



The Learning Support Centre Limited

Employee Handbook

Company Rules, Policies and Procedures



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EMPLOYEE HANDBOOK

GENERAL INFORMATION

This handbook has been designed to provide employees with information about their terms and conditions of employment, employee benefits and the main policies and procedures which affect your employment with The Learning Support Centre Limited. The information is applicable to all employees unless otherwise stated.

The company reserves the right to review, revise, amend or replace the contents of this handbook and to introduce new policies from time to time to reflect the changing needs of the business. Any changes to the personnel policies and procedures will be communicated to employees to ensure employees have the up to date information.

The information in this handbook supports your individual contract of employment, which contains information specific to your own employment with the company such as salary and holiday entitlement. The employee handbook is not contractual unless stated otherwise. You will find that the handbook provides you with a summary or guidelines regarding particular policies and procedures. Where this is the case it will indicate how to obtain full copies of these documents if you wish to do so.

We hope that you will find the information in this handbook useful. It will be reviewed on a regular basis and any suggestions for additions or improvements will be very welcome.

SUPPORT AT THE LEARNING SUPPORT CENTRE

The Learning Support Centre have a number of mechanisms to support employees, we consider support requirements from recruitment to employment as a Level 2 Disability Confident and Mindful Employer.

The Learning Support Centre encourages employees to disclose support requirements to their line manager to allow use to understand any potential support needs. Whether this is to look at flexible working, support with applying to access to work, reasonable adjustments or anything else that may be a concern to you. We ask that you communicate with your line manager so we can ensure you are able to work effectively and are happy in your role.

Please refer to the Equality Policy on your PeopleHR profile for more information.

ANNUAL LEAVE POLICY

1. The holiday year is outlined in your Contract of Employment.
2. Unused holiday entitlement cannot be carried over from one year to the next. Payment in lieu of the holiday days will not be given.
3. Holiday pay is accrued during the year and from January 2018 will be paid in January, May and September pay based on the number of hours worked in the previous months from the last timesheet submission date. Your holiday pay is calculated as 12.07% of each hour worked.
4. Term time employees may not request holiday days during term time periods; other than in exceptional circumstances and with the approval of the Managing Director. All employees are on Term time contracts however there may be additional hours available outside of term time
5. Holiday days for all other employees; the holiday dates must be agreed with employees manager in advance of the holiday days requested. Employees must give as much notice as possible of the holiday days and in any event at least twice the notice as the number of days/weeks requested. No more than two weeks can be taken at any one time during the holiday year.
6. Holiday dates will be agreed after taking into account the needs of the business and its clients, and ensuring that the minimum staffing levels needed to provide the best services to our clients are maintained.
7. The company must approve all holiday requests in advance; therefore employees must not book a holiday until the request for the time off has been authorised. The company will not be liable for any costs incurred due to holiday days not being approved.
8. Any holidays taken without prior permission will lead to disciplinary action being taken. The disciplinary procedure could be invoked and the employee could be dismissed where an employee requests a holiday, which is refused, and then the employee subsequently takes that holiday without permission.
9. Employees will be notified on an annual basis of any need to reserve any days of their entitlement for holiday shutdown periods.
10. Where an employee is sick while on authorised holiday they will be considered to be on holiday leave and not on sick leave, unless specifically supported by Doctor's certificate (for the period of illness) and it is agreed by a Director.

11. On termination of employment, employees are entitled to receive payment for all unused accrued holidays for the current holiday year only. The company reserves the right to require employees to take any unused annual leave within their notice period.
12. Any payments of holiday pay made to employees in excess of the amount accrued on termination of employment, will be deducted in full from the final monies due on termination. Where the amount of the overpayment exceeds any final payment, employees must reimburse the company immediately.

PENSIONS

All eligible employees will be automatically enrolled, in line with current Government guidelines, into the company contributory pension scheme for Auto-Enrolment provided through The Peoples Pension Scheme offered by B&CE Holdings Ltd. New entrants will be assessed for eligibility after an initial three month postponement period. An employee not eligible for automatic enrolment or wanting to make contributions prior to completion of the postponement period can do so and should initially approach their line manager. Those employees will have the option of opting out once they have been enrolled and an employee wishing to opt out must do so within a month of being enrolled to gain a refund of any contribution paid. Details of the contributions that will apply will be notified on your payslip. Contributions may change from time to time to meet with statutory requirements. Any enquiries should be made to your line manager then referred to our Finance Team.

PERSONAL RECORDS, CONFIDENTIALITY AND DATA PROTECTION POLICY

1. All employees must notify the company of their permanent home address, telephone number, next of kin, bank branch and account number.
2. It is important that changes in personal circumstances are notified immediately to management. These include changes to the following:
 - Name
 - Address/telephone number
 - Dependants (e.g. for private medical insurance purposes)
 - Beneficiaries (e.g. for death in service benefit)
 - Persons to be notified in case of emergency
 - Bank details for salary payments
 - Tax code
3. Some employee records are kept on computer. In accordance with the provisions of Data Protection legislation, employees may request a printout of the information held on computer. The information held by the company about employees will be made available to the employee on request, together with a description of the purposes for which the company keeps this information, and to whom it may be disclosed. Periodically, employees will be asked to check the data held by the company.
4. All employees are also reminded that the nature of their work means that they will become party to information that is of a sensitive and confidential nature. In particular, employees are reminded that they should not discuss any aspect of any client's affairs or matters outside work and must not become involved in gossip involving clients whilst in work as such conversations can

be overheard and could result in a serious breach of privacy and confidentiality which could affect the relationship with the client.

