



The Learning Support Centre Limited

Employee Handbook

Company Rules, Policies and Procedures



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Welcome from our Managing Director, Laura Cook

Welcome to The Learning Support Centre (LSC), you have joined a passionate and supportive team that work together to deliver the best possible support and training for our clients. You have been recruited as we feel you possess the core values required to work here at LSC

1. Caring
2. Inclusive
3. Empowering
4. Committed
5. Diverse
6. Supportive

I have been working in the disability sector for nearly 20 years and know that our company's success is due to the relationships we build with our support team.

Communication is essential to your success at LSC; you can always contact your line manager or myself with any concerns or support needs.

This handbook has been designed to provide you with information about; what we expect of you whilst working for LSC, the benefits and our policies and procedures relating to your employment. The information is applicable to all employees, unless otherwise stated.

We review, revise, amend or replace the contents of this handbook and 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 you to ensure you have the up to date information.

The information in this handbook supplements your individual contract of employment, which contains information specific to your employment with LSC such as salary and holiday entitlement. This information will be uploaded onto your PeopleHR profile and will require your signature, along with relevant policy documents such as; Data Protection, Safeguarding and Health and Safety. You will also find other forms on PeopleHR which require your signature. If you have any questions, please don't hesitate to contact your line manager. This handbook provides you with a summary guideline 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 you find the information in this handbook useful. It is reviewed on a regular basis and any suggestions for additions or improvements are very welcome.

Best wishes Laura



Support at LSC

LSC have a number of mechanisms to support you. We are mindful of support requirements from recruitment to employment as a Level 2 Disability Confident and Mindful Employer.

The Learning Support Centre encourages you to disclose support requirements to your line manager to allow us 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.

Equality Policy

Our aim is that our workforce will be truly representative of all sections of society, and that everyone feels respected and able to give your best. We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to ensure equality and fairness for every person receiving our services and in our employment.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be based on aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

In the provision of LSC services, employees will not discriminate directly or indirectly, or harass students or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies:

- Create an environment in which individual differences and the contributions of all our employees are recognised and valued.
- Ensure that everyone is entitled to a working environment that promotes dignity and respect to all; no form of intimidation; bullying or harassment will be tolerated.
- Make training and development opportunities available to all employees.
- Review all our employment practices and procedures to ensure fairness.

Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.

Requirements for Implementation

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the managing director and the operations director who will ensure that the team operates within this policy and arrangements. Reasonable and practical steps will be taken to avoid discrimination:

- Ensuring all employees are aware of the policy and the arrangements.
- Dealing with grievances concerning discrimination objectively, fairly and as quickly as possible.
- Keeping correct and appropriate records.

Equality Responsibility of Employees

Responsibility for ensuring that there is no unlawful discrimination rests with all employees. The attitudes of employees are crucial to the successful operation of fair employment practices:

- Comply with the policy and arrangements.
- Not discriminate in your day to day activities or induce others to do so.
- Not victimise, harass or intimidate other employees or groups who have, or are perceived to have one of the protected characteristics.
- Inform your manager if you become aware of any discriminatory practice.

Third Parties

Third-party harassment occurs where a company employee is harassed by third parties such as clients or customers and the harassment is related to a protected characteristic. LSC will not tolerate such actions against its employees. Please inform your line manager at once of any concerns. LSC will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

Rights of disabled people

The LSC attaches particular importance to the needs of disabled people.

Under the terms of this policy, managers are required to:

- Make reasonable adjustment to maintain the services of an employee who becomes disabled, for example; training, provision of special equipment, and reduced working hours. (NB: managers are expected to appropriate advice and guidance from external agencies to maintain disabled people in employment).
- Include disabled people in training/development programmes.
- Give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for your particular aptitudes and abilities to allow them to be able to do the job.

LSC follow the 'two ticks' process during recruitment. We are a registered Mindful Employer, a Disability Confident Employer and have Investors in People Status.

