

## Welcome from CEO/MD

[welcome statement from the CEO/MD]

Welcome to [Company Name].

Please take time to make yourself familiar with the handbook.

We recognise that English may not be your first language, you may request to have the key elements of this handbook explained and verbalised.

We expect you to:

- welcome and expect change as a necessary part of a growing, successful Company
- take extra responsibility and help wherever needed
- maintain a positive outlook and serve as an ambassador for the Company
- ensure that all your work is quality work
- follow every procedure and guideline of your job
- be at work when you are scheduled to work and be on time
- be willing to work extra hours during periods of high demand
- be honest and fair in all your dealings with the Company and your fellow employees
- maintain a clean and professional appearance

## About the company

[a brief company history and add a company picture]

## Our Mission, Values & Goals

[a statement re company mission, values, and core business and goals]

## Your Induction and Training

We will provide a full induction training plan, including on-the-job training.

The purpose is to help you feel part of the team and integrate you so that you are encouraged to become an effective and motivated team employee. We welcome any feedback you may have.

Your induction plan is not a one-off event but takes place over a number of weeks and is an ongoing process to ensure that you settle in well with your team and become confident carrying out your role. Company information will be given to you in a structured and planned way to ensure you can absorb this at your own pace.

Although you will be supplied with the core information under your induction plan, the content will depend on your role and your previous work experience. Your line manager should vary the induction plan to suit the needs of your role.

[Delete paragraph if the client is not Up and Up or a paid subscriber to DevelopME]

All employees can access the online portal DevelopME to support employee and personal development.

## **Recruitment**

We aim to recruit the right people with the right skills who fit our work culture. We aim to be competitive in the job market.

Our approach to recruitment is to ensure the following:

- equality of opportunity
- selection is fair, objective, and cost-effective
- professional standards are maintained
- consistency is achieved in the quality and the calibre of personnel recruited into their organisation
- advertising is direct to potential candidates or via recruitment agencies
- reasonable adjustments to the recruitment process are made so that no applicant is disadvantaged because of their disability

Interviewing potential candidates is the preferred selection method; however, other ways, such as practice tests or psychometric testing, may be used in certain circumstances. We use interview questions based on competencies and key experience required to fulfil the role. Feedback on individual interviews will be given to internal and external candidates alike.

Any candidate with a disability will not be excluded unless it is clear that they do not meet the minimum criteria outlined. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.

## **Dress and Appearance**

We operate a dress code appropriate to our client's/business environments. Please check with your line manager to ensure you know the dress code. New employees will be informed of requirements before commencing work.

Please remember that colleagues and customers expect personal hygiene, tidiness and cleanliness. If in doubt, please talk with your line manager before adopting a mode of dress or personal appearance that may be unacceptable.

If you have been provided with Personal Protective Equipment (PPE), you are expected to arrive at work with the clothing provided. We will replace any PPE lost or damaged due to fair wear and tear. If (PPE) is lost or damaged due to negligence, we reserve the right to deduct the cost of repair or replacement from your pay.

## **Equity Diversity & Inclusion – Statement for Handbook**

Our company is made up of brilliant people. We are unique regarding our background, personal characteristics, experience, skills or motivations. We value all our employees for the differences they bring to the table. Fostering an inclusive culture helps us benefit from a broader range of these different perspectives, experiences and skills. This creates a happier, more productive working environment for us all.

Please refer to the Equity, Diversity and Inclusion policy for further information.

## **Dignity at Work**

We aim to describe the actions and behaviours we expect from all our employees and the policies and procedures in place to support an inclusive workplace for you and all employees.

It is unlawful to discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment (i.e. transgender status), pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion, or belief, or because someone is married or in a civil partnership. These are known as "protected characteristics".

Discrimination after employment may also be unlawful, e.g. refusing to give a reference for a reason related to one of the protected characteristics.

