture, together we will continue to create an even greater place to work.

With Kind Regards

The Board of Directors

Approved By:

Name	Signature	Position	Date
Steve Evans		Managing Director	1 st June 2018

About this Handbook

This Handbook is your guide to the terms and conditions of your employment with The Premier Group of Companies.

The Premier Group of Companies is defined as:

The Premier Pump & Tank Company Ltd
The Premier Group Construction Division (CNC Supplies Ltd)
Premier Service Ltd

This Handbook supersedes any previous versions that you have received from the Company.

Taking time to familiarise yourself with the contents of this Handbook will help you:

- Get to know our Company and the way in which we operate
- Understand the culture of our Company
- Know what you can expect from your colleagues and what they will expect from you
- Save time researching for information in the future

This Handbook does not replace your letter of appointment or Contract of Employment but serves to amplify and update these Contractual elements of your employment.

You should read it and make sure you understand it. If you need more information about anything contained within this Handbook you should speak to your Manager, Jackie Towell Group HR Manager or Ashley Davies Group Health & Safety Manager.

Company Values

The **Company values** are the basic elements of how The Premier Group go about our work and how we interact with each other. They are the fundamental beliefs of our Company and our guiding principles; they dictate our behaviour and our actions.

			
	People	Safety	Solutions
Train & Develop	Train & Develop our employees for both their personal growth and the benefit of the company	Train all staff in health and safety. Promote Health & Safety best practices from the top down & introduce Employee Wellbeing initiatives	All customer facing staff to be trained in customer processes and procedures
Improve & Innovate	Our people are part of our continual improvement identifying areas to improve or innovations we can develop	Proactive initiatives, set standards and lead in our industry. Continually improve and innovate new safer work processes	Listen and act to our customers needs and embrace new solutions.
Lead & Inspire	Equip employees with the skills & knowledge required for their roles	Promote a culture of safety standards leading by example.	Leaders in our chosen industry. Meeting and exceeding our customers expectations
Communicate & Share	Sharing knowledge and skills to enable others to improve	Communicate and share standards and expectations providing employees with sound knowledge of Safety practices	Explore new channels of communication & knowledge sharing. Listen to our people and customers.
Sustain & Grow	People first. Secure employment into the Future	Promote physical health and well being	Be our customers first choice by providing sustainable solutions
Measure & Reward	Recognise, appreciate and reward fairly and consistently	Measuring through auditing and monitoring, rewarding good practice and innovation	Customer retention and growth through delivering success.

Equal Opportunities Policy

This sets out the Company's Policy on equal opportunities. The Company is committed to a Policy of treating all its employees, job applicants, clients, customers and suppliers equally.

Principles

There should be no discrimination on account of race, colour, religion or philosophical belief, political association or belief, ethnic origin, sexual orientation, gender, disability, gender reassignment, nationality, age, fixed-term, marital, pregnancy and maternity or part-time status. The majority of these points are referred to as Protected Characteristics under the Equality Act 2010.

The Company will ensure that none of the following forms of discrimination take place:

- Direct Discrimination – where someone is treated less favourably than another person because of a Protected Characteristic
- Indirect Discrimination – where a rule or a Policy that applies to everyone within the Company can disadvantage people with a particular Protected Characteristic
- Associative Discrimination – where direct discrimination takes place against a person because they associate with someone who has a Protected Characteristic
- Discrimination by Perception – where direct discrimination takes place against someone because others think they possess a Protected Characteristic, whether they do or not

The Company will appoint, train, develop, reward and promote on the basis of merit and ability.

All employees have personal responsibility for the practical application of the Company's Equal Opportunities Policy, which extends to the treatment of job applicants, employees, clients, customers, suppliers and visitors.

Special responsibility for the application of the Company's equal opportunities Policy falls upon Directors, Managers and Leaders involved in the recruitment, selection, promotion and training of employees.

The Company's grievance procedure is available to any employee who believes that he or she may have been unfairly discriminated against. The harassment complaints procedure set out in this Policy is available to any employee who believes that he or she may have been harassed. Employees have a right not to be subject to victimisation in any way for making a complaint in accordance with this procedure complaints of this nature will be dealt with seriously, in confidence and as soon as possible.

Disciplinary action will be taken against any employee who is found to have committed an act of unlawful discrimination. Serious breaches of this Policy and serious incidents of harassment will be treated as gross misconduct. Allegations of discrimination, harassment or victimisation will also be considered as a disciplinary matter. Confidential records of ongoing matters dealt with in accordance with this Policy will be kept.

In the case of any doubt or concern about the application of this Policy in any particular instance, consult a Manager.

The Company will keep under review its Policy, procedures and practices on equal opportunities.

Equal Opportunities Code of Practice

The Company has introduced this equal opportunities Policy as a commitment to make full use of the talents and resource of all its employees and to provide a healthy environment which will encourage good and productive working operations within the Company. This code of practice describes how the Policy is to be applied throughout the Company.

The Company is particularly concerned that equality of opportunity is maintained in the following areas:

- Recruitment and selection;
- Promotion, transfer and training;
- Terms of employment, benefits, facilities and services;
- Grievances and disciplinary procedures;
- Dismissals and redundancies.

Recruitment and Selection

The following principles should apply whenever recruitment or selection for positions takes place:

- Individuals will be assessed according to their personal capability to carry out a given job;
- Assumptions that only certain types of person will be able to perform certain types of work must not be made;
- Any qualifications or requirements applied to a job which have or may have the effect of inhibiting applications from certain types of person should only be retained if they can be justified in terms of the job to be done;
- Selection tests should be specifically related to job requirements and should measure the person's actual or inherent ability to do or train for the work;
- Selection tests should be reviewed regularly to ensure they remain relevant and free from any unjustifiable bias, either in content or in scoring mechanism;
- Written records of interviews and reasons for appointment and non-appointment will be kept;
- Questions should relate to the requirements of the job; if it is necessary to assess whether personal circumstances may affect job performance, this should be done objectively without questions or assumptions being made which are based on stereotyped beliefs about certain types of person;
- Where the Company's arrangements for recruitment and selection put disabled people at a substantial disadvantage due to a reason connected with their disability, reasonable adjustments to the arrangements should be made to eliminate or if that is not reasonably practicable, reduce the disadvantage unless objectively justified;
- No decisions regarding recruitment or selection should be made by a person who has not read and understood this Policy;
- As a general rule no candidates will be asked to complete a Health Questionnaire or provide details of their health or fitness prior to the selection process. Health related questions can only be asked in the following circumstances:
 - a) To decide whether the employer needs to make reasonable adjustments for the person to attend and participate in the selection process
 - b) To decide whether an applicant can carry out a function that is essential (intrinsic) to the job, i.e. heavy lifting.

Promotion, Transfer and Training

The following principles should apply to appointments for promotion, transfer and training:

- Assessment criteria and appraisal schemes should be carefully examined to ensure that they are not unlawful or discriminatory;
- Assessment criteria and appraisal schemes should be monitored, and where such criteria or schemes result in predominantly one group of workers gaining access to promotion, transfer or training, they will be checked to make sure this is not due to any hidden or indirect discrimination;
- Traditional qualifications and requirements for promotion, transfer and training, such as length of service and age, which may discriminate against certain groups of workers, shall be reviewed and will only continue to be applied if genuinely justified;
- Policies and practices regarding selection for training, day release and personal development should not result in an imbalance in training between groups of workers unless this is objectively justified;
- Where the Company's arrangements in relation to promotion, transfer or training put disabled workers at a substantial disadvantage for a reason connected with their disability, reasonable adjustments to the arrangements should be made to eliminate or, if that is not reasonably practicable, reduce the disadvantage unless objectively justified.

Terms of Employment, Benefits, Facilities and Services

The following principles shall apply to terms of employment, benefits, facilities and services:

- The terms of employment, benefits, facilities and services available to workers should be reviewed regularly to ensure that they are provided in a way which is free from unlawful discrimination;
- Part-time workers should receive pay, benefits, facilities and services on a pro-rata basis to their full-time comparator unless otherwise objectively justified;
- Where the Company's arrangements relating to terms of employment, benefits, facilities and services put disabled workers at a substantial disadvantage due to a reason connected with their disability, reasonable adjustments to the arrangements should be made to eliminate or, if that is not reasonably practicable, reduce the disadvantage unless otherwise objectively justified;
- Remuneration (pay and benefits) criteria, policies and arrangements should be carefully examined and monitored, and if it appears that any group of workers are disadvantaged by them they will be checked to make sure that this is not due to any hidden or indirect discrimination.

Grievances, Disciplinary Procedures, Dismissals and Redundancies

Workers who, in good faith, bring a grievance (or assist another to do so) either under this Policy or otherwise in relation to an equal opportunities matter will not be disciplined, dismissed or otherwise victimised for having done so;

Any group of workers will not be disciplined or dismissed for performance or behaviour which would be overlooked or condoned in another group unless there is genuine and lawful justification for this;

Redundancy criteria and procedures will be carefully examined to ensure that they do not operate in an unlawful discriminatory manner;

The provision of voluntary redundancy benefits will be equally available to all workers concerned unless there is a genuine and lawful justification for doing otherwise.

General Policies

Code of Business Conduct

It is the wish of The Board of Directors that we should all endeavour to live up to the highest standards of behaviour, both within the communities in which we live and between ourselves in the Companies and divisions that make our group.

Personal Property

The Company cannot be responsible for either loss or damage to employees' belongings whilst on duty.

Timekeeping

It is the responsibility of all employees to attend punctually at their place of work in accordance with the Terms and Conditions of their employment or published rotas. Persistent lateness which materially reduces the length of the working week will be considered to be a breach of Contract and may lead to disciplinary action.

Working from Home

Working from home is not permitted unless prior approval from a Director has been granted; these occasions will be rare and will only ever be granted to senior members of staff where their roles and responsibilities can be undertaken remotely. Working from home without prior approval will be treated as unauthorised absence.

Company Equipment

Employees are not allowed to use Company property outside of their normal duties without permission. No records or equipment can be taken from Company premises unless in the course of your duties.

Telephone Calls

Employees must be reasonable in their use of the Company telephones for personal matters. Work phones should only be used on a personal basis for emergencies during working hours. Use of private mobiles for personal matters should also be kept to a minimum and for emergency purposes only.

Notification of Criminal Record

Your employment with The Company is subject to your truthful disclosure of any criminal convictions that you may have that are unspent. (You do not need to disclose any convictions that have been spent under the Rehabilitation of Offenders Act 1974 as amended by the Legal Aid, Sentencing and Punishment Act 2012).

Information regarding what counts as a spent conviction can be found here;

<https://www.gov.uk/exoffenders-and-employment>

During your employment with us you are also obliged to notify the Company immediately of any criminal conviction that you are the subject of or that may be pending e.g. being required to provide a statement, answer police questions or being released on police bail pending further enquiries, even if it is not related to your work. You must also notify the Company of any driving convictions, fines or points.

Where an employee is convicted of any criminal offence, the Company will consider whether that offence is one that renders the employee unsuitable for their type of work or unacceptable to other employees. The Company will consider whether there is a loss of confidence in the employee/colleague relations and the effect on the Company's business and reputation subsequent to a charge or conviction. This may result in disciplinary proceedings being taken against the employee up to and including summary dismissal.

New Employee Induction

The formal welcoming process, or “employee induction,” will normally be conducted by a senior employee and includes an overview of the Company.

Personnel Records and Administration

The task of handling personnel records and related administration functions at the Company has been assigned to the Human Resources and Finance teams. Personnel files will be kept confidential at all times and in addition to employment correspondence will include some or all of the following information:

- Bank details to enable payment of salary
- Personal contact details
- Next of kin details
- Medical records

Change of Personal Data

Any change in an employee’s personal information including but not limited to name, address, telephone number and next of kin, must be updated in BreatheHR.

General Appearance and Dress Code

The Company operate a smart casual dress code for every day in all office areas. The Company would like you to feel comfortable as long as the clothes you choose are presentable and smart.

If you are visiting or working at a customer site, please ensure that you comply with the dress code requirements of the Company and that you present yourself in a professional and tidy manner. Please also ensure that you comply with the customer’s site rules with regard to Personal Protective Equipment.