You have a right to pursue a complaint concerning discrimination or victimisation via the Disciplinary and Grievance Procedures.

Discrimination and victimisation will be treated as disciplinary offences and you will be dealt with under the Disciplinary Procedure.

Employee Development Policy

LSC value all members of the team, and your continuous self-development is vital to maintain a high-quality standard of service. We actively seek to recruit individuals who commit themselves to improving your knowledge and understanding throughout your careers.

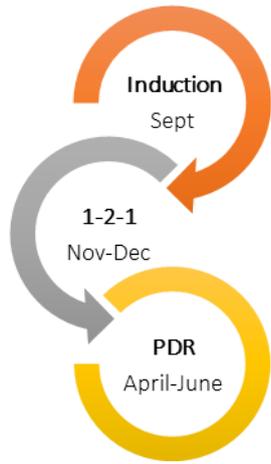
Induction

All new employees are asked to attend the induction and then refresher training annually to allow them to be kept informed of company related updates and changes. A weekly email 'The Voice' is sent to all employees to keep you up to date with the requirements of your role and training opportunities. As it is vital that you read this weekly update, please ensure that we have the correct and current email address for you.

Training

As part of your role you are asked to take part in training which will be free of charge and will support you in your role and LSC's delivery of quality service. There are two key times during the year when team members meet with their line managers to discuss professional development. **However, you can contact your line manager or senior to discuss your professional development at any point. If a team member has a query, concern or issue we would rather you speak to someone as soon as possible so we can help to resolve this.**

- 1) September Induction** - There is an induction session at the beginning of the academic year. All employees are asked to attend to ensure you are up to date on current procedures and have all the information required to carry out your role effectively.
- 2) November - December 1-2-1** – This is an opportunity for team members to catch up with a member of the management team to discuss how you are getting on in your role, look at your achievements to date and to review any training needs. Although this is called a 1-2-1 it may be a 2-2-1 depending on the number of roles carried out. This meeting usually lasts 30 minutes.
- 3) April - July PDR** – A Professional Development Review is a chance for team members to review the year with their manager, to discuss what has gone well, the training you have achieved and what areas you would like to develop. Your PDR appointment is paid at our admin rate of £8.21 and will last 1 hour.



Role Specific Development Activity

Month	Oct/ Nov	Oct/ Nov	Nov / Dec	Dec	Jan	Jan/ Feb	Feb/ March	March/ April	March /April	April - June	May July	June
Activity	Supervision	Observation (new tutors)	1:2:1	Client Feedback & Review	Observation	Supervision	Observation	Client Feedback & Review	Supervision	PDR	Client Feedback & Review	Employees Survey
Study Skills Tutor		✓	✓	✓				✓		✓	✓	✓
Mentor	✓		✓	✓		✓		✓	✓	✓	✓	✓
Academic Support Worker			✓	✓				✓		✓	✓	✓
Personal Assistant	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Trainers and Assessors		✓	✓	✓			✓	✓		✓	✓	✓
Assistive Technology Trainer			✓	✓				✓		✓	✓	✓
Office Employees			✓	✓				✓		✓	✓	✓

Support with training

There are three training weeks throughout the academic year in September, December and April where LSC will provide training opportunities. Training opportunities that come up throughout the year are also posted out to all employees via The Voice.

If team members are interested in a training course or development opportunity that will add value to your role, you can make a request to your line manager. If your line manager feels that the training is relevant to your role and the request is reasonable, a SD1 form should be completed via the PeopleHR logbook. This will be submitted to the directors for approval.

You cannot apply for support for:

- Membership fees
- A contribution exceeding £50 per academic year
- Mileage or transport costs

This initiative is reviewed annually. There is a limited budget and many relevant training opportunities, so not all requests will be approved. It is up to you to be proactive in accessing this support for your continual professional development.