It is unlawful for us to fail to make reasonable adjustments to requirements, working practices or the physical features of the workplace where these put a job applicant or employee who is disabled at a substantial disadvantage.

When we are providing services, goods, or facilities, it is unlawful to discriminate directly or indirectly, harass or victimise members of the public because of any of the protected characteristics. We must make reasonable adjustments to overcome barriers to using services caused by disability (including removing, adapting, or altering physical features). In addition, we need to think ahead and make reasonable adjustments to address any barriers that may impede disabled people from accessing a service.

## Your Personal Details

To keep all your employee records, pay, and pension information up to date, please inform your manager or HR if any of the following aspects of your circumstances change:

- home address or telephone number
- forenames of husband/wife/partner and any changes to emergency contact details
- details of the change of marital status, surname, or bank details
- professional qualifications obtained
- relevant courses attended other than those organised by your Employer
- criminal charge, caution, or conviction
- driving licence penalties (if you are required to drive on Company business)

Travelling expenses will be paid to you if you travel on behalf of the business to other locations. This is generally limited to the cost of travel from your normal place of work to the distant site and return.

The following expenses will be paid:

- standard rail fare
- use of your own car (motor mileage allowance as determined from time to time)
- air travel (the prior consent of a Director must have been obtained)
- taxi fares where suitable public transport is not available

Claims for overnight expenses can be made only where an overnight stay is unavoidable and prior permission has been obtained. The allowance includes a set amount for an evening meal, bed, and breakfast to be determined in advance.

For tax audit purposes, original receipts are required for reimbursement of expenses. You will be informed of any additional documentation needed from time to time.

You should ensure that all expense claims are made promptly and, at the latest, within four weeks of incurring the expense. Expenses will be paid monthly.

For further details, please refer to the specific expenses policy, but any genuinely incurred business expenses will be reimbursed to you in accordance with the expenses policy.

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## **Your Working Hours**

We strive to provide a safe working environment and ensure your safety and well-being. We are committed to ensuring that the workplace does not compromise your health and that your working hours provide a good work-life balance.

Your weekly hours (exclusive of meal breaks) are specified in your copy of your Contract. It may be necessary for your hours to be changed from time to time to support business requirements.

Your manager will ensure that working hours are reasonable and will monitor your working hours for this purpose. You should ensure that you are not working excessive hours and inform your manager if you consider that you may be doing so.

Full-time employees are usually allowed a meal break which is detailed in your contract. Part-time employees may have a similar or reduced meal break, dependent upon their individual hours of work. Your manager will arrange meal break times to ensure adequate coverage at all times. The number of working hours will be documented on your payslip, where wages vary according to the time worked.

You will be expected to work additional hours as deemed reasonably necessary; this may include being on call outside regular working hours. Should you regularly work a set pattern of overtime, for which you receive additional remuneration, you will be entitled to receive this payment while on annual leave.

You may also be requested to attend training courses, conventions, or other functions outside regular business hours without additional remuneration.

Any persistent lateness or unauthorised absence may result in resolution/disciplinary action, including dismissal.

## **Check In's/Performance Review**

Actively managing performance allows us to understand you better, your achievements, your potential and your development needs.

It also helps to motivate and engage you, facilitate your personal development and enhance your contribution to our business objectives.

We encourage you to take ownership of and responsibility for your performance and personal development. These review meetings should not be seen as one-off events – they formalise ongoing performance discussions between yourself and your line managers and support the process of performance management in the workplace.

## **Your Holidays**

The holiday year runs from [date] to [date].

All holidays must be taken during the holiday year in which it is accrued except where you are absent on long-term sick leave,

All holiday dates must be approved in advance by your line manager. As much notice as possible of proposed holiday dates must be given to your line manager to ensure adequate staffing coverage. Such notice must be at least twice the number of working days you wish to take as annual leave.

You must make arrangements for holidays and travel with your line manager's authorisation for the holiday leave. We will not be responsible for any losses incurred by booking travel without leave authorisation.