Personal Conduct

The Company requires the highest standards from you in your performance at work and your general conduct. In particular you must at all times: -

- Be diligent, honest and ethical in the performance of your duties which you will undertake to the best of your ability.
- Render your services in a polite professional and competent manner, respect and co-operate with your colleagues, clients/customers, suppliers and members of the public, avoiding at all times insulting behaviour and foul or abusive language.
- Comply with all reasonable instructions, limitations, policies, rules and regulations that the Company may notify to you from time to time.
- Comply with health and safety instructions and do not attend work under the influence of alcohol or drugs or consume, possess, sell or distribute them at work.
- Only smoke in designated smoking areas.
- Refrain from gambling, betting and all forms of private trading which are prohibited on Company premises at all times. Lotteries and charitable collections are permitted with the prior approval of your Line Manager.
- Not use Company facilities and supplies for any purpose other than that which it is intended.

When you are on customer or supplier sites you are expected to respect these rules and any other rules and regulations specified for that site.

Work Related Social Events

The Company may arrange social events during the year, to which employees are invited. There may also be work related social events too; which clients as well as staff are invited. Although such social events usually take place away from the workplace and outside normal working hours. On these occasions

employees are expected to behave in an appropriate and responsible manner, taking into account that they may be representing the Company and you must take specific action to ensure that you are well within the legal limits if driving, this includes driving the following morning.

During these events please be mindful of the Equal Opportunities Policy and not to say or do anything that may offend, intimidate, embarrass or upset any other person, whether as a joke or not.

Any employee who is found to have harassed, verbally or physically abused or assaulted another employee or a customer, client or supplier of the Company or otherwise brings the reputation of the Company into disrepute will be subject to disciplinary action in line with the Company's Disciplinary Policy.

Personal Relationships at Work

The Company recognises that employees who work together may form personal friendships and, in some cases, close personal relationships. Whilst the Company do not wish to interfere with these personal relationships, it is necessary to ensure that all employees behave in an appropriate and professional manner at work and that they continue to fulfil their job duties both diligently and effectively, so please talk to your Manager or Human Resources if you become involved in a relationship with a colleague, Contractor, client or supplier.

Building and Equipment Security

You must ensure the security and safe keeping of the Company's premises, vehicles and property at all times, including equipment hired in.

Negligent or reckless action or inaction which results in financial loss or possible financial loss to the Company may lead to disciplinary action.

You must at all times ensure that the security of other employees, visitors, premises, equipment and assets are maintained.

Personal and Company Property

You are responsible for your personal property. The Company will not accept any liability for any loss or damage you may incur to personal property including vehicles.

Whilst some insurance cover exists, the Company will not accept liability for personal effects lost, stolen or damaged whilst on the premises or away on Company business and you should ensure that you have adequate insurance cover to protect your personal belongings.

During the course of your duties you may come into contact with the Company's and its clients' equipment and property. It is your responsibility to ensure that such equipment and property is maintained and used properly and sensibly. Damage caused through neglect or misuse may render you liable for the cost of repairs or replacement.

Company property is allowed for Company business only, unless approval has been granted by a Director, failure to comply or abuse of Company property could in certain circumstances lead to dismissal.

All Company property must be returned on termination of Contract and at any time during your employment at the discretion of the Company.

Visitors in the Workplace

For safety, insurance, and other business considerations, only authorised visitors are allowed in the Company's premises or on site. Any exceptional request for a relative, friend or professional advisor to visit you at your work place should be made to the Company.

Visiting Customer and Supplier Sites

When working or visiting a customer or supplier site, you are expected to represent the Company in a professional manner. This includes adhering to our own Company rules and regulations, as stated in the Employee Handbook, Company Policies and Health and Safety Handbook and those of our customers and suppliers, dressing and behaving appropriately to reflect the professionalism of the Company.

External Communications

To maintain consistency of information and to reduce any potential misunderstandings, only the Managing Director and those designated by him/her should make statements to the public, local authorities and the media or their representatives.

Health and Safety Policy

The Company is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures necessary to implement this commitment and to comply with its statutory obligations on health and safety.

Whilst the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the responsibility of all employees to familiarise themselves and strictly observe all Health and Safety legislation, rules or notices. This must avoid any practice which might endanger their own health or that of any other person.

All accidents, however trivial they may appear, must immediately be reported. The Company has a no blame culture and employees are encouraged to stop work if a task is considered to be unsafe. Employees must acquaint themselves with the first aid arrangements in the office or site in which they are working.

If the Company provides you with uniform, protective equipment and safety aids, you are responsible for ensuring that such items are used and for keeping them in good condition consistent with age and use.

When working at a customer site you must wear and use the necessary protective clothing and equipment in order to comply with the Company and individual site requirements. At all times you must adhere to the rules and regulations relating to health and safety at whichever site you attend.

Disciplinary action in line with the Company's Disciplinary Policy may be taken against any employee who violates health and safety rules and procedures, or who fails to perform their duties under health and safety legislation. Depending on the seriousness of the offence, it may amount to potential gross misconduct rendering the employee liable to summary dismissal.

The Health and Safety Policy is available online in employees personal BreatheHR Account, additional copies are available on request from the Health and Safety Department.

Employees are encouraged to work towards the Premier Value of Leading Safety. To assist with this, employees are asked to make a pledge to work safe under the Company's "I Work Safe Scheme".

Personal Protective Equipment (PPE)

The Company provides PPE to certain categories of employee. All PPE or clothing must be worn as directed; details are available from your Line Manager or from the Health and Safety Department.

Employees are expected to take care of the PPE issued to them and to maintain it in reasonable condition. This includes ensuring that safety equipment is safely stored to prevent loss, damage or theft, which may compromise confidentiality and incur additional costs.

Failure to comply with these rules will be dealt with in accordance with the Company's Disciplinary Policy.

On or before the last working day of your employment, you must promptly return or account for all PPE issued to you. You accept that your failure to do so will entitle the Company to withhold any outstanding monies/wages due from the Company to you up to the value of the property.

Fire and Emergency Procedure

Instructions are posted throughout each of the Company premises. You are required to read and familiarise yourself with these procedures. (Not all buildings have a fire alarm system, so follow respective fire Policy)

The continuous tone of the fire alarm throughout the building will signal the fire and emergency procedure. You must commence evacuation of the premises as soon as this alarm signal is sounded and congregate in the designated areas. Regular fire drills, including evacuation of the building, are held. In such cases, it is necessary for a roll call to take place.

The alarm system will, from time to time be checked, you will be notified that a test is taking place and there will be no need to evacuate the premises. Please ensure when visiting or working at customer sites that you familiarise yourself with the relevant fire and emergency procedures.

Further information is available in the Company Health and Safety Handbook.

Environmental Policy

The Company is committed to achieving the highest standards and regards the management of our impact on the environment as a key part of its business. It is Company Policy that all activities will be carried out in a safe manner and we will at all times consider the impact on our environment. The Company believe that environmental considerations will contribute to the success of our business, whilst protecting the environment for future generations.

The Company Environmental Policy is available on request.

Employment Details

Terms and Conditions of Employment

Acceptance of a letter of appointment from the Company constitutes acceptance of these conditions and this is sufficient to establish a formal Contract.

Your basic terms and conditions of employment are contained in and subject to the relevant provisions of:

- Your letter of appointment and your employment Contract.
- The Employee Handbook and the latest Company policies, procedures and guidelines.
- The relevant employment legislation.
- The rules of your pension scheme.

On promotion or job change you will receive a revised letter that will detail the new terms and conditions that apply to your new position. This should be signed and returned to Human Resources; this will form part of your Contract of Employment and will supersede any earlier versions.

On transfer from one location or group Company to another, you may receive a revised employment Contract stating any change to the terms and conditions of employment that apply to the new position. This should be signed and returned to Human Resources to signify your agreement.

Working Hours

Your Contractual working hours will be stated in your Contract of Employment. However, it is expected that you will report for work punctually and be ready to commence work at your agreed starting time and remain at work until your agreed finishing time. In addition to this, you must be prepared to work such hours so as to successfully discharge your duties.

Except in the normal course of your duties and during your lunch break, you must not leave your place of work without prior authorisation from your Line Manager. Prior authorisation must also be sought if it is necessary for you to leave work before your normal finishing time.

In the event of a family emergency, you must provide your Line Manager with as much information as possible in support of your request for time off to address the emergency. You have no Contractual or statutory right to be paid for time not worked due to lateness or absence. Any payments made by the Company in such circumstances are done so at its absolute discretion. Alternatively, you may be required to make up any lost time, if so requested by your Line Manager.

Notice Period

If you wish to terminate your employment with the Company the required notice period is stated in your Contract of Employment. You can find out more about Notice Periods by visiting the ACAS website <http://www.acas.org.uk>

Leaving the Company

On leaving the Company, you will be required to payback any money you may owe to the Company including but not limited to and without limitation, any loan, advance on your wages or expenses, overpayment of wages or expenses, damage to Company property or that of others, payments made for holidays taken in advance of pro rata accrual, or losses suffered by the Company as a result of your breach of authority or breach of the Company's rules.

You will also be required to return any security passes, work wear, keys, books, Company documents, account records and any other items which may be in your possession, custody or control which are the property of the Company or which otherwise relate in any way to the business or affairs of the Company. No copies of the same or any part thereof shall be retained by you. In addition, if you have been provided with a Company mobile phone, laptop or technical equipment which was required to undertake your role these will need to be returned prior to your leave date. If you are in possession of a Company vehicle, it must be returned with the keys, fuel card, Satellite Navigation and all other related items belonging to the Company prior to your leave date.

Salary

Your salary is a confidential matter; should you have any questions regarding your pay, please speak to your Manager in the first instance.

You will be paid monthly in arrears on the last working day of the month by bank credit transfer. This method of payment may be changed at the Company's discretion.

Any benefits supplied to you and your family from time to time that are not expressly referred to in your Contract, are provided ex gratia and shall not form part of your Contract of Employment.

An annual statement of earnings (Form P60) will be issued to coincide with the income tax year end and depending on your individual circumstances, the Company may have to notify HMRC on a form P11D of the benefits which you have received in the course of your employment. You will receive a copy of these documents and they are a legal requirement. We cannot duplicate this information and therefore these statements should be retained for your own personal tax records.

Taxation

The Company operates a PAYE system, deducting tax at source. It is the employee's responsibility to report any other earnings to HMRC.

Overtime

Whilst it is the Policy of the Company that overtime should be kept to a minimum, employees are expected to work such overtime as is necessary to properly discharge their duties; you should refer to your Contract of Employment for further details.

Pension Scheme

Each Company in the group offers a Workplace Pension Scheme, you will be provided with details within three months of your employment start date. Membership of the scheme will be in line with current legislation, scheme rules and your entitlement. If you would like more information on Workplace Pension Schemes, you can visit the Pension Regulator website at <http://www.thepensionsregulator.gov.uk>

The Company reserves the right to amend the rules or benefits of the scheme in line with legislation at any time.

Employee Benefits

The Company reserves the right to introduce, amend or withdraw employee benefits at any time. Any such benefits will be detailed in individual Policy documents.

Company Vehicle Scheme / Cash Allowance

There is a Company Scheme for certain designated categories of staff. You may be eligible for a Company vehicle / cash allowance for job need, or assigned as a Company benefit, in either case the Company Scheme is designed to provide you with a vehicle suitable for purpose. The details will be covered in the letter of appointment, and subsequent amendments as applicable.

The provision of a Company vehicle / cash allowance is entirely at the discretion of the Company and it may be withdrawn, replaced or the conditions under which you are entitled to use it may be changed at any time.

An employee in receipt of a Company vehicle or cash allowance whose licence is revoked (for whatever reason) must immediately notify the Company, depending on the circumstances the entitlement may be withdrawn and / or your Contract of Employment may also be reviewed if you are no longer capable of carrying out your job. For more information please see the Company procedure on how an employee band from driving will be managed.

You must also immediately notify the HR and Health and Safety teams of any changes to your health that may affect your ability to hold a valid Driving Licence, a list of such conditions can be found on the Gov UK website. Please see <https://www.gov.uk/health-conditions-and-driving> for further information.