An employee that has their request approved will be required to complete an SD2 form (*this can be accessed in your PeopleHR logbooks*). This must be submitted prior to submitting an expense claim

form on timesheet submission day. **You have one calendar month from the day of course completion to submit your expenses claim, this will not be accepted without an SD2 being completed.**

We ask that all Continual Professional Development (CPD) is recorded on PeopleHR in logbooks as described below:

Qualification logbook – any courses that you complete where you gain a qualification, a copy of the certificate should be uploaded onto the system to evidence completion.

Training logbook – any training that you complete where you get a certificate of accreditation or attendance, a copy of the certificate should be uploaded onto the system to evidence completion.

Continual Professional Development logbook – any other CPD that you undertake, internal training, webinars, research, please add it to this logbook as it will help you to review the CPD you have carried out throughout the year when you come to your Professional Development Review (PDR).

Your line manager will upload this information for you, please email them once you have carried out the CPD or training with the certificate or proof of attendance attached so this can be uploaded to your PeopleHR profile.

Health and Safety

We will ensure, so far as is reasonably practicable, the health and safety of everyone involved in, or affected by, our work activities.

In managing health and safety, we have 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.

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.

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'.

You will find your Health and Safety Handbook within your documents on PeopleHR to read and sign. We also ask that you carry out a DSE assessment as you will most likely have some screen time, via a tablet, laptop, smart phone or desktop.

We also ask that you take some short online Health and Safety courses as part of your induction. Each course will take approximately 30 minutes each and include:

- Health and Safety Awareness
- Manual Handling
- Display Screen Equipment
- Fire Safety Awareness

You will be asked to refresh your knowledge on these areas every 3 years.

Timesheets and Payment Policy

The Timesheet and Payment Policy is to ensure all timesheets are completed and submitted promptly, accurately and honestly and in line with company deadlines.

We provide Non-Medical Help (NMH) support and training to clients located at educational institutions and workplaces across the UK. For the purposes of reporting and fulfilling the requirements of its work, LSC requires that all sessions undertaken are recorded on a timesheet. The information recorded on the timesheet allows us to invoice the relevant funding body for the support/training provided. LSC will use a hybrid system of electronic and paper timesheets until September 2019, at which time, all timesheets will be electronic.

Timesheets act as proof of work carried out for all support and training provided. If there are errors in the timesheet process this can result in nil payment, underpayment and/or resources being wasted.

It is your responsibility to complete the timesheet to ensure:

- You understand the timesheet processes
- That timesheets are accurately completed
- That timesheets are submitted by the deadlines set out in this policy

Please be advised that alleged breaches of this policy will be investigated under the Disciplinary Procedure.

Missed sessions

Clients in receipt of Disabled Students' Allowances accessing one-to-one support can have a maximum of two missed or cancelled sessions per term. This is stated in the Government's regulations for this funding.

The Student Loan Company's (SFE) defined term dates are:

- Term 1 - September 1st to December 31st
- Term 2 - January 1st to April 31st
- Term 3 - May 1st until July 31st

Any anomalies relating to timesheets will be investigated by the support worker's line manager.

Final year students should not receive support after the 2nd June unless we have approval from the funding body.

Employees Responsibilities

1. To ensure payment, timesheets **must** be signed; unsigned timesheets will not be paid; the office will email you to notify you of unsigned electronic timesheets requiring signature on the Wyvern app.
2. Paper timesheets must be submitted to the Learning Support Centre Ltd., Leicester office at the Phoenix Yard address, by 4pm on the Friday before the 20th of the month; timesheets submitted after this date and time will not be paid until the next month's payroll.
3. Unsigned hours must be put on the following month's timesheet, once they have been signed.
4. Timesheets must **not** be submitted twice.

5. All paper timesheets must be submitted together, once a month, with a coversheet totalling all hours of different rates/types of support carried out.
6. Paper timesheets and/or timesheet coversheets completed and submitted incorrectly, or not signed will **not** be paid. The support employee will receive email notification of this, and the timesheets will be returned.
7. Timesheets must be signed and submitted for the payment month in which the work is carried out.
8. Where support employees are case-holding and using paper timesheets, all appointments must be confirmed by email and the line manager copied in so that these can be saved to the client's file.
9. Timesheets should only be signed at the end or completion of a session unless the student's preference is otherwise and recorded on their file.
10. Timesheets submitted more than two months after the date support is delivered will not be paid.