5. The company is under an obligation to comply with the Data Protection Act 1998. All records must therefore be stored securely and under restricted access so that only relevant employees have access to them.
6. Clients may access records relating to them. However, any letters, reports or case notes prepared by third parties, should only be released at the discretion of the Managing Director who will determine if the permission of the third party may be required.
7. In summary, the company will adhere to the principles contained within Schedule 1 of the Data Protection Act 1998.

Please refer to full policies on your PeopleHR account which include:

- Date Protection Policy
- Data Protection – A Guide for Staff
- Confidentiality and Information Sharing Policy and Procedure

PERFORMANCE AND CAPABILITY PROCEDURE

1. This procedure is designed to help all employees to attain and maintain the necessary standards for optimum job performance and to resolve any problems with work performance at the earliest possible stage.
2. Some examples of situations where the capability procedure could be invoked include excessive frequency and/or duration of absence or failure to meet required targets or standards of job performance.
3. In the first instance, an informal meeting will be arranged to discuss any concerns that have arisen in relation to performance or capability. If, following the discussion, any shortcomings and areas for improvement are identified; an action plan will also be discussed along with any appropriate assistance for employees. This may be in the form of, for example, training, guidance, advice or referral to a company medical adviser. Timescales for improvement will then be agreed and review dates set.
4. The company will confirm to the employee in writing the details of the meeting, including the improvement(s) required, the agreed action plan and the timescale for improvement. A copy of any such letter will be placed on the employee's personal file.
5. If the required improvement is not achieved within the specified periods or is not sustained, or if the shortcoming is serious enough to enter into the formal stages of the procedure at that point, the employee will be asked to attend a meeting under the formal procedure.
6. At this meeting, the issues and/ lack of sustained improvement will be discussed and employees will be given every opportunity to respond to all of the points raised. Prior to the meeting the employee will be informed of the possible outcomes. Employees are entitled to be accompanied to such a meeting by a work colleague or Trade Union Official or Representative.
7. The meeting may result in the issue of a first written warning. A formal performance/attendance improvement plan will then be confirmed for a specified period outlining the areas for improvement and the relevant timescales. Where appropriate, further training, guidance or advice will again be given.
8. Employees will be given confirmation in writing of details of the meeting, any warning issued and the performance/attendance improvement plan. The letter will also state that a lack of improvement or a lack of sustained improvement will lead to a formal final written warning. Employees have the right to appeal any decision made at this stage of the procedure.
9. If the required improvement is not achieved within the specified period, or the improvement is not sustained, the employee will be invited to a further formal meeting. Employees are again entitled to be accompanied at such a meeting by a work colleague or Trade Union Official or Representative.
10. If after discussions regarding the lack of improvement/sustained improvement, the company considers that a final written notification/warning should be issued, this will be confirmed to the employee in writing, along with notification that a failure to achieve the required improvement will lead to the termination of their employment.
11. Any written warning will remain on file for 12 months from the date of issue. At all stages, employees have the right to appeal a decision made at any stage of the procedure.

12. If the required improvement is still not achieved or sustained or if work performance is such that it warrants further action, the termination of employment will be considered. Employees will again be invited to a hearing setting out the details of the performance or capability issue. Employees are entitled to be accompanied to this meeting by a work colleague or a Trade Union Official or Representative.
13. The company will confirm in writing the outcome of the meeting. If the company decides to terminate the employee's employment, the effective date of termination, the reason for termination, the process which has been followed, and the assistance which has been offered will be confirmed in writing. If alternative action to dismissal is decided upon, this will also be detailed in writing. There is a right of appeal against any decision taken by the company.
14. If at any stage in the process, the employee's performance or attendance reaches the required standard and is sustained, this improvement will be confirmed to you. If the company deems it appropriate, the employee will be taken off the improvement plan. However, if performance or attendance deteriorates again, further action may be taken.
15. Any employee who wishes to appeal against any decision under the capability procedure should do so in writing within five working days of receiving the verbal notification/warning or termination of employment, stating in detail the grounds for the appeal. A manager not involved in the original performance management process will hear the appeal wherever possible, all appeals will be heard by a level of management that is higher than the level involved in the original capability meeting. This decision is final and there is no further stage of appeal.

GENERAL RULES

1. All authorised notices displayed throughout the company are expected to be observed.
2. Employees are expected to act wholeheartedly in our best interests at all times. Any conduct that has a detrimental effect upon our interests or our relations with other employees, clients, suppliers, the general public or is damaging to our public image, may lead to disciplinary action being taken.
3. No confidential information relating to our organisation, clients or suppliers should be disclosed to any third party at any time, either during or after employment. This includes removing or copying documents, electronic data or tangible items that belong to the company and which contain any confidential information. If employment terminates for any reason, then the employee must immediately return any such items that are in their possession.
4. If employees have other employment in other establishments, they should ensure that this does not affect the standard of their performance with the company. Any such additional employment must be notified to their manager.
5. In order that we are able to ensure that we comply with any statutory obligations, employees must disclose details of any criminal or civil proceedings brought against them, either before or during their employment.
6. Employees must not speak or communicate with the press or broadcasting media on any matters relating to our organisation. All such communications will be made solely by a nominated spokesperson.
7. Employees who find any item of lost property on the premises are required to bring it to our attention immediately, so that we can attempt to return it to the owner.
8. Any employee who receives a gift, other than one of a nominal nature from a business contact (e.g. client or suppliers, potential or actual), must disclose the details so that we can determine whether it should be accepted. Similarly, any gifts to business contacts from employees must be disclosed in the same way.
9. We recognise that employees sometimes incur personal expenses during the course of their employment, including travel and overnight expenses. All expenses should be approved before they are incurred, either through the employee's contractual provisions or by agreement from their manager. All unauthorised expenses shall be the sole responsibility of the employee. In order to claim expenses; full details should be given on the appropriate expense claim form, and submitted for payment on a monthly basis. For all items that are being claimed, relevant receipts must be attached. All claims should be made within three months of the expenditure occurring or when requested by their manager.
10. To ensure maximum efficiency or to meet unforeseen circumstances, employees are employed on the basis that they must be prepared to undertake all reasonable requests to carry out duties other than those for which they have been specifically engaged.
11. Occasionally, changes to the nature of our business may make it necessary for the company to discuss with individual employees the feasibility of carrying out alternative roles within their employment. Employees are encouraged to embrace such changes and to develop new skills and experience.