Upon termination of your employment, or if your entitlement is withdrawn, you must promptly return or account for a Company vehicle by the date advised to you by the Company. If you fail to do so you accept that the Company may withhold any outstanding monies/wages due to you from the Company up to the value of the vehicle and relevant deductions from wages to this effect will be incurred.

The Company Driving Policy is provided to all employees who have had a Company vehicle or cash allowance assigned to them. The Company Car Allowance Policy is provided to all employees in receipt of a cash allowance, additional copies are available on request.

Use of Own Car on Company Business

If for any reason and with prior authorisation from the Company, you use your own car on Company business, the Company provides occasional business use insurance for your vehicle, however the insurance is only valid for occasional use and when accompanying your existing personal Policy and is not valid if you do not have current vehicle insurance. You should ensure that your vehicle has valid insurance and road tax and is maintained in a roadworthy condition, complying with all current legal requirements. A copy of your insurance certificate and other relevant documents must be provided if requested by the Company or our third-party management Company.

Occupational Health

You may at any time, but at no cost to yourself, be required to undergo a medical examination with the Company's occupational health service or by a registered medical practitioner. You may also be required to undergo a health surveillance medical examination; the regularity of these examinations will be dependent upon your working environment and the equipment that you use.

These are necessary to ensure that the Company complies with its statutory obligations and to support your good health.

Holiday Entitlement

Annual Leave

The holiday year runs from 1st January to 31st December. Holidays are paid on a pro rata basis in the first and final years of employment and when the employee works part time. Where this produces a fraction of a day's entitlement, this will be rounded-up to the nearest half a day. During the first year of employment the amount of leave an employee may take is limited to the amount of leave accrued at that time, (calculated monthly in advance). Further Information regarding leave entitlement is set out in your Contract of Employment.

Holidays should be requested in BreatheHR, holidays will be agreed on a first come first served basis and while every effort to grant leave requests will be made, it may be necessary to refuse leave because of operational needs or your commitment to a weekend rota. Therefore, you should always ensure that your leave has been approved prior to making any holiday commitments.

The Company reserve the right to designate holiday periods, which may include, but is not restricted to the non-bank/public days over the Christmas and New Year period; exact dates will be notified to employees in advance each year, you must reserve sufficient annual holiday to cover these periods.

In exceptional circumstances up to five days per annum unpaid leave may be agreed by a Director or those designated by him/her, and a maximum of five days holiday entitlement may be carried over into the following year, but this can only be done with the approval of a Director, and those five days must be taken by the 31st March of the following year and if not taken will be forfeited. No payment can be made in lieu of holidays not taken.

Holiday requests for one week or more must be made at least three weeks in advance. Holiday requests of less than one week must be made at least one week in advance. Requests for extended Holidays (in excess of two weeks) require a minimum of three months' notice and must be approved by a Director.

Holidays Accruing During Long-Term Sickness Absence

An employee who is absent on sick leave will continue to accrue full statutory holiday entitlement. However, Contractual holiday entitlement over and above the minimum statutory holiday entitlement provided for by the Working Time Regulations (<http://www.hse.gov.uk/contact/faqs/workingtimedirective.htm>) will not accrue during any paid or unpaid period of sick leave once an employee has been continuously absent for a period of four weeks.

Where possible an employee on long-term sick leave is required to take their accrued holiday entitlement before the end of the holiday year in which it is accrued. If this is not possible the employee will be allowed to carry forward any unused entitlement from one year to the next, this must be taken within a reasonable time.

The Company will not usually allow an employee to take holiday entitlement while on sick leave. An employee is required to acquire the approval of all holiday dates in accordance with normal Company Policy.

At the Company's entire discretion, it may waive the need for the employee to comply with normal notice requirements or any other applicable Company Policy.

If the employment is terminated before an employee returns from sick leave, he/she will receive a payment in lieu of any accrued but untaken statutory holiday entitlement for the holiday year in which the employment is terminated.

Absence Policy

Sick Leave and Absence Reporting

In the event of absence due to sickness or injury, you must inform your Manager or Human Resources by telephone (text & email messages are not permitted) as early as possible on your first day of absence. Should the Company receive no communication from you within two hours of your expected start time, then you can expect to be contacted by the Company. Depending on the circumstances of your absence, you will be advised what is expected in terms of keeping him/her updated about your absence and expected return to work.

In respect of absence lasting seven or fewer calendar days you are not required to produce a medical certificate unless specifically requested to do so by the Company, but you must complete a self-certification in BreatheHR on your return to work.

In respect of absence lasting or expected to last more than seven calendar days you must provide appropriate certification from your GP or hospital Doctor and send it directly to the office for the attention of Human Resources, marked private and confidential. You must continue to send consecutively dated medical certificates as necessary on a timely basis otherwise this could affect our ability to pay sick pay.

At all times the Company reserves the right not to pay sick pay and to refer an employee to a medical practitioner for an independent medical assessment as deemed appropriate.

Abuse of the sickness and absence procedure or failure to comply with the above certification and notification procedures may result in disciplinary action which could lead to termination of employment.

If, on a Medical Certificate or "Fit Note", your Doctor recommends any adjustments to your duties, hours or working conditions to facilitate your return to work, you are required to cooperate with the Company with regard to the possible implementation of such changes, notwithstanding the fact that the advice on a fit note is not binding on the employer. However, the Company will try to accommodate such requests as the needs of the business permit.

Sickness During Holidays

An employee who falls sick or is injured during a period of holiday or shortly before a planned holiday, should telephone (texts and emails are not permitted) their Line Manager or Human Resources as soon as possible on the first day of sickness. This is to advise of the situation and alert him/her to the fact that the employee may wish to replace the annual leave with sickness absence.

On all occasions a Medical Certificate or Doctors letter confirming the illness or injury must be obtained. The Company will be unable to accept a request without it. If the employee is overseas when they fall ill or are injured, the employee must make sure that medical evidence is obtained from a qualified medical practitioner, confirming the illness or injury and the total period of incapacity.

Return to Work Meeting

The Company has a Policy of monitoring sickness absence and an employee may be asked to attend a return to work meeting. This may be requested due to repeated absences, absences that have a noticeable pattern or following long term sickness. This is to ensure that there are no underlying work-related issues that could be affecting the individual's health or well-being, to discuss the Fit Note and examine any reasonable adjustments that can be made by the Company to assist the employee, this could be:

- A phased return to work.
- Altered hours.
- Amended duties.
- Workplace adaptations.

Wherever possible these meetings will be held face to face but may be held over the telephone.

Following a continuous period of absence of four weeks (or earlier should the Company deem it necessary), you may be required to attend an occupational health and/or independent medical assessment appointment at the Company's expense. This appointment may take place at any time regardless of whether or not you are absent from work at that stage.

Sick Pay

Provided you have complied with the Company's notification and certification procedures, you will be entitled to Statutory Sick Pay (SSP) in accordance with current legislation; further information regarding your sick pay entitlement is stated in your Contract of Employment.

General Conditions of Sick Pay Benefits

The Company must be satisfied the absence is genuinely attributable to illness, accident or industrial injury. Sickness payments will not apply to absences concerning domestic circumstances or any other non-illness circumstances.

If you are absent from work as a result of an accident and are successful in recovering damages from a third party, then you will be obliged to repay any sick pay received during the period of your absence from work.

Monitoring and Measuring Sickness Absence

Short Term Absence Process

The Company uses The Bradford Factor to measure and score sickness absence, this is a way of showing how disruptive frequent short-term absences can be for a business and gives the Company a measure that can be discussed between you and your Manager at return to work meetings and performance reviews.

The Bradford Factor calculates absences as follows - number of absences x number of absences x total number of days, here are some examples;

- One absence of 14 days would result in a Bradford score of 14 points (i.e. $1 \times 1 \times 14$)
- Seven absences of two days each would result in a Bradford score of 686 points (i.e. $7 \times 7 \times 14$)
- While 14 absences of one day each would result in a Bradford score of 2,744 points (i.e. $14 \times 14 \times 14$)

In all cases the number of days absent is 14, but the Bradford Factor score ranges from **14** when there is a one-off absence of 14 days, to **2,744** when there are 14 individual days. This is the potential action that may be taken, based on the Bradford Factor Scores

Bradford Factor Score	Potential Action
0 - 49	No Action Required
50 - 199	Potential Action Verbal Warning
200 - 399	Potential Action 1st Written Warning
400 - 699	Potential Action Final Written Warning
700 +	Potential Action Termination of Employment

Any potential action for absence will be managed in line with the Company's Disciplinary Policy. This Policy is non-Contractual and the Company reserves the right to change or amend the Policy and the Procedures therein as required by the business from time to time.

Long Term Absence Process

Your absence will be considered long term when your absence reaches 12 weeks (84 calendar days). During long term absence, the Company will keep in contact with you and arrange meetings to establish what support can be offered and to review if your absence can continue to be supported.

Informal Review Meetings

Informal review meetings will be held on a monthly basis to maintain contact with you and establish if support can be offered to enable a return to work or to support you during your absence.

Informal review meetings will also consider if Occupational Health advice would be of benefit to support the Company to better understand the effects of your health condition and its impact on your fitness for work.

Formal Review Meetings

Formal review meetings will be held on a quarterly basis from the third month of absence. You will have the right to be accompanied by a colleague or trade union representative at these meetings.

The purpose of this meeting will be to establish if a return to work can be achieved, consider whether adjustments are needed to support you to return to work, to review Occupational Health advice and to review if your absence can continue to be supported by the Company taking into account the nature of your absence and any treatment programs you may be undertaking.

The outcomes of a formal meeting may be:

- Your absence continues to be supported
- Redeployment (if a role is available and medical advice confirms you will not be able to return to your Contractual role)
- Dismissal on ill health grounds

Dismissal will not be considered unless it is in line with Occupational Health advice that a return to work within a reasonable timescale cannot be expected, either to your Contractual role or in line with reasonable adjustments if a disability is the cause of absence.

If you refuse to attend an Occupational Health appointment, decisions will be made upon the basis of the information available to the management team.

Other Absences

Appointments to attend the Doctor, Dentist etc. should wherever possible be carried out in your own time. Where this is not possible appointments should be made at the start or the end of the working day. There is no right to be paid whilst attending such appointments unless it is covered under the Maternity Policy.

Maternity Leave and other absence types are covered in the Company **Family Friendly Policy**, which is available from Human Resources.

Time off for Public Duties

The Company enables staff to perform any public duties that they may be committed to undertake and so will give them time off to do so where it does not conflict with the operational needs of the business. The Company are not obliged to grant staff paid leave for these purposes.

Jury Service

If you are required to serve on a jury, you should notify your Manager or Human Resources, enter the leave request in BreatheHR and produce the official notification without delay. You may be requested by the Company to apply to the Court for your Jury Service to be either postponed or delayed if it is considered that your absence will cause substantial problems to the business.

Whilst on jury service you will not receive your normal pay however, you are entitled to claim allowances from the court covering fares, subsistence, and loss of earnings (up to a specific amount). You should claim the full amount owed. If you are discharged early from Jury duty you must contact your Manager to enquire whether you are required to attend work.

Voluntary Public Service

Employees are entitled to a reasonable amount of unpaid time off work to carry out certain public duties.

- Public service duties include service as a:
- Tribunal member.
- Magistrate.
- Local Councillor.
- Member of an NHS Trust.
- Prison visitor.
- Lay visitor to police stations.
- School Governor.

If you are unsure whether a public service that you perform is covered by this Policy, you should speak to the Human Resources Department.

As soon as you are aware that you will require time off for performance of a public service you should notify your Line Manager in writing, providing full details of the time off that is being requested and the reasons for your request. In order that arrangements can be made to cover your duties in your absence you should make your request in good time.

The Company will agree to requests for time off to undertake public duties wherever reasonably possible having regard to the criteria set out in this Policy. If it is not possible to accept a request you will be given written reasons for our decision.

All staff may be granted up to two days paid leave in any 12-month period to perform voluntary public service duties. Any additional leave will be granted on an unpaid basis subject to the exercise of our discretion to grant further paid leave.