Missed and Cancelled Sessions

Students are informed of the importance of attendance at booked sessions, and that if they have unexplained and/or persistent absence, their funding and therefore support may be withdrawn.

LSC charges for any sessions that are cancelled with fewer than 24 hours' notice. Cancellations will be accepted by phone/text/email.

Support employees will wait for 15 minutes after the scheduled session start time before leaving. During that time, they will try to contact the student to ascertain if they are on their way or contact the office team to do this on their behalf. Students are informed of the 15 minutes 'wait period' in their Student Service Agreement, which they are directed to, in their introductory email at the point of referral. The support worker will go over the Student Service Agreement in person at the initial session.

In the following circumstances support will be suspended pending intervention and advice from a member of the institution's disability team:

1. If a one-to-one support session is not attended and the student fails to provide a satisfactory explanation, a subsequent session must not be automatically booked. The support worker should attempt to make contact to establish the reason for the absence and record this on the Non-Attendance Log (Timesheet Coversheet). They must also email their line manager, copying in admin@learningsupportcentre.com. The next appointment should then be booked with confirmation via text/email (as appropriate for student).
2. Following two consecutive missed appointments without satisfactory explanation and/or adequate notice.

It is the responsibility of the support worker to inform their line manager of the missed session. If funding is not agreed for a third missed session, the support worker will not be paid for that missed session. Failing to monitor missed sessions resulting in a third missed/cancelled session being time sheeted may result in disciplinary action.

In such circumstances support will only resume after confirmation from the funding body to the LSC office.

In addition to the above, any concerns regarding attendance must be fed back to the support worker's line manager who will feed this back to the institution's disability team, subject to consent.

Electronic timesheets – Wyvern GPS App

The Wyvern GPS App is available in both Android and iOS platforms, for support employees to download on their phone\handheld mobile device.

The process:

1. The client will be setup on the system and the support assigned to the allocated member of support team.
2. The allocated support worker will receive the information they require on the Wyvern GPS App.
3. Where the support worker is case holding, and arranges the support sessions, they will ensure that the information provided is correct and communicate with the student to book the support session. The support worker will then book the session using the app on their electronic device.
4. The support session will take place.
5. On completion of the support session, the support worker will complete the timesheet, adding the relevant information in the timesheet fields provided on the app.
6. If case holding, the support worker must book the next session before completing the timesheet. If a new session is not booked the client will no longer appear on the support worker's app.
7. Both student and support worker must sign the timesheet to complete it.
8. The support worker will then close the timesheet.
9. All sessions set as 'completed' on the app are automatically subtracted from the student's allocated support hours funding entitlement, reducing the risk of administrative errors around using hours in excess of those agreed.
10. The completed timesheet forms part of the student's record.
11. All completed timesheets are available for the office administrative team to process for payroll and invoicing purposes.

To support us in safeguarding support employees, the app has a **GPS (Global Positioning System)** feature. This needs to be kept on whilst working, as it enables office employees to access the support worker's location in the case of an emergency.

To effectively manage the workload of our administrative team, we have assigned **Wyvern Geniuses** to support with any queries. Employees should not delay in contacting the office as an error may impact on payroll.

Wyvern Geniuses

1. Felix Omari
2. Laura Trueman
3. Nikki Jiggins
4. Laura Cook

The system generates automatic booking confirmations which are sent to the student from the email address the support worker use to log in to the app.

Please click on the link below to access the Wyvern Systems Help Page which has tutorials for the app, Frequently Asked Questions and a Process Map: - [Wyvern System Help page on the Staff Portal](#)

Email sent to students about the Wyvern GPS app:

Your Tutor, Mentor, Trainer or Support Worker will begin to ask you to sign for support electronically on their phone rather, than on a paper timesheet.