We may ask you to use days from your holiday entitlement to cover the site closure over Christmas, which closes before Christmas and re-opens after New Year's Day. This will vary each year depending on the dates.

In exceptional circumstances, a maximum of [number] days may be carried over from one holiday year to the next, but this can be done only with the prior written approval of your line manager/senior management.

## **Benefits – statement for handbook**

### **Eyecare**

If you are a user of display screen equipment, you will be provided with an eye test per the Display Screen Regulations.

. If you use display screens, you should also ensure that your workstation is ergonomically correct and that regular short breaks away from using the screen are carried out. Speak to your line manager regarding the right process to follow.

**Add any other benefits the employer provides**

## **Pension statement for handbook**

If you are eligible, we will auto-enrol you into a pension scheme in accordance with our pensions auto-enrolment obligations.

Full details of the scheme will be given to you when you are enrolled, including the minimum level of contributions that you will be required to make during your membership and your right to opt out if you do not want to be a member of the scheme. While participating in the scheme, you agree to employee pension contributions being deducted from your salary.

Membership of the scheme is subject to its rules and may be amended from time to time, and we may replace the scheme with another pension scheme at any time.

If you cease to be a member of the scheme for any reason, we will re-enrol you automatically into a pension scheme as and when required by law.

## **Company Expenses**

Travelling expenses will be paid to you if you travel on behalf of the business to other locations. This is generally limited to the cost of travel from your normal place of work to the distant site and return.

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## **Confidentiality**

During your employment, you may have access to confidential, technical, commercial, or financial information about our business or any other information or information relating to our clients. Such information must not be discussed with, nor disclosed to, any parties (except as required by your employment). The written permission of your line manager and/or senior management must first be obtained before such information is used or discussed other than in the immediate context of the work with which it is concerned.

Written permission is required before confidential correspondence or documents may be removed from our premises. If you leave your employment with us, such information must not be discussed with, nor disclosed to, any other party.

All our documentation must be returned immediately upon request when you leave our employment.

## **Disclosure of Information**

You should not disclose information through any means, such as the press, publications, radio, TV, lectures, etc., on matters connected with us or on matters concerned with your profession which may, owing to your position as an employee, have a bearing on our interests, unless you have prior written approval of your senior management.

You should not enter into any discussion or written correspondence about us, our clients, or our customers with any journalist or representative of the media. All enquiries and correspondence from the media should be passed to your line manager, who will then direct the enquiry to the appropriate channel or appointed Press Relations Agency.

## **Outside Interests**

It is a condition of your employment that you may only, with our consent, engage in any other employment or business which may affect the performance of your duties or conflict with our interests.

## **Creative Design, Inventions, and Improvements**

All designs, inventions, improvements, systems developments, and enhancements made by you during your employment belong to us.

We reserve complete freedom to decide what action should be taken regarding any such invention, improvement, development, or enhancement. You should make and maintain adequate and current written records of all such innovations and inventions for us.



## **Wellbeing**

We recognise that health and well-being are important to your success at work and that we can greatly support and encourage good well-being among our employees.

We will support your health and well-being at work.

We are committed to creating an environment that promotes good mental health and where employees can thrive and feel supported.

We also aim to manage your work's physical and psychological aspects correctly and embed well-being initiatives into everything we do.

For further details, please refer to the Wellbeing Policy

## **Sickness Absence**

We encourage you to maximise your attendance at work while recognising that you will occasionally be unable to come to work because of ill health.

We understand that there will inevitably be some sickness absences, and we must also pay due regard to our operational needs. If you are persistently absent from work, this can damage efficiency and productivity and burden others.

We aim to strike a reasonable balance between pursuing our operational needs and your genuine need to take time off work because of ill health.

Please see the Sickness Absence Management Policy for more information.