Each request for time off will be considered on its merits, in the circumstances in which it is made including:

- Whether the activity is reasonable in relation to your employment.
- How much time off is reasonably required for the duty in question.
- How much time off you have already taken for the public duty in question.
- How your absence will affect our business.

Reserve Forces Duties

The Company are aware that staff who are members of the Reserve Forces (the Territorial Army, Royal Navy Reserve, Royal Marines Reserve or Royal Auxiliary Air Force) may be called-up at any time to be used on full-time operations and will be expected to attend regular training.

The Company are under no obligation to offer leave (either paid or unpaid) for reservist staff to undertake training and expect existing holiday entitlement to be used to meet reservist commitments. In exceptional circumstances we may grant additional leave (either paid or unpaid) in order for these commitments to be met.

On receipt of notice that you have been called-up the Company may apply to an Adjudication Officer for the notice to be deferred or revoked if your absence would cause serious harm to the business (which could not be prevented by the grant of financial assistance).

Once your military service has ended you may submit a written application for reinstatement to your employment. This should be made by the third Monday following the end of your military service and you should notify us of the date on which you will be available to restart work.

If it is not reasonable and practicable to reinstate you into your former employment the Company will offer you the most favourable occupation on the most favourable terms and conditions which are reasonable and practicable.

Timekeeping

It is the responsibility of all employees to attend punctually at their place of work in accordance with the Terms and Conditions of their employment and published rotas. Persistent lateness which materially reduces the length of the working week, will be considered to be a breach of Contract and may lead to disciplinary action up to and including termination of employment.

The Company operates the following Policy on employees' timekeeping, in order to maximise its productivity, efficiency and effectiveness and ensure fair treatment of all staff.

Each employee's Contract defines the minimum hours of work that he/she is Contractually required to work, including start time, finish time and provision for lunch breaks. Employees are individually responsible for ensuring that they arrive at work early enough to enable them to begin their work at the appointed start time. Similarly, employees are required to remain at work at least until the finishing time defined in their Contract of Employment, unless granted permission by their Manager or Human Resources to leave work before that time.

The same principles apply to lunch breaks.

Where, for any reason, an employee realises that they are likely to be late for work at the start of the working day/shift, he/she must endeavour to telephone the Human Resources Department as soon as possible to explain the situation and give an estimate of when he/she expects to arrive at work.

It is accepted that circumstances outside employees' control can cause lateness, for example if a traffic accident has caused long delays on the roads. However, a high volume of traffic causing delays that is a normal or regular occurrence, or which can reasonably be anticipated, will not be regarded as a valid reason for an employee's lateness.

Repeated or persistent lateness without good reason will be viewed as misconduct. On each occasion when an employee arrives late to work, or to a meeting or other work commitments, the Line Manager will speak to the employee informally (and privately) to establish the reason for the lateness, whether or not the

employee has any particular difficulties with timekeeping, the cause of any such difficulties and how the employee might be supported to achieve improvement.

The Line Manager will be responsible for keeping records of the dates, number of occasions and the length of lateness on each occasion. Following three or more occasions of lateness within any six-month period, or an employee's timekeeping remains unsatisfactory, the Company may invoke its disciplinary procedure.

Bullying and Harassment Policy and Procedure

All employees have the right to work in an environment which is free from any form of harassment.

It is the Company's Policy that the harassment of any of its employees is unacceptable behaviour. Anyone found to be in breach of this Policy will be liable to disciplinary action which may result in their dismissal.

The Company will take specific action to prevent the harassment of its employees by third parties, i.e. customers and suppliers. Employees are encouraged to report any such incidents to their Manager, Human Resources or a senior colleague of their choice immediately.

Harassment - What is it?

Harassment takes many forms, occurs on a variety of different grounds and can be directed at one person or many people. An essential characteristic is that it is unwanted by the recipient and that the recipient finds the conduct offensive or unacceptable. Conduct becomes harassment if it persists once it has been made clear that it is regarded by the recipient as offensive, although a single incident may amount to harassment if sufficiently serious. It is the unwanted nature of the conduct which distinguishes harassment from friendly behaviour which is welcome and mutual. Harassment in the work place can come from a colleague or an external third party.

Harassment can be based on:

- Race, ethnic origin, nationality or skin colour
- Gender
- Sexual orientation
- Power or hierarchy
- Willingness to challenge harassment (leading to victimisation)
- Disabilities, sensory impairments or learning difficulties
- Age
- Possible links to AIDS/HIV
- Status as an ex-offender
- Health
- Physical characteristics
- Personal beliefs
- Religion
- Gender re-assignment

Whilst not an exhaustive list, forms of harassment include:

- Physical contact
- Jokes, offensive language, gossip, slander, offensive or sectarian songs and letters
- Posters, graffiti, obscene gestures, emblems, flags
- Offensive e-mail, screen savers etc.
- Isolation or non-co-operation and exclusion
- Coercion for sexual favours
- Pressure to participate in political/religious groups
- Intrusion by pestering, spying and stalking

Harassment is unlawful in many cases and individuals may be legally held liable for their actions.

Procedure

Due to the seriousness with which the Company views harassment, informal and formal reporting procedures have been introduced which are separate from the Grievance Procedure as a mechanism for dealing with complaints of harassment.

All allegations of harassment will be dealt with seriously, promptly and in confidence. Employees who feel they have been subject to harassment must not hesitate in using this procedure nor fear victimisation. Retaliation against an employee who brings a complaint of harassment is a serious disciplinary offence which may constitute gross misconduct.

The Company will provide, in confidence, advice and assistance to employees subjected to harassment and assist in the resolution of any problems, whether through informal or formal means.

Informal Procedure

If an incident happens which you think may be harassment and you do not wish it to happen again, you may prefer initially to attempt to resolve the problem informally. In some cases, it may be possible and sufficient to explain clearly to the person engaging in the unwanted conduct that the behaviour in question is not welcome, that it offends you or makes you uncomfortable and that it interferes with your work. You should make it clear that you want the behaviour to stop.

In circumstances where this is too difficult or embarrassing for you to do on your own, you should seek support from a friend or a member of the Senior Management Team.

If you are in any doubt as to whether an incident or series of incidents which have occurred constitute harassment, then in the first instance you should approach your Manager or Human Resources on an informal basis. He/she will be able to advise you as to whether the complaint necessitates further action, in which case the matter will be dealt with formally/informally as appropriate.

If the conduct continues or if it is not appropriate to resolve the problem informally, it should be raised through the following formal process.

Formal Procedure

Where informal methods fail, or serious harassment occurs, you are advised to complain formally to Human Resources or a member of the Senior Management Team. Consideration will be given to the immediate separation of the complainant and the alleged harasser. In serious cases, the alleged harasser may be suspended.

You will be interviewed by a Member of the Senior Management Team (or other person nominated by the Directors) to establish full details of what happened. He or she will then carry out a thorough, impartial and objective investigation as quickly as possible. Those carrying out the investigation will not be connected with the allegation in any way. An investigation will be carried out quickly, sensitively and with due respect for the rights of both you and the alleged harasser.

The investigation will involve interviews with the person against whom you are making the complaint. The alleged harasser will be given full details of the nature of the complaint and will be given the opportunity to respond.

You and the alleged harasser will have the right to be accompanied and/or represented by a colleague at any interviews. You will not be asked to provide details of the allegations repeatedly unless this is essential for the investigation.

Strict confidentiality will be maintained throughout the investigation into the allegation. Where it is necessary to interview witnesses, the importance of confidentiality will be emphasised to them.

When the investigation has been completed, you will be informed whether or not your allegation is considered to be well founded.

If the allegation is well founded, disciplinary action may be taken against a person alleged to have committed the behaviour you are complaining about and, depending on the circumstances and the seriousness of the complaint, may result in the dismissal of that person.

If the allegation is not well founded, consideration will be given to whether it is necessary to transfer or reschedule the work of both or either party, in cases where it would not be appropriate for you to continue to work in close proximity.

The Company takes these matters very seriously. However, malicious complaints of harassment can have a serious and detrimental effect upon a colleague. Any unwarranted allegation of harassment, made in bad faith, will be deemed potential gross misconduct. The Company are sure that all employees appreciate that this must be so to protect the integrity of this Policy.

No Smoking Policy in the Workplace

The Health Act 2006 has outlawed smoking in all enclosed or substantially enclosed structures or vehicles in the workplace.

The Law is designed to ensure protection from second hand smoke for all employees, service users, customers and visitors. Exposure to second hand smoke increases the risk of lung cancer, heart disease and several other serious illnesses. Tobacco smoke contains over 4,000 chemicals; many of which are toxic and over 50 are known to cause cancer.

These regulations place a legal onus on all Managers and employees to ensure the workplace is smoke-free; failure to comply with this legislation is a criminal offence:

- **Smoking in smoke-free premises or work vehicles** – a fixed penalty of £50 imposed on the person smoking or a maximum of £200 if convicted in court.
- **Failing to prevent smoking in a smoke-free place** – a maximum fine of £2,500 imposed on whoever manages or controls the smoke-free premises or vehicle if convicted in court.

It is therefore Company Policy that all Company workplaces and vehicles will be smoke-free and all employees have the right to work in a smoke-free environment. This Policy applies to all employees, consultants, contractors, customers or visitors.

Overall responsibility for the implementation of this Policy rests with the most Senior Manager in each location, however, all employees are required to adhere to and support the implementation of this Policy.

Any employees who do not comply with this Policy can expect to face disciplinary action and the possibility of a fixed penalty or criminal conviction. For disciplinary purposes, smoking includes cigarettes, cigars, pipes, e-cigarettes or vaping devices.

Confidentiality Policy

Confidential Information

You should not at any time during your employment (except so far as is necessary and proper in the course of your employment) or at any time after your employment has terminated, disclose to any person any information as to the practice, business dealings or affairs of the Company or any of the Company's customers or any other matters which may have come to your knowledge by reason of your employment.

You shall not, either during or after the termination of this employment, use or disclose to any person, Company or Corporation, any confidential information relating to the Company, its employees, business, customers or third parties that you have obtained in the course of your employment, without first

obtaining the written permission of the Company or the party concerned, except in the course of your duties under the Contract or unless ordered to do so by a Court of Competent Jurisdiction or in accordance with the Public Interest Disclosure Act 1998, more information can be found on the ACAS website. <http://www.acas.org.uk/index.aspx?articleid=1919>

Information regarded as trade secrets and confidential includes, but not limited to: the Employer's financial affairs, structures, customers and suppliers, sales and marketing mechanisms and techniques, planned future projects, and employee remuneration.

Upon termination of your employment you will return all notes, records and information; however, that material is stored, to the Company.

Breach of confidentiality rules is a disciplinary offence and may lead to dismissal.

Records & Documentation

Supervision, appraisal and other meetings covering personal matters will be treated in strict confidence. The Company also expects confidentiality from employees and makes it a requirement in all Contracts to adhere to the Confidentiality Policy and abide by the code of practice for data management.

Data Protection Policy

The Company is committed to ensuring that we are transparent about how the personal data of our employees is collected and used. The Company are committed to fulfilling our data protection obligations.

The Company has appointed Jackie Towell as the responsible person for data protection compliance within the Company. If you need to contact them, you can email them at jackie.towell@premiergroup.org.uk

Definitions:

"Personal data" is any information that relates to an individual who can be identified from that information. Processing is any use that is made of data, including collecting, storing, amending, disclosing or destroying it.

"Special categories of personal data" means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and biometric data.

"Criminal records data" means information about an individual's criminal convictions and offences, and information relating to criminal allegations and proceedings.

Data Protection Principles

The Company processes HR related personal data. The following data protection principles are applied to process HR related personal data, The Company:

- Process personal data lawfully, fairly and in a transparent manner.
- Collect personal data only for specified, explicit and legitimate purposes.
- Only process personal data where it is adequate, relevant and limited to what is necessary for the purposes of processing.
- Take steps to ensure records reflect accurate personal data and take all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- Keep personal data for the period necessary for processing only.