12. The company reserves the right to review, revise, amend or replace the contents of this handbook and to introduce new policies from time to time to reflect the changing needs of the business.

DBS CHECKS

We ask all staff to carry out a DBS check and register with the update service who may be working in a situation where this is required, it is often the institution that we work with that asks for these checks. Previously you would have had to have a CRB for each company you worked for, now you have one universal DBS and it is yours to use throughout your career, therefore we ask you to pay the charge for this. There is also annual charge to be on the update service which you can set up a direct debit for when registering with the update service. If you have a CRB check or did not register with the update service when applying for your DBS check and this is a requirement of your role, your coordinator will contact you to discuss getting this updated.

TIMEKEEPING AND ABSENCE

1. Employees are responsible for attending punctually for work in accordance with the hours defined in their Contract of Employment.
2. Employees may not leave work prior to their normal finishing time without permission. In the event of any employee requiring time away from work during normal working hours, they must discuss the request with their manager and, on receiving permission, contact their manager before leaving and on returning to work.
3. Lateness for work may result in pay being reduced accordingly.
4. Persistent lateness may lead to disciplinary action being taken.
5. If employees are absent from work for any reason, they (or in extenuating circumstances someone else on their behalf) must notify their immediate line manager or Director as follows:
 - a) Office staff should notify their line manager or Director no later than 1 hour before the start of their shift on the first day of absence.
 - b) All other staff must notify their line manager or Director as soon as is practicable before the start of their shift on each day of absence; this is to allow sufficient time for the company to make alternative arrangements.

Any unauthorised absence must be properly explained. In the case of absence of uncertain duration, employees should keep the company informed of the reason for continued absence and the progress towards a return to work.

Employees should call 0116 2548881 between 8.30am to 5.30pm or out of hours on 07964 313546.

6. Employees must contact their line manager each day, no later than midday where they are unable to attend work the following working day.
7. If an employee's incapacity through illness or injury continues for more than seven consecutive calendar days, the employee must provide the company with a doctor's medical certificate as soon as it is available.
8. Immediately upon return to work after a period of sickness or injury absence of less than seven days, employees are required to complete and submit a company self certification form.
9. Failure to comply with the requirements in the paragraphs above may result in Statutory Sick Pay (SSP) being withheld, and, where appropriate, company sick pay.

10. In the event of persistent absenteeism, the employee may be asked to give permission to the company to contact the employee's doctor or to undergo an independent medical examination at the company's expense. This is to enable the company to obtain up to date authoritative information on the employee's health problems.
11. Unauthorised absence may lead to disciplinary action being taken. In such circumstances, medical certificates may be requested for all subsequent periods of absence.
12. Where an employee is sick while on authorised holiday will be considered to be on holiday leave and not on sick leave, unless specifically supported by Doctor's certificate (for the period of illness) and it is agreed by a Director.
13. Employees will be paid SSP in accordance with the current Government provisions that are applicable. Entitlement to SSP may be affected if employees do not comply with the company rules for reporting and certificating absence from work due to sickness.

DRESS AND APPEARANCE POLICY

1. Throughout the employee's employment, they will be representing the company. The employee's appearance and professional conduct are therefore important for both their own advancement and the continuing development of the company.
2. We encourage everyone to present themselves in dress and appearance in a way which reflects the company's professional approach.
3. Employees should wear suitable business-like clothes which is deemed by the company to be appropriately smart and formal. Formal casual wear is acceptable however should not include items such as ripped denims, tee shirts and sweat shirts with logos.
4. Employees ID cards must be visible at all times during their working day.
5. Hair should always be kept clean, neat and tidy.
6. Earrings may be worn as long as they are discreet. Other body piercings which are visible should be removed whilst you are at work.
7. Any personal protective equipment (PPE) provided by the company must be worn at all times where it is required. Failure to do so will render employees liable to disciplinary action being taken.
8. If employees are unclear as to what the company considers to be an appropriate standard of dress, employees should seek guidance from their line manager.
9. Any employee who fails to comply with these rules may be subject to disciplinary action under the disciplinary procedures.