### **What to Do if You Are Unwell**

- on the first day of sickness absence, inform your manager that you will not be working because of illness or injury. You should notify your manager of non-attendance by telephone before you start work,
- if your manager is unavailable, you should contact your team's next most appropriate person.
- notification of sickness absence must be via telephone rather than text, email or social media. In exceptional circumstances where you cannot telephone (for example, because of hospitalisation), another person, such as a friend or relative, can contact us on your behalf.
- continue to notify and keep in touch with your manager while unable to attend work;

- provide a clear reason (i.e. the nature of the illness or injury) why you cannot attend work and estimate how long you think the absence will last. Be prepared to discuss briefly any consequences of your absence, for example, if a customer's appointments need to be cancelled or any essential work needs to be covered.
- complete a self-certification form for sickness absence of 7 calendar days or less and provide a fit note for sickness absence of more than seven calendar days
- attend a return-to-work meeting with your manager each time you return from a period of sickness absence;
- be open with your manager about the reasons for your absence to allow your manager to provide support where possible;
- tell your manager of any extenuating circumstances, for example, personal or family problems or an unmanageable workload;
- bear in mind that we may seek a medical report, for example, from your doctor or occupational health advisers; and
- cooperate with us regarding the possible implementation of any adjustments to job duties, hours or working conditions, particularly those suggested by a healthcare professional.

## **Health and Safety**

We aim to have a zero-accident or work-related health incident environment. To achieve this, we and all employees, including you, must follow best practice and comply with legislation regarding health and safety. You must ensure your work is carried out safely. Safety is a core part of effective management and critical to our professional reputation.

The details in this handbook about health and safety are an overview only, and you should always refer.

Please refer to the Health and Safety Manual/handbook/policy for full details and broader health and safety topics.

## **Conduct and Behaviour**

We want to outline the general principles of conduct and behaviour we expect from you. You must maintain a high standard to support our professional reputation with our clients and potential clients.

You are expected to always:

- be diligent, honest, and ethical when carrying out your role

- during working hours, devote your time, attention, and abilities to your job to the best of your ability
- be professional and competent
- be willing to cooperate with others and carry out reasonable directions from your line manager
- conduct your personal and professional life in a way which does not risk adversely affecting our reputation
- be polite and courteous in your behaviour
- treat fellow employees with respect

### **Work-related Social Events**

Work-related social events usually occur away from the workplace and outside of normal working hours; however, our standards of behaviour and conduct will apply. We want to give the following guidance, which will support social events without you being at risk of being made to feel uncomfortable by another employee's conduct:

- please consume alcohol only in moderation
- do not use illegal drugs
- our Dignity at Work policy applies to work-related social events
- please do not say or do anything at a work-related social event that could offend, intimidate, embarrass, or upset any other person, whether as a joke or not
- swearing and extreme language are unacceptable
- you must not behave in any way at any work-related social event that could bring the company name into disrepute.

### **Ethical Business Conduct**

We believe that our ethos and values should guide our decisions and subsequent actions. We will deal honestly, openly, and fairly with all our stakeholders- employees, clients, suppliers, and the local and national community.

We are committed to preventing slavery and human trafficking in our corporate activities and ensuring that our supply chains are free from slavery and human trafficking. We take a zero-tolerance approach to human rights violations within our business and network.

### **Personal Relationships**

We recognise that employees can develop close personal relationships whilst working together; these should be conducted outside working hours to minimise the impact on the quality of work or other

employees. If this affects you, you must bring the relationship to management's attention. If the personal relationship is between a manager and one of their team members or between members of the same department, we may consider transferring one or both of you. You should be aware of conflicts of interest arising from a personal relationship at work and seek advice from your line manager if a potential conflict becomes apparent.

### **Relationships with Clients, Suppliers and Other Parties**

The relationships we create with our clients and suppliers are vitally important to our business if we continue to be a successful Company. It is essential to this relationship that we develop trust by managing it in an open, honest, and fair way while striving to achieve the standard of excellence our clients have come to expect from us. If any close personal relationship is developed with any of these parties, you must bring the relationship to management's attention.