- Put in place appropriate measures to ensure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

In our Employee Privacy Notice the Company will tell employees the reasons for processing their personal data, how their data will be used and the legal basis for processing the data. The Company will not process personal data for any other reason other than specified in the Privacy Notice.

Where the Company processes criminal records data, this is to perform statutory obligations or to exercise rights in employment law.

If an employee advises that their information has changed or is inaccurate, the Company will correct it without delay.

Personal data gathered during the employment of a worker, Contractor or apprenticeship is held in the individual's personnel file (in electronic format,), and on the Company HR Information System, BreatheHR. The periods for which the Company holds HR-related personal data are contained in its privacy notices to individuals.

We keep records of our processing activities in respect of HR-related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

Individual rights

As a data subject, individuals have a number of rights in relation to their personal data.

Subject Access Requests

You have the right to make a subject access request. If you make a subject access request, the Company will tell you:

- Whether or not data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from the individual;
- To whom your data is or may be disclosed, including to recipients located outside the European Economic Area (EEA) and the safeguards that apply to such transfers;
- How long your personal data is stored (or how that period is decided);
- Your rights to rectification or erasure of data, or to restrict or object to processing;
- About your right to complain to the Information Commissioner if you believe the Company has failed to comply with their data protection rights; and
- Whether or not automated decision-making or profiling occurs and the logic involved in any such decision-making.

The Company will also provide you with a copy of the personal data undergoing processing. This will normally be in electronic form.

Subject Access Request Process

A request should be emailed to Jackie.towell@premiergroup.org.uk

In some cases, the Company may need to ask for proof of identification prior to processing the request; you will be informed of this if it is a requirement.

The Company will normally respond to the request within one month (30 days) from the date it is received. In some cases, for example, where large amounts of personal data is requested, the timescales may be

extended to three months from the date of the request. The Company will ensure you are informed within one month of receiving the original request if this is the case.

If a subject access request is manifestly unfounded or excessive, the Company is not obliged to comply with it. Alternatively, the Company can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. A subject access request is likely to be manifestly unfounded or excessive where it repeats a request to which the Company has already responded. If an individual submits a request that is unfounded or excessive, the Company will notify them that this is the case and whether or not it will respond to it.

Other Rights

In addition to the right to access, you also have a number of other rights in relation to your personal data. You can request the Company:

- Corrects inaccurate data;
- Stops processing or deletes data that is no longer necessary for the purposes of processing;
- Stops processing or deletes data if your interests override the Company's legitimate grounds for processing data (if the Company relies on its legitimate interests or consent as a reason for processing data, please refer to the Employee Privacy Notice to review the Company's legal basis for processing your data);
- Stops processing or deletes data if the processing is unlawful; and
- Stops processing data for a period of time if the data is inaccurate or there is a dispute about whether or not your interests override the Company's legitimate grounds for processing data.

To ask the Company to take any of these steps, the individual should send the request to jackie.towell@premiergroup.org.uk

Data Security

The Company is committed to ensuring there are proper measures and controls in place to ensure the security and safety of HR-related personal data. The Company do this by having in place internal policies and controls to protect personal data against loss, accidental destruction, misuse or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties.

Where third parties are Contracted to process personal data on behalf of the Company, security measures are confirmed in written agreements which also confirm the third parties' obligations to confidentiality of any data they process. The Company will not use any third parties to process data unless we are satisfied they have appropriate measures, systems and controls in place to protect data.

Impact Assessments

The Company will complete a data protection impact assessment where processing could result in a high risk to individual's rights and freedoms. This involves considering the purposes for processing data, assessing the risks to employees and what steps can be taken to reduce the risk to the individual.

Data Breaches

The Company will report within 72 hours to the ICO any data breach involving HR related personal data that is likely to pose a risk to the rights and freedoms of individuals. The Company will maintain an internal record of all data breaches regardless of their effect.

If it is determined that a breach is likely to be high risk to individuals involved, the Company will inform affected individuals of the breach and provide them with information about possible consequences and the steps taken by the Company to mitigate the impact of the breach.

International Data Transfers

The Company will not transfer HR related personal data to countries outside the EEA.

Individual Responsibilities

Individuals have a responsibility to help the Company keep their personal data up to date. You are obliged to inform the Company if any of the data we hold about you changes, e.g. address or banking details.

You may during the course of your employment, have access to personal data of employees, applicants, customers clients or other individuals. Where this occurs, you are responsible for assisting the Company to fulfil its data protection obligations to these individuals.

Staff with access to personal data are required:

- Only to access data that they have authority to access for a specified purpose;
- Not to share data with individuals (internally or externally) unless there is authorisation to do so;
- To maintain the security of data and ensure all data protection and security policies and procedures are followed;
- Not to take personal data from the Company premises without obtaining permission. If permission is granted to remove personal data, you must ensure that appropriate security measures are in place and that only approved storage devices are used;
- Only to store personal data on shared drives, personal data must not be stored on local or personal drives used for work purposes.

Failing to comply with these rules will be treated as a disciplinary offence. Serious or deliberate breaches of this Policy may be treated as gross misconduct, which may result in dismissal without notice.

Training

The Company will provide training about data protection during induction. If your role requires regular access to personal data additional training specific to your duties will be provided.

Drug & Alcohol Policy

Policy Statement

It is the Policy and duty of the Company to maintain a safe, healthy and productive working environment for all employees, Contractors, subcontractors, agents and visitors, who are involved in its operations. In recognition of the continued and growing problem of substance abuse in society, the Company will act to prevent and eliminate, insofar as it is reasonably possible, any such abuse which increases the potential for ill health, accidents, absenteeism, substandard performance, poor employee morale, or which otherwise adversely affects the Company, its employees or clients.

This Policy applies to all employees of the Premier Group of Companies with particular emphasis on those employees who work at or visit high risk sites and/or holds high risk or safety sensitive jobs where the consequences of drugs and alcohol abuse are greatest.

Contractors working on behalf of the Company are required to comply with the standards of this Policy. This is a condition of the particular Contractor Contract being awarded. It should be noted that the Contractor's employing Company will be responsible for managing any breach of this Policy by its employees.

The Company reserves the right to update and change this Policy from time to time in line with the needs of the business and UK legislation. Any queries on this Policy should be referred to Health & Safety or Human Resources.

Education

It is the Company's belief that raising people's awareness of the effects of drugs and/or alcohol abuse is an essential step in encouraging those who have a dependency to recognise this and seek help before it becomes a serious problem.

The Company will provide additional educational and supportive material to assist employees in achieving an all-round healthier lifestyle, the business already utilises an Occupational Health Service and will continue to explore other wellbeing initiatives into the future.

What is the Drug and Alcohol Policy

The Company is committed to providing and promoting a workplace that is safe in every sense and fully productive, so that everyone can carry out their jobs and fulfil their responsibilities unhindered. This means striving to ensure, amongst other things, that the workplace is free from the effects of substance abuse. Substance abuse is defined (for the purposes of this Policy) as the use of illegal drugs or other controlled substances, the misuse of legal drugs or other substances, and the abuse of alcohol.

The following standards of behaviour are required of all employees:

- Employees should be fit and ready to carry out their work duties at all times when at work
- Employees are prohibited from being at work or on Company business while impaired by alcohol, any illegal drugs or controlled substance present in their system
- The misuse of legal drugs is prohibited, as is the use, possession, sale or distribution of illegal drugs or any controlled substance.

Any breach of these standards will be treated very seriously by the Company and will usually result in disciplinary action being taken against the employee concerned, in accordance with the Company's Disciplinary Policy. Depending on the circumstances, the disciplinary action may result in dismissal, with or without notice. In addition, the Company may report any such activity to the Police.

What Support is offered to Employees suffering from a Drug or Alcohol Dependency

The Company wishes to ensure that all employees recognise the threat posed by substance abuse and recognises that a dependency on drugs or alcohol is an illness. Employees who believe they have a dependency on drugs or alcohol are encouraged to come forward and seek help and support. The aim of this Policy is to help the individual to achieve successful treatment and rehabilitation and return to productive employment with minimal disruption to their work, personal and social life. As far as is reasonable, an employee who acknowledges a dependency on drugs or alcohol will be supported in managing the effects the addiction has on them. Equally, the employee is expected to be conscientious and committed to seeking help and following treatment. If, having acknowledged a drug or alcohol dependency, an employee undertakes treatment and/or rehabilitation, any related performance or disciplinary action may, at the Company's discretion, be suspended pending the outcome of the treatment.

For the purposes of this Policy, rehabilitation treatment is defined as the medical assessment; counselling and specific treatment programmes necessary to assist the individual to achieve a sustained break from dependency.

It is the employee's responsibility to advise their Manager and Human Resources of any drug or alcohol dependency and of any current medical treatment which they may be receiving for dependency.

It is a critical success factor in treating drug and alcohol dependency that the condition is recognised early. Where an employee with a drug or alcohol dependency discloses their dependency, they will be referred to Occupational Health for an initial assessment to obtain professional advice and recommendations.

Employees discovered to have a dependency on drugs or alcohol by means other than self-disclosure may, depending on the circumstances, be offered assistance as above.

Failure by an employee to comply with a rehabilitation programme will be treated very seriously by the Company and will usually result in any outstanding disciplinary or performance issues continuing to be managed in accordance with the appropriate Policy. Failure to comply could be, but not limited to the refusal of advice, continuing to drink alcohol/take illegal drugs, or failure to co-operate in the prescribed or recommended treatment.

Any employee undergoing rehabilitation treatment for a drug/alcohol dependency will be required, prior to returning to work, to submit to a full medical examination by the Company's Occupational Health service.

What is the Policy on With-Cause Testing and Searching

Additional measures beyond clear standards, education, awareness and support for individuals with a problem are required to ensure a drug and alcohol-free workplace. The following aspects of the Policy apply if an employee works at or visits a high risk location or has a high risk or safety sensitive job. Please note that due to the nature of the work carried out by the Company, all customer premises are classed as high-risk locations for the purposes of this Policy.

With-Cause Testing

A with-cause test is carried out where there is good reason to test for evidence of substance abuse, such as a particular incident, abnormal behaviour or appearance, or absence problems. Testing procedures are designed for accuracy and confidentiality.

Tests will only be carried out with the individual's consent. If the individual does not consent to (and duly complete) a test, the Company will take action as appropriate, based on the information available to it at that time. This may include disciplinary action in accordance with the Company's Disciplinary Policy.

If an individual does consent, and a test is carried out, they are deemed to have failed the test if there is a presence of drugs and or alcohol in their system.

A breath screening analyser test is usually used to test for the presence of alcohol and a urine analysis is usually used to test for the presence of drugs. To ensure impartiality and adherence to legislation, all tests are carried out by a third-party testing Company that has been appointed by Group Human Resources. The Company appointed will use fully approved and calibrated (where appropriate) equipment.

The presence of alcohol is defined in terms of breath alcohol per 100ml or % blood alcohol content. The cut-off levels for drugs are designed to identify levels of drug metabolites in the system, which demonstrates active drug use.

If, following the third-party test, the employee is deemed to have failed the test; the third-party Adviser will discuss this with the individual to ascertain whether a legitimate medical reason exists, such as the consumption of drugs as prescribed by their doctor or bought legitimately over the counter. If the results of the test show a prescription drug that is legally taken but which is likely to impact on the employee's performance and of which the employee's Manager is unaware, then the Health Advisor will record a negative result. The Health Advisor will however discuss the impact or likely impact of the prescription drug on the employee's performance with the employee and then with their Manager/HR or H&S.

If there is no legitimate reason for failing the test, then a non-negative (positive) result will be recorded and the employee, along with their Manager/HR or H&S, or in the case of a Contractor being tested, the Contractor's employer, will be advised accordingly. This will be treated very seriously by the Company as a breach of Life Saving Rule, 'No alcohol or drugs whilst working or driving'. Immediately following a positive result, the employee will be escorted from site, and suspended pending a full investigation. Positive test

results will usually result in disciplinary action (up to and including dismissal with or without notice) being taken against the employee concerned, in accordance with the Company's Disciplinary Policy.

In the case of a Contractor, it will be the responsibility of their particular employing Company to manage the case according to its own policies but a positive test will be classed as a breach of the Life Saving Rule 'No alcohol or drugs whilst working or driving' and as such the Contractor employee will be excluded from site and from any future work on behalf of the Company.