HEALTH AND SAFETY STATEMENT OF INTENT

1. We will ensure, so far as is reasonably practicable, the health and safety of everyone involved in, or affected by, our work activities.
2. In managing health and safety, we will create a culture that ensures that sound health and safety management is afforded the same priority as other business objectives, and becomes an integral part of everything we do.
3. Whilst every employee has a personal responsibility to control and minimise risks present in their own activities, we recognise that responsibility for the organisation of health and safety issues rests with our management team.
4. We have therefore adopted a risk assessment approach to the management of health and safety issues, ensuring that hazards arising from our work activities are identified and addressed as a part of 'business as usual'.
5. In generating and maintaining our culture for health and safety, we will enrol the support and commitment of all stakeholders by:
 - Allocating formal responsibilities in health and safety to our employees, suppliers and business partners
 - Providing adequate budget for health and safety management
 - Appointing competent health and safety resource for deployment across the company
 - Providing appropriate health and safety training, which is supported by guidance and information
 - Monitoring, measuring, auditing and reporting on our health and safety performance
 - Working closely with appropriate external agencies, and within our industry, to ensure our continued adoption of best-practice solutions in health and safety management
 - Reporting all incidents of safety breached no matter how small within the remit of our accident reporting policy
 - Ensuring any action by an employee that endangers the health and safety of another person whilst at work is addressed in accordance with our disciplinary procedure where appropriate.
6. We will publish and maintain a series of supporting policies and procedures detailing our organisation of, and arrangements for, health and safety, and setting out our approved safe systems of work where relevant. These supporting policies and procedures represent an integral part of our Health and Safety Policy.

INTERNET AND ELECTRONIC MAIL USAGE

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

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

6. The exchange of proprietary information, trade secrets or any other privileged information, including information relating to any potential or actual litigation, confidential or sensitive information.
7. The downloading or viewing of any pornographic material or any other type of offensive material. This could also constitute a criminal offence.
8. The downloading of any games, desktop themes or any other unauthorised software onto any computer. Any software loaded onto any system must be approved prior to its installation.
9. The creation and exchange of personal or non-work related communications, chain letters and other unsolicited email.
10. The creation and exchange of information in violation of any copyright laws or the intellectual property rights of third parties, including registration to any servers without proper authorisation. Subscription to such a service can result in an overload of received messages, directly impacting upon the performance of the email system.
11. The sending or receiving of work related email messages from any non employee’s user account, except under properly approved arrangements.
12. Compromising the privacy of a password by giving it to others or exposing it to public view.

13. The use of the email system for any illegal or wrongful purposes. This includes the distribution of material which may be or is prohibited under an Act of Parliament or any other law, including material containing critical or defamatory statements about employees, clients, other companies, organisations or individuals.
14. The distribution of any material which depreciates the performance of the email system and servers. This includes sending non-business related attachments, files, and junk mail.
15. Entering into any contractual obligations or pre-contractual obligations or representations, without prior authorisation.

SOCIAL MEDIA POLICY

1. As a company we understand the importance of the use of IT and social media both for company and individual use. However, these systems must be used and monitored responsibly by all employees at all times. The purpose of this policy is to ensure that social media is used in a correct and responsible manner, with the best interests of the company in mind.
2. Any breach of this policy can lead to disciplinary action being taken, up to and including termination of your employment.
3. For the purpose of this policy, social media relates to all communications made through the internet including, but not limited to, Facebook, Twitter, LinkedIn, YouTube, blogs and Wikis. Any internet communications must be used in the best interests of the company.

Company Use

4. The company may decide at times to promote its activities through the use of social media and internet communications. Any employee doing this on behalf of the company must do so in a professional manner. The following rules for using social media on behalf of the company apply:
 - As with emails, all communications should follow the same standard as would be expected in all written communication with the company.
 - Only authorised spokespersons must post information on behalf of the company.
 - Employees responsible for using social media for the company must not use it for their own personal purposes (see 'personal use').
 - Employees must not discuss or disclose proprietary or confidential information of the company on any social media sites.
 - Any negative communication by other parties or employees that may damage the company must be dealt with accordingly, and if possible removed.

Personal Use

5. Although social media can be used in order to promote the business, employees must not use social media sites for their own private use in working hours. Employees are responsible for what they use social media for both at work and off duty. As with email, the company reserves the right to monitor all social media usage that it has access to.
6. Any posting that violates any company policies, or is otherwise seen as inappropriate may be removed or modified at the company's sole discretion.
7. Any communications made with other employees through social media outside of working hours must still be done with the best interests of the company in mind. If employees are posting information or photographs of other employees outside of working hours, they should still seek their permission to post these before doing so.
8. If creating blog posts that mention the company, the employee should voice their opinions with integrity and state that these are individual views that may not necessarily reflect company views.
9. This policy is to be treated in conjunction with the other company's policies, including code of conduct and disciplinary policies. If an employee is unsure as to what could be deemed inappropriate in terms of social media use, should contact their manager for further information.

10. All terms contained within this policy are to remain relevant to employees, post-employment, if employees make any reference to the company, derogatory or otherwise that causes any detriment to the company or its clients, we will look to recover any potential damages and/or losses incurred.
11. Due to the constantly developing state of internet communications and technology, this policy is subject to change, and as such should be reviewed often by all employees.

COMPANY PROPERTY

1. Employees are not permitted to remove items or equipment of any kind from the company premises without prior written permission.
2. The company's time, materials or equipment must not be used for any unauthorised work.
3. The company must be notified immediately of any incident in which damage or injury is caused to company property, to fellow employees, clients and/or their personal effects.
4. The company reserve the right to search employees and their personal belongings whilst on company premises. Any employee has the right to be accompanied by a colleague of his/her choice during such a search.
5. The company accepts no liability for any loss or damage to an employee's personal property whilst on the company premises.
6. On termination employees must return all company property; documentation and PPE to the company by the last working day or any such date as agreed. Failure to do so may result in the company seeking action to recover the costs of the goods.