### **Disciplinary/Resolution Process**

We work to ensure that we handle any issues concerning an employee's conduct promptly and fairly. If we have any concerns about your conduct, we will usually attempt to talk to you about this informally. An early conversation may be enough to identify the issue and take steps to resolve it. Most minor conduct-related matters can be resolved informally.

However, where an informal approach is unsuccessful, or the allegations are so serious that an informal approach is inappropriate, we will follow a formal disciplinary/resolution procedure.

Please refer to the disciplinary/resolution procedure for further information.

### **Performance Improvement (PIP) Procedure**

This procedure will be used if your performance has been identified as falling below an acceptable level. It aims to provide a framework for resolving the issue, ideally through improving your performance. As a last resort, the policy specifies the circumstances in which you may be redeployed to more suitable work or dismissed on the grounds of capability.

Before this procedure is engaged, you will receive feedback from your line manager, setting out the concerns about your performance and how it can be improved. This procedure is designed to be used where such informal discussions do not lead to you improving your performance to an acceptable level.

If your poor performance is believed to be the result of deliberate negligence or if you have made serious errors to the detriment of the Company, we may decide to use our resolution procedure instead.

Please refer to the Performance Improvement Procedure for further information.

## **Grievance Procedure**

We foster a culture in which you can raise any workplace problems, complaints or concerns in a supportive framework, and we will ensure that all genuine grievances are dealt with quickly and fairly.

Most grievances can be resolved informally. However, if an informal approach does not resolve matters or is not appropriate, you may choose to raise a formal grievance.

Our grievance policy outlines the grievance process, the roles of those involved and the support available.

Please refer to the Grievance procedure or speak to your line manager for more information.

## **Family Friendly**

All our family-friendly policies, including Maternity Leave, Paternity Leave, Adoption Leave, Parental Leave, Shared Parental Leave and Parental Bereavement Leave, will comply with all legal requirements set out by the gov. uk website links below.

### **Maternity Leave**

<https://www.gov.uk/maternity-pay-leave>

### **Paternity Leave**

<https://www.gov.uk/employers-paternity-pay-leave/entitlement>

### **Adoption Leave**

<https://www.gov.uk/employers-adoption-pay-leave/entitlement>

### **Parental Leave**

<https://www.gov.uk/guidance/parental-leave-policy-and-procedures>

### **Shared Parental Leave**

<https://www.gov.uk/shared-parental-leave-and-pay/overview>

<https://www.gov.uk/plan-shared-parental-leave-pay>

## **Parental Bereavement Leave**

<https://www.gov.uk/parental-bereavement-pay-leave>

## **Notice period**

If you decide to leave your us, you must submit your written notice to your line manager. This should be signed and dated. Wherever possible, your notice should be submitted to expire at the end of the normal pay period. If we terminate your employment for reasons other than gross misconduct, the minimum notice period will be as described in your main statement of terms and conditions.

If you are dismissed for gross misconduct, you will be paid only your salary to the date of dismissal. No notice or pay in lieu of notice will be given.

Where you fail to notify your intention to leave or do not discharge any obligations outstanding on leaving, we may deduct any overpayment from monies owing, including accrued holiday pay.

Once you or we have given notice of termination, we may, at any time and for any period, require you to cease performing your job or change your duties consistent with your skills and experience. During any such period of garden leave:

- we will continue to pay your salary and provide all contractual benefits
- we will be under no obligation to provide any work
- We may require you to stay away from and have no contact with any of its premises, employees, offices, customers, clients, agents, or suppliers

You shall, at the request of us, immediately deliver to them all or any property in your possession or control which belongs to us or relates to the business.

## **Meet the team**

## **Contact us Information**

**Phone Number :**

**Email contact number eg admin@ xxx.com**

**Website address**