In reporting a non-negative (positive) result, the Health Advisor will advise the Manager/HR or H&S of the following:

- The fact that the employee has failed the test
- Whether the failure was due to the abuse of prescribed drugs, illegal substances or alcohol
- How the drugs/alcohol found may impact the employee's performance
- What steps should be taken immediately

The Health Advisor will only share information from the test as is relevant to the results of the test and the purposes for which it was carried out. No further information about the employee's health will be shared.

With-Cause Searching

With-cause Search is carried out where there is good reason to search for evidence of substance abuse, such as a particular incident, abnormal behaviour or appearance, or absence problems. Searching procedures are undertaken with utmost confidentiality.

What if I am Taking Prescribed Drugs

Prescribed drugs or medications taken as treatment for a health condition can also have possible side effects or cause impaired performance. It is the employee's responsibility to advise Human Resources, Health & Safety or their Manager if they are taking prescribed drugs, so that further professional advice can be sought if appropriate.

What if I am Taking Herbal or Over the Counter Remedies

Herbal remedies or over the counter medicines, like prescribed medication have the potential to impair performance and can also have side effects. You are obliged to inform Human Resources, Health & Safety or your Manager if you are taking such remedies so that advice can be sought if required.

Guidelines of Current Substance Testing

Cocaine

Amphetamines

Methamphetamines (MDMA),

Cannabis (THC)

Methadone

Opiates (inc Heroin & Buprenorphine)

Barbiturates

Benzodiazepines

Ketamine

Alcohol

Note: This table will be updated in-line with professional and medical opinion and government legislation as required.

Helpline Information:

Drinkline	0800 917 8282
Talk to FRANK	0300 123 6600
Alcoholics Anonymous	0845 769 7555
Narcotic Anonymous	0300 999 1212

Acceptable Use of IT Facilities (Email, Internet and Social Media) Policy

The purpose of this Policy is to ensure that the Company's IT facilities and information resources are:

- Legally Compliant.
- Secure.
- Used effectively and in a spirit of co-operation, trust and consideration for others.

The Policy relates to all Information Technology facilities and services provided by The Premier Group of Companies. These facilities and services remain the property of those Companies and not of particular individuals, teams or departments. All staff are expected to adhere to it.

This Policy has no Contractual effect and is for guidance purposes only. The Company reserves the right to change or withdraw this Policy from time to time. Any queries on this Policy should be referred to Human Resources.

Complying with this Policy

Deliberate and serious breach of these Policy Statements will lead to disciplinary measures in line with the Company's Disciplinary Policy. Dependent on the breach this may include the offender being denied access to computing facilities, a written warning or in extreme cases summary dismissal.

Copyright

Take care to use software legally and in accordance with both the letter and spirit of relevant licensing and copyright agreements. Copying software for use outside these agreements is illegal and may result in criminal charges.

Security

Do not leave your PC unattended without logging off; you are responsible for any misuse of it while you're away.

Do not attempt unauthorised access to information or facilities. The Computer Misuse Act 1990 <http://www.legislation.gov.uk/ukpga/1990/18/contents> makes it a criminal offence to obtain unauthorised access to any computer (including workstations & PCs) or to modify its contents. If you don't have access to information resources you feel you need, speak to your Manager.

Do not disclose personal system passwords or other security details to other staff, volunteers or external agents (other than our IT support provider) and do not use anyone else's login; this compromises Company security. If someone else gets to know your password, ensure you change it or get IT Support to help you.

Always check external devices for viruses, even if you think they are clean (contact IT Support to find out how).

Information about People

If you're recording or obtaining information about individuals make sure you are not breaking Data Protection legislation, check with your Manager or HR if you are unsure.

Internet and Email

The Company's computer equipment and systems must only be accessed and operated by those authorised to do so *and* may not be used for personal purposes during normal working hours. Any misuse of electronic communications may constitute a serious disciplinary matter and may lead to dismissal.

The Company may deny access to the internet and its electronic mail services, and may inspect, monitor, log, track or disclose email or internet access activities in, but not limited to, the following circumstances:

- If there are substantiated reasons to believe that violations of the law and/or this Policy have taken place which provide the Company with good cause or;
- A bona fide complaint is received in relation to misuse of email or internet access.

Employees must not view, store, transmit, upload, download or intentionally receive communications, web pages, files or documents that are or could be interpreted as intimidating, harassing or illegal or containing hostile, degrading, sexually explicit, pornographic, discriminatory or otherwise offensive material. Employees must not use email for personal gain nor represent personal opinions as those of the Company.

Internet & Email Conduct

Unacceptable Conduct

Make sure your actions are not offensive to your work colleagues, clients or suppliers and that you act in the interest and spirit of Company's Code of Business Conduct and do not leave Company open to legal action.

- Only copy in people that need to have the information.
- Do not intentionally try to offend the recipients.
- Avoid being derogatory and trading insults with colleagues, clients and suppliers whether inside or outside of working hours.
- Obscenities & Pornography: Do not look for or access it. Do not write, download, share or bookmark it.

Electronic Monitoring

Any information available within IT facilities must not be used to monitor the activity of individual staff in anyway (e.g. to monitor working activity, working time, files accessed, Internet sites accessed, reading of their email or private files etc.) without their prior knowledge, exceptions are:

- In the case of a specific allegation of misconduct, when the Management Team can authorise accessing of such information when investigating the allegation.
- When IT Support cannot avoid accessing such information whilst fixing a problem.

In such instances, the person concerned will be informed immediately and information will not be disclosed wider than is absolutely necessary. In the former case, their access to IT facilities may be disabled pending investigation.

Email Policy

When to use Email

Use it in preference to paper to reach people quickly, to help reduce paper use and as an audit trail for requests, actions, responses and instructions. Think and check messages before sending. Use the phone if your message is urgent (email is a good backup in such instances).

Only send Email to those it is meant for; don't broadcast it unnecessarily, this runs the risk of being disruptive.

General points on Email use

When publishing or transmitting information externally, be aware that you are representing the Company and could be seen as speaking on the Company's behalf. Make it clear when opinions are personal. If in doubt, consult your Line Manager.

- Check your in-box at regular intervals during the working day.
- Keep your in-box fairly empty so that it just contains items requiring your action.
- Try to decide what to do with each email as you read it (e.g. delete it, reply to it, save the whole email in a folder, or save it somewhere logical).
- Keep electronic files for electronic correspondence, only keeping what you need to.
- Treat others with respect and in a way you would expect to be treated yourself.
- Don't forward email warnings about viruses (they are invariably hoaxes).

Email Etiquette

- Being courteous is more likely to get you the response you want.
- Do address someone by name at the beginning of the message, especially if you are also copying another group of people.
- Use appropriate greetings when opening or closing your emails, above everything this is good manners and goes some way to ensuring that your email tone is not misunderstood.
- Don't ignore emails, if you are not able to resolve immediately, send updates.
- Make your subject headers clear and relevant to your reader(s).
- Try to keep to one subject per email, especially if the content is complex.
- One email covering a large variety of issues is likely to be misunderstood or ignored.
- Capitals (e.g. NOW) can be used to emphasise words but should be used sparingly as it is commonly perceived as 'shouting'.
- Don't open email unless you have a reasonably good expectation of what it contains.
- Alert IT Support if you are sent anything you believe is suspicious. This is one of the most effective means of protecting the Company against email virus attacks.
- Understand how forwarding and replying to an email works, so that you know who you are responding to and copying in.

Miscellaneous IT

Hardware and Software

All purchases should be approved by the Managing Director, in line with the IT budget.

Installing Software

Get permission from your Manager or IT Support before you install any software (including public domain software) or equipment owned and/or operated by The Premier Group of Companies. You should consult your Line Manager if you are in any doubt.

Data Transfer and Storage on the Network

Keep master copies of important data on the Company's network and not solely on your PC's local C: drive otherwise it will not be backed up and is therefore at risk.

- Ask for advice from IT Support if you need to store, transmit or handle large quantities of data, particularly images or audio and video.
- Do not store personal files on the Company network.
- Avoid copying files that are available centrally into your personal folders.

Leisure or Personal Use

Sending and receiving personal email, playing computer games and browsing the Internet is permitted so long as:

- Sites that are accessed are appropriate to be used in the workplace
- Your work email address is not used to create online accounts
- Use is restricted to break times
- It does not incur specific expenditure for the Company
- It does not impact on your performance (this is between you & your Manager)
- It does not break the Law
- It does not bring the Company into disrepute.

Care of equipment

- Don't re-arrange how equipment is plugged in (computers, power supplies, network cabling, modems etc.) without first contacting IT Support
- Don't take food or drink into rooms which contain specialist equipment such as the server.

Social Networking Sites

The Company respects an employee's right to a private life. However, the Company must also ensure that confidentiality and its reputation are protected. It therefore requires employees using social networking websites to:

- Ensure that they do not conduct themselves in a way that is detrimental to the Company; and
- Take care not to allow their interaction on these websites to damage working relationships between members of staff, clients and suppliers of the Company.

Breach of the Company's policies as they relate to social networking sites will entitle the Company to take disciplinary action against employees, up to and including dismissal.

Communication Tools & Service

Purpose of the Policy

The purpose of this Policy is to provide employees with guidelines with regard to what is and is not acceptable when using Company provided communication tools and services, such as Telephones, Mobile Telephones, Laptops, Tablets and Data services.

This Policy should be read alongside the Company Policy on Acceptable use of IT Facilities; any misuse of Company communication tools and services may constitute a serious disciplinary matter in line with the Disciplinary Policy and may lead to dismissal.

If you are unsure about anything, please ask, as misuse could result in charges to you personally.

In accordance with what is required for the job, the Company provides the following types of Communication Tools and Services:

- 1) Office Telephones
- 2) Mobile Telephones
- 3) Laptops
- 4) Tablets
- 5) Web Connection Services Via Wifi Dongle

Telephones

Telephones are provided as tools to do your job; reasonable personal use of the Company telephone system and mobile telephones is permitted, although the Company reserves the right to withdraw this permission at any time. Monitoring may be conducted but will be for work-related purposes only. The employer accepts no responsibility for personal data an employee stores on a work telephone. Employees must accept personal responsibility for any personal or non-work-related data they store on work telephones and ensure it is deleted on termination of employment.

Use of Mobile Phones Whilst Driving

It has been illegal to use a hand-held mobile phone whilst driving since 2003 and recent legislation has seen the penalties increased for so doing to a £60 fine and three points. If the vehicle is not fitted with a mobile phone hands free kit, (Company car or private car on Company business) drivers are expected to find a safe place to pull over before making or receiving calls or listening to messages and ringing callers back.

Under no circumstances are employees to use a hand held mobile device whilst driving.

There are no exceptions to this Policy and staff can expect to face disciplinary action if found to be acting in contravention of this Policy.

Laptops and Tablets

Laptops and Tablets are provided as tools to do your job, to provide employees with the ability to work remotely, access Company data and services, web-based services and email. Reasonable personal use is permitted, in line with the Company Policy on Acceptable use of IT Facilities and within the Web Connection Services that have been purchased.

Excess Data Usage

Based on the services, downloads and applications required for business needs, the Company has calculated that the data usage purchased is sufficient for what is required by the business and for a small amount of private use. Therefore, data usage in excess of 2GB for laptops and tablets and 1GB for Smartphones should not be required. If employees regularly exceed their data allowance or have an excessive overuse in any month due to additional private use, the Company reserve the right to recharge those additional costs to the employee concerned. Therefore, please be mindful of what 1GB and 2GB looks like by using the table provided below. 1,024 MB equates to 1GB.

Downloading Applications (Apps)

Downloading Apps is permitted (in line with the Company Policy on acceptable use of IT Facilities) and some of them may be useful for your job, such as Maps and Location Services, Weather and News. However, you must be mindful that downloading Apps whilst connected to 3G via your Mifi, will eat up your data allowances, therefore whenever possible you should download Apps when connected to Wifi. Some Apps also update continuously in the background; therefore, you need to deactivate automatic updates.