DRIVER AND VEHICLE USAGE POLICY

1. All employees should ensure that they drive with their safety and that of other road users in mind at all times.
2. Employees who use their own vehicles on company business should ensure that their personal insurance policies fully cover this type of use. We will request a copy of the motor insurance policy in place for our records. The company will accept no liability for any losses or liability where insufficient personal or motor insurance cover is in place.
3. All employees who drive their own vehicle for business use are required to produce their full driving licence on request. Any failure to produce the relevant documents may lead to suspension of use of the vehicle for work purposes until the request is complied with and may result in disciplinary action being taken.
4. Employees are required to notify the company immediately if they incur any form of driving penalty or licence endorsement. In the event that their licence is rescinded, employees must notify the company immediately and must cease driving forthwith. Any potential or actual impact that this has on the proper performance of the employee's job duties and their employment in general will be discussed.
5. Employees will be liable for any road traffic fines including any speed camera or parking fines incurred at any time whilst the vehicle is in their use. Any employee who commits a road traffic offence or who is the subject of a complaint from other road users during their employment may be subject to disciplinary action which, in serious situations, may lead to the termination of employment.
6. No employee should drive a vehicle where they are physically or mentally unfit to do so. Employees should therefore notify the company immediately of any condition that may affect their ability to drive. Employees must not drive when they are under the influence of alcohol or the effects of taking of any illegal drug or substance. Employees who are required to take any form of medication and who are concerned that this may impair their ability to drive safely, must again notify the company immediately in order that the situation can be discussed.
7. Employees should ensure that their vehicle is roadworthy at all times and ensure that they undertake normal routine checks on the vehicle, in particular in relation to tyre pressure, oil, water and screen wash levels. Any defect that may affect road safety should be attended to at the earliest opportunity.
8. Employees who do not have a hands free facility for their mobile telephones should switch their telephones off and should not make or receive any calls whilst they are driving or deemed to be in control of the vehicle for the purposes of the law. Where employees have hands free telephones, they should avoid making any telephone calls where the conditions would place them or other road users at any risk. If a call is received and the driving conditions are potentially difficult or hazardous the call should be terminated politely with an undertaking to return the call when it is safe and legal to do so.
9. In the event of an accident, full details should be recorded at the time, including those of any other vehicles or persons involved. No admission of any liability should be made by the employee at any time. As soon as possible after the accident, the employee should report the details to the company as soon as possible or at the latest within 48 hours of the accident.
10. If the accident has been due to any failure or neglect on the employees part, disciplinary action may be taken once the full facts of the incident have been obtained and discussed.

PUBLIC INTEREST DISCLOSURE POLICY

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

MATERNITY AND ADOPTION LEAVE AND PAY POLICY

Prior to maternity and adoption leave commencing

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

During maternity and adoption leave

6. Employees who take maternity or adoption leave remain as an employee throughout the period of leave. We encourage a philosophy of maintaining contact with employees as well as encouraging employees to maintain contact during the period of leave.
7. We encourage employees to take advantage of the "Keeping in Touch" days that are available to employees and employers. We endeavour to use these days for the purpose of keeping employees abreast of new developments, or any appraisals and training opportunities within the company. Employees are however under no obligation to participate in or agree to attend work for "Keeping in Touch" days. Normal pay for the hours worked; inclusive of any statutory payment entitlement, will be made in the usual way.
8. Regardless of the above provisions, we will endeavour to ensure that employees who are on maternity or adoption leave are kept fully informed of developments within our organisation. Employees will be contacted personally by telephone, through welfare visits (where employees have no objection to this) and/or by e-mail where employees have such a facility and have confirmed that we may contact them through this means. We will also utilise these means to ensure that employees are aware of any vacancies within the company. Employees on maternity leave who are interested in any vacancy should apply in the normal way.
9. We currently apply the statutory provisions that are in place in relation to the duration of maternity or adoption leave and no supplementary provisions are currently in place.

Prior to the end of maternity or adoption leave

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

On returning to work

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

Payments

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

Shared Parental Leave

14. Shared Parental Leave is available for those employees that are eligible. Parents are entitled to share the care of their child during the first year after their birth or adoption. Full details can be obtained from your Manager should you wish to apply.

PARENTAL LEAVE POLICY

1. Parental leave offers qualifying parents the right to take time off work to look after a child or to make arrangements for its welfare. It is aimed at helping employees strike a better balance between work and family commitments. We fully support the principles behind the provisions and comply fully with all of the provisions under the current legislation. At the present time, we do not offer any additional enhancements to the statutory provisions.
2. If employees consider that they are entitled to parental leave and wish to take time off, they should apply in writing to their manager, stating the period of leave that is requested and the details of the child in relation to whom the request is made.
3. The statutory entitlements in this area may be subject to change from time to time so if the employee has any questions surrounding their current entitlement, they should ask their manager who will assist in obtaining the information. On receipt of the employee's request, we will inform them of any additional information or documentation that we may require.
4. We will attempt to grant all requests for parental leave. However, unless the employee's parental leave is to start upon the birth of their child, the leave may be postponed. If we do postpone parental leave, we will notify the employee of this in writing within seven days of receiving the request and will confirm the dates on which the employee may take leave.
5. Parental leave is unpaid and during the period of leave the employee will not receive salary or any other cash payments normally paid to them when they are at work. In addition, the employee's entitlement to all contractual benefits, including contributions to the any pension scheme will also not apply. However, we would confirm that, for all other purposes, their Contract of Employment remains in place and that the employee and the Company will continue to be bound by all of their contractual obligations.

PATERNITY POLICY

1. Following the birth of a child, the right to paternity leave and pay gives fathers the right to take paid leave to care for their child or support the mother.
2. In order to qualify for paternity leave, you must satisfy the following conditions:
 - Have or expect to have responsibility for the child's upbringing.
 - Be the biological father of the child or the mother's husband or partner.
 - Have worked continuously for us 26 weeks ending with the 15th week before the baby is due.
3. If the employee satisfies the criteria above, they will be entitled to take either one week or two consecutive weeks' paternity leave. Employees may choose to start their leave:
 - From the date of the child's birth (whether this is earlier or later than expected), or
 - From a chosen number of days or weeks after the date of the child's birth (whether this is earlier or later than expected), or
 - From a chosen date later than the first day of the week in which the baby is expected to be born.
4. Paternity Leave can start on any day of the week on or following the child's birth but must be completed:
 - Within 56 days of the actual date of birth of the child, or
 - If the child is born early, within the period from the actual date of birth up to 56 days after the first day of the expected week of birth.
5. Only one period of leave is available to employees irrespective of whether more than one child is born as the result of the same pregnancy.
6. If an employee earn above the Lower Earnings Limit for National Insurance purposes, they will be entitled to Statutory Paternity Pay (SPP). The rate of SPP is the same as the standard rate of Statutory Maternity Pay.
7. Employees must inform their manager of your intention to take paternity leave by the end of the 15th week before the baby is expected, unless this is not reasonably practicable. The employee must give details regarding:
 - The week the baby is due.
 - Whether they wish to take one or two weeks' leave.
 - When you want your leave to start.
8. Employees may change their mind about the date they wish this leave to start but the employee must inform their manager at least 28 days in advance. The employee must tell their Manager the date they expect any payments of SPP to start at least 28 days in advance, unless this is not reasonably practicable.
9. Employees must give their manager a completed self-certificate as evidence of their entitlement to SPP. Employees are entitled to the benefit of their normal terms and conditions of employment, except for terms relating to wages or salary or other cash payments, throughout their paternity leave.
10. Employees are entitled to return to the same job following paternity leave. The company does not currently pay any enhancements above the level of statutory payments in this area.

11. With effect from 1st October 2014 prospective fathers or other qualifying people will be entitled to unpaid time off work to attend two antenatal appointments. Each appointment can last for up to six and a half hours. In the first instance employees should speak to their line manager.

EMERGENCY TIME OFF FOR DEPENDANTS

1. The company operates a policy to allow employees to take reasonable time off work to deal with an emergency situation concerning a dependant.
2. A dependant can be any of the following:
 - Employees spouse, child or parent
 - Someone who lives with the employee (but who is not their employee, lodger or boarder)
 - Anyone who relies on the employee, when he or she is ill or injured, either to assist them or to make arrangements for their care.
3. Employees may take a reasonable amount of unpaid time off work in the following circumstances:
 - To help when a dependant gives birth, is ill, injured or assaulted.
 - To make arrangements for the care of a sick or injured dependant.
 - To deal with the death of a dependant.
 - To cope when care arrangements for a dependant are unexpectedly disrupted.
 - To deal with an unexpected incident involving a dependant child at school.
4. Employees may only take time off work if they tell their manager as soon as possible why they need time off and how long they expect to be away from work. When the employee returns to work, they should fill in a leave request form retrospectively.
5. Employees may take a reasonable amount of time off work. What is reasonable will depend on the circumstances of each incident. Employees should, as far as possible, agree with their manager how long they will be away from work.
6. Employees should note, unless stated otherwise at the time of their request, any time off taken under this policy will be unpaid.

FLEXIBLE WORKING POLICY

1. We recognise that, as a responsible employer, we have obligations to ensure that employees are able to maintain an effective balance of their work and home or other commitments.
2. Flexible working is not an automatic right but there is a legal entitlement for employees to approach the company in writing to request a change in their working arrangements. To be eligible to submit an application for flexible working request, employees must have 26 weeks continuous employment with the company; only one application for flexible working can be made in a 12 month period.
3. In the first instance employees should ask the company to confirm if they are eligible before making a written application. The new arrangements, if agreed, can include:
 - A simple change in the number of days worked
 - A change in the number of hours worked
 - Changes to starting and finishing times
 - A combination of part time and home working
4. Employees should remember that, unless otherwise agreed, any changes will be permanent. The company is however prepared to consider applications that incorporate a trial period. Employees should also remember that any flexible working application that is agreed, and which involves a reduction in hours or alteration in duties and responsibilities, will mean a corresponding variation in pay and benefits.
5. The company is prepared to initially discuss any matters in relation to flexible working on an informal basis. However, the formal process to agree flexible working initially requires a letter from the employee to their manager, outlining the flexible working request and the reasons for the request.
6. The application must include the following:
 - Date of the application;
 - The changing working conditions being requested;
 - When the change is to be effective from;
 - What effect, if any, the change will have on the company and how in their opinion such effect might be resolved;
 - State that this is a statutory request and if applicable when the previous request for flexible working was made.
7. The employee's line manager will acknowledge receipt of the request and state their application is being considered.
8. The company will assess all such applications on their individual merits but employees should be aware that there will be occasions when an application has to be rejected for relevant business reasons. In those circumstances, we will seek to find a mutually suitable alternative although that may not always be possible.
9. If the application for flexible working is approved; the company will confirm this in writing to the employee. Please note any such change is a permanent change to employee's terms and conditions of employment and there is no automatic right to revert back to the original hours of work.