Web Connection Services

The Table below demonstrates typical services that use your data allowances when connected to 3G. (Via your Mifi dongle). When connected to Wifi, these limits do not apply to the Company data restrictions, but

if connected to home Wifi could affect your home Broadband allowances unless you have an unlimited package.

Activity		MB	With 1,024 MB (1GB)
Viewing webpages	1 hour surfing the web	10 (avg)	102 hours
Facebook	1 hour use but not streaming video	20	51 hours
TV	Streaming a half hour episode of Eastenders	90	11 episodes
Youtube	Watching Psy's 'Gangnam Style' video	11	93 plays
Email	100 emails sent and received (w/o attachments)	2.5	40960 emails
Google maps	10 minutes of use	6	28.44 hours
Skype	30 minute video chat	40	12.8 hours
MotorMate	30 minute trip	70kb	14,336 30-min trips
QuickQuote	One car insurance quote	3kb	34,9525 quotes

Taking Care of Company Equipment

Laptops, tablets and mobile phones are assigned to you personally and you are responsible for the security and safe keeping of this equipment. They must not be left unattended or on display in vehicles and protective cases should be used at all times.

On receipt of your mobile telephone, laptop or tablet, you will be asked to sign to confirm;

1. Acknowledge receipt of the equipment
2. Acknowledge that you are responsible for its security and safe keeping
3. Confirm that you are responsible for managing the costs related to mobile services and the limits.

Inclement Weather Policy

This Policy has been developed for the safety of all Employees

The Company recognises that there may be occasions when employees suffer severe difficulties in attending the work place due to exceptional weather conditions or serious disruption to the transport system. In such circumstances, every reasonable effort should be made to obtain alternative transport to work.

If an employee is not able to safely reach their place of work, they should telephone their Line Manager as soon as possible to discuss the circumstances and on a daily basis thereafter if the situation continues.

Employees that are not able to attend work have the option to take annual leave or unpaid leave.

If office staff can demonstrate to their Line Manager that they have been able to work from home, they will be paid as normal, otherwise employees have the option to take annual leave or unpaid leave.

The following Policy guidelines will apply to all employees within the Company:

- If you are working away from home and due to poor weather conditions, you are stuck in your hotel or cannot work due to a Health and Safety risk i.e. it is unsafe to work, or you cannot get to site, then an agreed rate of £40.00 per day will be paid on top of any overnight subsistence allowance that you qualify to claim and your accommodation.
- You also have the option of using any holiday entitlement that you have.
- If the weather allows you to attend site but not continue to work, you will be paid at your normal hourly rate for hours worked or the £40.00 agreed rate whichever is the greater, but not both.
- If it is deemed safe to drive but still a Health and Safety risk to work, then you will be asked to leave site and we will bring you home. You will be paid at your normal hourly rate or the agreed rate of £40.00, whichever is the greater, but not both. Once home you also have the option of using any holiday entitlement that you may have or taking unpaid leave.
- Our Driving Policy should be read in conjunction with this Policy and you are not permitted to drive unless it is safe to do so. Any breach of this Policy will result in disciplinary action, in line with the Disciplinary Policy.

The £40.00 agreed daily rate is paid as a gesture of goodwill and offered under this Policy which has been developed, taking into account published advice from the appropriate bodies, such as The Royal Society for the Prevention of Accidents (RoSPA) and the RAC. At all times the Company reserve the right to amend or remove this Policy and the payments offered within at its own discretion.

School Closures

If a member of staff is unable to get into work because their children's school is closed, employees will have the option to take annual leave or unpaid leave.

Please note that the legal position is that employees are entitled to be paid for the work they have done. Therefore, if an employee is not able to come into work and carry out the duties that he/she is paid to do, then the employer is not obliged to pay the employee.

Bribery and Corruption Policy

The Company is fundamentally opposed to any acts of bribery and to the making of facilitation payments as defined by the Bribery Act 2010. Employees and any other persons associated with the Company such as agents, subsidiaries and business partners are not permitted to either offer or receive any type of bribe and/or facilitation payment.

All employees are encouraged to report any suspicion of corruption or bribery within the Company in accordance with the Whistleblowing Policy. Should any employee or associated person be in doubt when receiving or issuing gifts and hospitality, he/she must refer to the Gift and Hospitality Policy.

The Company uses its reasonable endeavours to implement the guidance principles on bribery management that are published, from time to time, by Secretary of State in accordance with Section 9 of the Bribery Act 2010.

If an employee or associated person is found guilty of giving or receiving a bribe, he/she will be personally criminally liable and may be subject to disciplinary action. Anyone found guilty of bribery, will be responsible for bearing any related remedial costs such as losses, court fees or expenses.

The Premier Group of Companies Bribery and Corruption Policy is available on request from Human Resources or your Manager.

Gifts and Hospitality Policy

Introduction

The Company recognises that trust and confidence in the propriety of its activities is essential to its continuing success and growth. In order to foster the trust and confidence that clients, suppliers, workers and the community in general have in the Company, it is important that the Company, its employees and agents behave, and are seen to behave, appropriately and honestly at all times.

This Hospitality and Gifts Policy aims to:

- Protect the reputation of the Company;
- Protect employees from accusations of impropriety;
- Ensure that all clients and suppliers are dealt with on an equal basis;
- Avoid any potential conflicts between employees' private interests and professional duties;
- Instil a strong anti-corruption culture in the Company and put in place a gift and hospitality monitoring process to further compliance with the Bribery Act 2010.

Employees are advised that, notwithstanding anything contained herein, where there is any doubt over the permissibility or propriety of accepting a gift or hospitality offer, they should decline that offer. Nothing should be accepted which would bring the Company into disrepute.

This Policy applies to the Company and to any associated persons as defined by the Bribery Act 2010.

Receiving Gifts

With the exception of gifts of low value and which are mere tokens (such as promotional pens, calendars and stationery), excluding money, employees of the Company are not permitted to accept any gifts from customers, suppliers or other third parties involved with the Company.

The Company recognises that there may be exceptional instances when refusing a gift will cause significant offence or embarrassment. In such instances, the gift may be accepted and subsequently donated to a charity of the Company's choice.

Where practicable, any employee minded to accept a gift should first seek approval from a Director. If it is not practicable to gain prior approval, the employee should inform a Director as soon as possible after receiving the gift. An accurate record must be kept of all gift offers made to the Company or to employees of the Company by third parties and must be filed in the “Hospitality and Gifts Register” (“the Register”). Any employee who is offered a gift which is not merely a token should inform their Manager who will arrange for the following information to be recorded in the register as soon as is reasonable practicable:

- A description of the gift offered;
- An estimation of the value of the gift offered;
- Whether it was rejected or accepted;
- If accepted, why it was accepted;
- Whether prior approval was obtained, and if so, from whom; and
- Any resulting donation.

Hospitality

“Corporate Hospitality”, for the purposes of this Policy, is any form of accommodation, entertainment or other hospitality provided for an employee of the Company by a third party and which is extended to the employee solely or significantly due to his position as a representative of the Company. This excludes the classes of hospitality particularised below.

For the purposes of this Policy and for the sake of clarity, the following are not normally considered Corporate Hospitality and will not require any approval prior to acceptance:

- Normal working lunches or refreshments provided during a business visit;
- Hospitality extended to employees attending a Company approved seminar, conference or other external event, provided that such hospitality is extended to all who are in attendance;
- Benefits derived from frequent traveller schemes, awarded during travel paid for by the Company;
- Free seminars, talks or workshops, provided that they are free to all in attendance and are not provided solely for employees of the Company.

All employees are required to obtain approval before accepting any form of Corporate Hospitality which is offered to them. Approval must be sought from a Director.

An accurate record must be kept of all Corporate Hospitality offered to the Company or to employees of the Company for entry on the Register. Any employee offered any form of Corporate Hospitality must record, as soon as is reasonable practicable:

- A description of the hospitality offered;
- An estimation of the likely value of the hospitality;
- Whether it was rejected or accepted;
- If accepted, why it was accepted; and
- From whom prior approval was obtained.

Hospitality and Gifts Register

The Register shall be held by each Company ("the Registrar").

All offers of gifts and hospitality must be recorded in writing, including all of the information specified in this Policy and must be signed and dated by the employee and a Director before being given to the Registrar, who shall update the Register accordingly.

The written record must be completed as soon as is reasonably practicable, and be filed with the Registrar within five working days of the offer of the gift or hospitality.

It is anticipated that instances may arise where a gift accepted by the Company or one of its employees has not been donated by the time that the relevant entry is made on the Register. In such cases the Register must be updated within five working days of the date on which the donation was made.

Breach of this Policy

Compliance with this Policy is essential to the protection of the Company's reputation and that of its employees. Any employee or associate person who is found to have acted in contravention of this Policy or its principles may be subject to disciplinary action, including summary dismissal where the breach amounts to gross misconduct.

Any employee or any associated person (as defined by Section Eight of the Bribery Act 2010) found giving or receiving bribes or bribing a Foreign Official will face criminal charges under the provisions of the Bribery Act 2010. Anyone found guilty of bribery, will be responsible for bearing any related remedial costs such as losses, court fees or expenses.

Whistleblowing Policy

The Public Interest Disclosure Act 1998 was introduced to protect workers who disclosed information about dangerous, unethical or criminal behaviour from being dismissed or penalised as a result of such disclosure. The Company is committed to supporting this legislation and to maintaining a good ethical work climate within the Company. Any forms of malpractice will not be tolerated.

The Company believes that members of staff have a positive and constructive role to play where they wish to express their concerns relating to any of the following in the workplace:

- A criminal offence, including fraud
- A failure to comply with legal obligations
- A danger to health and safety
- Damage to the environment
- That a miscarriage of justice has occurred or is likely to occur
- That information relating to the above examples of illegal and unethical behaviour is being concealed.

Members of staff using this Policy must reasonably believe that what they are disclosing has happened and that the disclosure is in the public interest.

Principles and Assurances

Members of staff raising concerns will be treated seriously. These concerns will be investigated and appropriate feedback may also be given to the member of staff raising the concern.

The Company will use its best endeavours to protect a member of staff who makes a disclosure within the procedure, from discrimination, victimisation and/or dismissal.

If a member of staff discloses confidential information to a third party without first using the Whistle Blowing Policy, other than in accordance with the Act, disciplinary action may be taken against them. Disciplinary action will be taken against a member of staff who makes malicious or vindictive allegations they know to be untrue.

Information received will be treated in the strictest confidence.

It is possible for a member of staff to raise matters anonymously, but it would be preferable if staff were willing to give their personal details so they may be contacted for further information. The earlier and more open the expression of concern, the easier it will be for the Company to take appropriate action.

How to Raise a Concern

Members of staff may raise concerns:

- With their Line Manager
- With a Director if the other channels have been followed and concerns remain, or if the member of staff feels that Senior Managers may be implicated.

Procedure to be followed when a concern has been raised:

- The first stage will be for the member of staff raising the concern to be interviewed by the person with whom they initially raised the concern.
- Staff who want to use the system but feel uneasy about this may bring a work colleague to any meeting arranged.
- Staff independent of the areas concerned will investigate the matter promptly. The period over which any investigation will take place will be dependent on the nature of the concern raised. If required, the individual member of staff can be advised of the progress of any investigation together with the final resolution/outcome.
- At the conclusion of any investigation, the manager who has investigated the matter has a responsibility to register the nature of the concern, and make a record of the outcome, in a register held by the Company. The purpose of this record is to ensure that a central record is kept in order to monitor any common patterns of concern.

*Disciplinary Policy & Procedure

The Company recognise that in a Company of its size, informal resolution of an employee's behaviour is usually the best way of maintaining effective working relationships. It is therefore Management's intention to seek to resolve matters of minor misconduct informally and without recourse to this Procedure. However, it is also recognised that more serious breaches of discipline, or the repetition of minor incidents, may need to be dealt with under the Formal Procedure as outlined by the ACAS Code of Practice.

Principles

- 1) No disciplinary action will be taken against any employee until the case has been fully investigated.
- 2) At every stage in the Procedure, the employee will be advised of the nature of the complaint made against them and will be given the opportunity to state his or her case before any decision is made.