10. If the application is not approved the manager will arrange to meet with the employee as soon as possible. Prior to the meeting, the proposed changes will be considered in light of the impact on the Company. The meeting provides an opportunity to explore the work pattern requested and to discuss how best it might be accommodated. It will also provide an opportunity to consider other alternative working patterns, should there be difficulties in accommodating the requested work pattern outlined in your application. Employees may be accompanied by a work colleague at this meeting.
11. Following the meeting the line manager will write to the employee to either; agree to a new work pattern and confirm the date from which the change will be effective from or to outline the business reasons as to why the application has been rejected and to confirm the option to appeal.
12. If the employee wishes to appeal against a decision, they must submit their request in writing within five days of receiving the outcome of the meeting. The company appeals procedure will be followed. The outcome of any such appeal will however be final.

SPECIAL LEAVE POLICY

The company recognises throughout employment, there are periods when time away from the office is unavoidable for various reasons. This policy sets out the company provisions during these times:

Compassionate Leave

1. The death of an immediate member of an employee's family is recognised as a time where grieving is necessary. In order to support the employee throughout this period, the company will provide payment for the time required to attend any funeral arrangement.
2. Any additional time that may be required in order to make the necessary arrangements or support may be approved. Payment for additional leave may also be made at the discretion of the company. All such requests will be considered on an individual basis.

Medical Appointments

3. All medical appointments should, wherever possible, be made outside work time. However, the company recognises that this is not always possible, and encourages timely medical and dentist appointments when necessary.
4. Medical appointments will normally be unpaid. Any payments that are made will be at the discretion of the company. Alternatively, the employee can make up the time lost by agreement with their line manager.

Jury Service

5. If you are summoned to attend jury service you must submit the jury service notice to your manager as soon as possible. Time off, without pay, is granted for jury service. You should claim the loss of earnings entitlement through the Court; following their procedure. If you are not required to attend Court on any particular day and it is your normal working day; you should attend work as normal. You will be paid as normal for this day. If your manager feels that such service would seriously affect the company; they may petition the Court for a postponement of jury service.
6. Any additional payments made during the jury service period will be at the discretion of the company; all agreements will be considered on an individual basis by the company.

ALCOHOL, DRUG & SUBSTANCE ABUSE POLICY

1. The company has a duty to protect the health, safety and welfare of all employees and we recognise that in some circumstances employees may develop alcohol or drug related problems. We have adopted this policy to facilitate the early identification of alcohol, drug or substance abuse related problems to produce a constructive and preventative strategy to assist all of our employees, whatever their position.
2. Such problems can affect an individual's health and wellbeing and cause a wide range of social problems. In the context of this policy, alcohol, drug or substance abuse related problems are defined as any usage, either intermittent or continual, which interferes with an employee's conduct or work performance in the areas of efficiency, productivity, safety or attendance at work. When it becomes apparent that an employee has a problem of this nature that is affecting their conduct at work or work performance, that employee will be asked to discuss the matter with their line manager.
3. If an employee has an alcohol or drug problem, they should seek advice from the appropriate authorities. If the problem affects their conduct or work performance and the employee refuses the opportunity to receive support the company will have no alternative but to manage the situation based on the limited information available to them. Please note the disciplinary procedure may be invoked where it is deemed relevant. If after accepting assistance the employee refuses to attend or their conduct at work or work performance reverts back to a level which is unacceptable; the matter may also be dealt with through the disciplinary procedure; up to and including dismissal.
4. Managers may offer the employee the opportunity to seek an external assessment or treatment from an appropriate agency. Any direct costs of such treatment will be payable by the employee; reasonable unpaid time off to seek such support will be allowed by agreement with the employees line manager. It may also be agreed that adjustments to the employee's job duties and /or hours of work on a temporary or permanent basis. Any such adjustments together with any salary adjustments will be agreed with the employee before any changes are implemented.
5. All discussions with any employee in connection with this policy will be strictly confidential. This will equally be the case with any counselling or other treatment undertaken by the employee.
6. Regardless of any treatment, employees should be clear that, in order to ensure general safety and appropriate conduct within the workplace, the consumption of alcohol or the use of illegal drugs and other illegal substances whilst at work is strictly forbidden and will be dealt with through the disciplinary process. We have a duty to notify the police where they believe that there has been a use of controlled drugs on our premises or in our vehicles.
7. No employee should attend work in a state where they are intoxicated or still under the influence of alcohol or drugs. The drinking of alcohol is allowed within moderation at any formal or social functions where employees have been formally notified that this is permitted. This does not affect any person who is driving a vehicle and the guidance will still apply to those persons that they should not drive when they have consumed any amount of alcohol.
8. No alcohol or illegal drugs must be brought onto the premises. The company reserve the right to search employees and their personal belongings whilst at their place of work or on the company premises where they have reasonable belief such items may be in the premises or as a random check which may be conducted from time to time. Employees have the right to be accompanied by a colleague of their choice during such a search.

9. The company reserves the right to carry out alcohol and drug screening tests where they have reasonable belief the employee may be under the influence of alcohol or drugs or to carry out random tests.
10. The company reserves the right, in any circumstances, to escort the employee off the premises immediately and send the employee home without pay for the remainder of the day/shift. The company also reserves the right to suspend employees; pending a thorough investigation on full pay.
11. Employees are reminded that they have a duty of care and will be expected to report to their manager any concerns that they may have in relation to incidents relating to drink or drugs or where they suspect other staff of misuse or abuse.

PREVENTION OF HARASSMENT AND BULLYING POLICY

1. The Company recognise the need to create a working environment where all staff are treated with respect by their colleagues as well as by all guests, clients and suppliers. We therefore wish to create a working environment in which no person feels threatened or intimidated.
2. The Company will not tolerate any form of harassment or bullying or not tolerate any form of retaliation, violence or victimisation against any member of staff and in particular where they have brought a complaint of harassment or bullying under this policy. Staff who harass or bully any other member of staff will be subject to disciplinary action in accordance with the Company's disciplinary policy. Any such actions may amount to gross misconduct leading to termination of employment without notice.
3. It is the responsibility of all staff and managers to ensure that this policy is fully implemented and duly trained in the undertaking of the policy and its enforcement. Managers are expected to ensure that the policy is fully understood by the staff, that it is properly implemented, and that suitable disciplinary action is taken in the event of any breach of the policy.

Harassment

4. Harassment may arise in many forms, some of which are not always obvious to the individual members of staff. It will usually take the form of some unwanted behaviour by one member of staff to another. The essence of harassment is that the behaviour of the individual or individuals is unwelcome, unwanted and not reciprocated in any way. Harassment can include verbal, non verbal or physical conduct.

Bullying

5. Bullying is a persistent course of behaviour by an individual or a group of individuals that creates a situation where people are undermined due to this threatening or intimidating behaviour. There is no single definition of what amounts to bullying.
6. Employees who become aware of a problem of this nature should ensure that they make their manager aware of the position. If an employee is subject to unwelcome conduct or remarks they should make the person aware that they find the conduct unacceptable or offensive and inform their line manager or another suitable person.
7. We recognise that complaints of harassment or bullying can be of a sensitive or worrying nature. Staff may feel unable to speak directly to their line manager. If this is the case employees may wish to speak to someone in a more senior position or to any other person. Alternatively employees may wish to put their concerns in writing and send them to the appropriate person.
8. All staff members should treat their colleagues with respect and comply with this policy.
9. Wherever possible and appropriate, we will aim to try and resolve difficulties and concerns within the workplace through an initial informal approach. This informal approach will usually involve a meeting, individual or joint, involving the relevant parties to discuss the issues and to attempt to resolve the difficulties.
10. Where this informal approach fails or a staff member feels that the issue is of such a serious nature that an informal approach is inappropriate, the matter will be dealt with through a formal complaint procedure in line with the grievance and appeal procedure. A formal complaint will be thoroughly investigated. Staff are reminded that they should keep full details of the alleged concerns and be specific when raising a complaint in relation to the incident or incidents, including dates, times and parties involved where possible. All meetings necessary to investigate the facts will be undertaken.

SMOKING POLICY

1. We recognise our responsibilities under health and safety legislation to ensure that the environment in which all employees work is as free from harm as is reasonably practicable. We include in this regard the need to take appropriate measures to protect non-smokers against any discomfort or health risk caused by tobacco smoke.
2. It is widely recognised and accepted that smoking constitutes a danger to the health of those who smoke, as well as those that do not. Smoking also presents a serious fire risk within the building. We therefore prohibit smoking by employees and visitors at any time inside any part of the premises.
3. The use or smoking of electronic smoking devices such as e-cigarettes is also prohibited for employees and visitors on any part of the premises. There is a potential risk of fire from the over-charging of such devices, it is prohibited to charge the devices or any associated equipment in company vehicles or on the company premises, including car parks.
4. There are however designated smoking areas which should be used by those employees who wish to smoke. Smoking should be restricted to your official break periods only. Any breach or abuse of these smoking rules will be considered to be misconduct and may lead to disciplinary action being implemented.
5. All visitors who are seen smoking in any non smoking areas should be politely notified of the no smoking policy and asked to stop smoking.

TELEPHONE POLICY

Personal Telephone Calls from the Company's Telephones

1. The company recognises that occasionally employees will need to make personal telephone calls from their work telephone, as, for example, some businesses are only open during the working day. However, such calls should be made at lunchtime only. The company does not allow employees to make non-essential calls during work time.
2. Incoming telephone calls for non-essential business are not encouraged as such calls will block the company's telephone lines as well as cause a distraction for the employee.

Mobile Telephones

3. Where employees are provided with a mobile telephone by the company, this is intended to be used for business telephone calls. Employees are permitted to make essential personal calls, so long as these do not cost more than £5 per month. If the private telephone calls amount to more than this, the company will require the employee to reimburse the cost of these calls.
4. Employees should take care of the telephone and ensure it is secure at all times. In the event that the telephone is stolen, they should notify their line manager immediately to report the theft. In the absence of their line manager, they should take all reasonable steps to report the matter to a manager or Director so that steps can be taken to disconnect the telephone.
5. The mobile telephone should be immediately returned to the company if the employee is requested to do so by their line manager or on the termination of the employee's employment.

6. As many employees now have mobile telephones of their own, it is clear that use of these telephones in the office environment is becoming an increasing issue. If an employee brings their mobile telephone to work, they should ensure its use does not disturb their colleagues and does not distract them from their work. The company suggests that the phone should be either switched off or, if it is essential to be switched on, to be in silent mode.
7. Any breach of the telephone policy may result in the company's disciplinary procedure being invoked.

ANTI BRIBERY STATEMENT

1. Bribery is a serious criminal offence and corrupt acts expose the company and its employees to the risk of prosecution, fines and imprisonment, as well as endangering the company's reputation. We are committed to the prohibition of such conduct. This is not just a cultural and moral commitment on the part of the organisation; it is a legal requirement.
2. The company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.
3. If an employee bribes (or attempts to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances the employee will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.