- 3) At all stages, the employee will have the right to be accompanied by a work colleague or if the employee is a member of a trade union; a recognised trade union official, during the disciplinary interview or any appeal hearing.
- 4) Either party involved in a disciplinary interview will have the right to call witnesses or use documentary evidence if appropriate.
- 5) No employee will be dismissed for a first breach of discipline except in the case of gross misconduct when the penalty will be dismissal without notice or payment in lieu of notice.
- 6) An employee will have the right of appeal against any disciplinary penalty imposed.
- 7) The Procedure may be implemented at any stage if the employee's alleged misconduct or performance warrants such action.
- 8) All persons will be treated consistently, regardless of race, gender, age, disability, or level within the Company.
- 9) Where the complaint against an employee relates to his/her competence, the stages of the Procedure will be preceded by appropriate advice, guidance, assessment, review and consideration of training needs.
- 10) If a warning is issued to an employee, they will also be informed in writing of what improvements to their behaviour or performance are required.

Formal Procedure

On having a matter drawn to their attention, the Management will investigate the issue. This may involve an investigatory meeting with the employee concerned.

If in the Management's opinion there has been a breach of good discipline serious enough to warrant formal action, then the employee shall be so advised in writing, setting out the grounds of concern, and inviting the employee to a disciplinary hearing. A minimum of 48 hours' notice of a hearing will be given. If it is a possibility that an employee could be dismissed as a result of this hearing, the employee will be informed of such in writing.

With as much notice as reasonably practicable prior to any formal disciplinary hearing, the full details of the complaint against the employee and of any evidence or witnesses that will be brought to substantiate the complaint should be provided in writing to the employee and (if appropriate) the employee's representative. The employee should advise the Management before the hearing, details of any witnesses and evidence to be called to refute the allegations.

In the event of all disciplinary complaints, including that of gross misconduct, a Manager shall conduct the disciplinary hearing and decide on any disciplinary warning necessary. Wherever practicable, a different Manager to the one who investigated the matter will hold the hearing. The Company may involve a third party to attend the hearing and offer advice.

At the hearing, the complaint, and evidence to support it, will be presented first; the defence to the allegations will then be offered. Both sides may cross-examine evidence and witnesses. A decision on the substance of the complaint will then be made by the members of the hearing, who may seek such legal and other advice in reaching their conclusions as may be necessary. The decision will then be communicated to the employee. If the case has been found not proven, the matter will end there, and all reference to it will be expunged from the employee's personnel records. If the case has been found a final decision will be made on the outcome of the disciplinary process, which may take one of the following forms:

- **Verbal Warning** – when the offence is a first and relatively minor one.
- **First Written Warning** – if there has been a continuation of misconduct or it is a fairly serious act of, one off misconduct.

- **Final Written Warning** – where the employee offends again, dismissal is likely to be the result.
- **Dismissal with Notice** – when the employee has consistently failed to remedy misconduct.
- **Summary Dismissal** – where the employee has been found guilty of gross misconduct, and there are no substantial mitigating factors.
- **Demotion or Transfer** - This stage will normally result from continued failure by the employee to act upon the provisions made in the previous stages of the warning procedure.

Warnings will normally stay on the employee's record as follows:

- **Verbal Warning** – three months from date of issue
- **First Written Warning** – six months from the date of issue
- **Final Written Warning** – twelve months

Prior to any disciplinary hearing, especially in cases of alleged gross misconduct, the Management may suspend the employee on full pay pending the outcome of the process. Suspended employees may have access to the Company's premises, records, employee and clients only by prior arrangement with the Management, and only to prepare a defence.

Any period of suspension (including those necessary for Police investigations) will be for as short a time as possible and will normally be on full pay. The only exception being where you are sick and unable to co-operate in the investigation process due to sickness, then you will receive your Contractual sick pay applicable at that time. If you are off sick whilst suspended, you will still be bound by the terms of your suspension during your sickness period and should therefore remain away from site and not make contact with anyone in the business other than the contact you have been given in relation to the suspension.

All employees have the right to be accompanied by a work colleague or trade union official at all formal stages of the disciplinary process (hearing and appeal meetings). Employees and their representatives have the right to a reasonable amount of time off with pay to prepare and present the defence to the allegations.

Gross Misconduct

Gross misconduct is conduct of such a nature that it fundamentally breaches the Contract of Employment; it justifies dismissal without previous warnings and without notice. The following list provides examples of offences which are normally regarded as gross misconduct but is not exhaustive:

- Acts of dishonesty towards the employer or any other person, whether in the course of this employment or not, if it could be deemed that the conduct has had an adverse impact on the employer's business.
- Fighting, assault on another person.
- Sexual offences including sexual misconduct at work.
- Breach of confidentiality.
- Harassment and bullying of any type.
- Serious negligence on grounds of Health & Safety.
- Wilful or malicious damage.
- Theft.
- Wilfully refusing to follow the lawful and reasonable instruction of a Manager.

- Being found in the course of duty to be under the influence of alcohol or drugs other than those prescribed or taken for a medical condition.

Appeals

An employee may appeal against the outcome of a disciplinary hearing on the grounds either of its findings or the severity of the disciplinary action. The Appeal must be made in writing, within five working days of receiving the disciplinary penalty, to a Director who, where possible, will not have been involved in the previous disciplinary stages (the employee will be advised of who to appeal to).

The same procedure will generally apply as at the original hearing, with the exception that, only evidence and findings in dispute will be considered. The Appeal Body may substitute any alternative outcome or uphold the original decision. The decision of the Appeal Hearing is final and will be notified to the employee in writing within five days of the Appeal Hearing taking place.

***Performance Review Procedure**

The Management recognises that matters of incapability are often not the fault of the employee, and so, will seek to solve them in a supportive way. Before entering the formal disciplinary process, the Management will consider whether a Management failure i.e. training or support has resulted in the under-performance. If it is the case that additional support or training is required, then Management will provide support, advising the employee and implementing a development plan to assist the employee to improve.

Where the Management is satisfied that as much support as possible has been provided, and still performance is below expected standards, or where there is deliberate under performance, then the disciplinary process will be instigated as detailed below. It is emphasised that only after full consideration has been given to issues surrounding an employee's poor performance, and as a last resort, will a disciplinary warning be imposed.

This Procedure runs parallel with, but is not part of, the Disciplinary Procedures. The Company recognises that poor job performance and incapability cannot be treated as 'Disciplinary offences'. These procedures will apply to all employees with the exception of the following.

Probationary Employees

Employees will normally only receive one formal warning for poor performance under the Performance Review Procedure during their probationary service. If the employee's performance fails to meet the required standard after the formal warning, then the employee will be liable to dismissal with due notice or payment in lieu. There will be no right of appeal against any such decision to dismiss in such circumstances.

General

The first stage in dealing with poor job performance is to determine whether the matter is of a capability or disciplinary nature. This can be ascertained by counselling / investigation. Incapability is where the employee has been set realistic targets/objectives and cannot achieve them through no fault of his/her own. An example of incapability is failure due to medical conditions. If objectives are highlighted but the employee fails to take action of which he/ she is capable, it will be treated under the Disciplinary Procedure as an Act of Misconduct.

Stages of the Procedure

Initial counselling session: The cause of the poor performance will be investigated and established; for example, it could be lack of skills, training, or support. The Manager carrying out this initial counselling will give factual examples of the matters under review. The employee will be asked for his/her explanation and the explanation checked.

Where the reason is lack of the required skills, the employee, where practicable, should be assisted through training and be given reasonable time to reach the required standard of performance. If it is a question of lack of support staff or facilities, attention should be paid to this and assistance provided if appropriate.

Formal Warnings

Where, despite assistance, the Employee is unable to reach the required standard, the consequence of any failure to meet the required standard should be explained in writing.

This will take the form of the following.

Stage One - First Written Warning: A review will normally take place no less than one month after the Verbal Warning. If there is no improvement, insufficient improvement or it is not maintained for the period required, the employee will be given a First Written Warning setting out the details as set out above in the Verbal Warning.

Stage Two - Final Written Warning: A review will normally take place no less than one month after the First Written Warning, if there is no improvement or insufficient improvement or it is not maintained for the period stated above, the employee will be given a Final Written Warning setting out the details as set out above in the First Written Warning including that failure to improve may result in dismissal.

Stage Three - Dismissal: A review will normally take place no less than one month after the Final Written Warning. If there is still no improvement or not sufficient improvement or it has not been maintained for the period stated above, the employee will normally be dismissed with notice or pay in lieu, but only if it is appropriate after a search has been made in order to find alternative work.

Stage Four - Appeals: The same Appeals Procedure as set out in the Company's Disciplinary Procedure will be used.

Internal Promotions

Where the employee is promoted, the consequences of 'failing to make the grade' should be explained. In some cases, the employee will be promoted on the basis of a probationary period with the condition that the Company has the right to transfer or downgrade should the employee fail to satisfy a Director that he/she is competent in the promoted post. In other cases, the 'promoted' member of staff will remain on the same grade and salary for the duration of the probationary period and will receive an 'acting up' allowance during such time. If the probationary period is not confirmed, the employee will not transfer to the higher grade.

***Grievance Procedure**

The Company encourages all employees to raise minor grievances informally. In the case of a more serious complaint the following procedure will apply as outlined in the ACAS Code of Practice. <http://www.acas.org.uk/media/pdf/f/m/Acas-Code-of-Practice-1-on-disciplinary-and-grievance-procedures.pdf>

Stage One (Informal)

In the first instance, grievances should be raised with your Line Manager to attempt to resolve matters quickly and informally. This stage may be skipped if the grievance is in relation to a serious complaint that requires investigation.

Stage Two (Formal)

If the issue is not resolved, you may raise the matter, in writing, with a Director, who will meet with you to discuss and consider your grievance. Both parties may find it useful to involve an independent mediator at the early stages of a grievance issue if both parties agree.

Employees who have a grievance against another employee should raise it with a Director, who will respond to a grievance within a maximum of 10 working days. You may be represented or accompanied at this meeting by a fellow worker or a trade union official of your choice.

Where an employee has a grievance with their Line Manager or are dissatisfied with the way a grievance has been handled, they should raise it at a meeting with the Managing Director. This should be backed-up with a written explanation of the grievance. A response will be given within five working days of the meeting.

Stage Three (Formal) - Appeal to a Director

If after Stage 1, an employee is dissatisfied with the way their grievance has been dealt with they may ask for the Managing Director to consider the appeal. The Managing Director will meet with you to discuss and consider your grievance once again. You may be represented or accompanied at this meeting by a fellow worker of your choice or a trade union official.

In the interest of fairness, where practicable, the Company may involve a third party to review the grievance and provide guidance on the case. The final decision will, however, be that of the Managing Director holding the hearing (Stage 2).

A record of the employee's grievance will be kept on their personal file.

Lay-off / *Redundancy Guidelines**Lay-off**

It is the Company's Policy to provide regular and secure employment. However, the Company reserves the right to introduce unpaid short time working or lay off where, through circumstances beyond its control, it is unable to provide you with work on any working day. The duration and amount of any payments made for the initial day(s) of lay off or short time working will be in accordance with appropriate statutory legislation.

Redundancy

It is the Policy of the Company to ensure, as far as possible, security of employment for its employees. However, it is recognised that changes in the demand for our services or other circumstances may lead to a requirement for a reduction in employee levels.

Where redundancy is necessary, following all reasonable efforts to avoid it, the Company will handle the redundancy in a fair, sympathetic and non-discriminatory manner.

In cases of redundancy, the Company will comply with the statutory minimum requirements currently in force. <https://www.gov.uk/redundant-your-rights/redundancy-pay>

Employee Acknowledgment

If you have received this document via Breathehr the document is digitally signed. By opening up the document and reading it, you are confirming that you have received, read and understood the content, therefore it is essential that you raise any questions you may have with your Manager or Human Resources as soon as reasonably possible.

If you have received this document as a paper copy, please sign below and return this acknowledgement slip to Human Resources or your Line Manager.

Employee Acknowledgement

Employee Name

I confirm that I have received, understood and accept the Terms and Conditions as stated in the Employee Handbook.

Signature

Date