What does this new system mean for you?

- You will receive a booking confirmation for all sessions booked.

- If you have a remote (Skype) session you will receive an email request, which includes a link for you to follow and sign for your session, there and then.
- When you sign for a missed session please use the email address that the email was addressed to e.g. if you receive a Signature Request email to your jbloggs@mail.com email address, then you would use your jbloggs@mail.com to confirm it is you signing for the session.
- Please be aware that if you don't sign for a session your tutor, mentor, trainer or support worker will not get paid for the work they have done to support you.

This system has been approved by the Student Loans Company.

If you have any questions about the new system or your support, you are very welcome to contact us:

-

Telephone: 0116 2548881

Text: 07964313546

Email: info@learningsupportcentre.com

Errors when time sheeting

Paper timesheets:

- Incorrect calculation of total hours
- Not including student's name, or full name
- Not printing your name
- Not including your total amount of hours

Wyvern GPS app:

- Not being patient with the app
- Not booking a new appointment before signing the appointment that has just been completed
- Timesheets not being completed in real time on the app
- Going straight to the 'request signature' button on the app before going through the 'get signature' process

Tips to avoid errors:

- Submit your own timesheets, so **you** know they have been handed in on time.
- Record all your appointments in an academic diary and cross out any sessions that are cancelled with more than 24 hours' notice.

Time sheets for remote support

Paper timesheets for support delivered via Skype, email or phone should be submitted to the office in line with the above procedure. An email confirmation can act as a signature but must include:

- The sender's email address
- A statement from the client - I can confirm I had **[type of support] from start time – end time** on date **00/00/0000**
- The name of the support worker the session was with

Electronic timesheets should be signed 10 minutes before the end of the session using the 'request signature' process. (It is important to use the 'get signature' facility before pressing the 'request signature' button.)

The Learning Support Centre will not pay for any unsigned timesheets, including for remote sessions.

Out of hours working

LSC recognises that some of our support services are often delivered outside of the working day and wish to ensure that all employees are supported to do their job by providing adequate support. LSC wish to ensure all employees and clients are kept safe whilst carrying out / in receipt of the services provided by the organisation, particularly when the office is closed, during evenings and at the weekend. LSC strives to ensure that employees do not work too many hours and this policy is in place to inform employees and clients of us out of hours and on call procedure and explain how it should be used.

- LSC deliver support up to 9pm in the evening, during the week, weekends and on bank holidays.
- To ensure that our support coordinators can maintain a good home/life balance and to manage any risks that may result from emergency situations, LSC operates an on-call service.
- The on-call service provides employees and clients with single point of contact in an emergency.
- The on-call service is not designed to provide employees and clients with an alternative contact point for routine calls regarding administrative issues and should only be used for urgent requests that need to be dealt with immediately.
- The on-call service **does not replace** the requirement for support employees to make decisions, based on their own judgement in emergency situations. However, it does provide for support employees the opportunity to debrief to a manager following a significant occurrence. Employees should never delay making an emergency decision by calling on-call first.

Operating times

The out of hour's telephone number: 07979502923

The out of hour's service operates from:

7.00 am – 8.30am and 5pm - 10.00 pm on weekdays

7.00am – 10pm on weekends and bank holidays

The on-call service is covered by a member of the senior management team or a support coordinator who can evidence the ability to give advice, to manage emergency situations, to problem solve and take responsibility. If you leave a message out of hours please ensure you follow this up with a phone call.

Pensions

All eligible employees will be automatically enrolled, in line with current Government guidelines, into the LSC contributory pension scheme for Auto-Enrolment provided through The People's Pension Scheme offered by B&CE Holdings Ltd. New entrants will be assessed for eligibility after an initial three-month postponement period. If you are not eligible for automatically enrolment or wanting to make contributions prior to completion of the postponement period, you can do so and should initially approach your line manager. Employees will have the option of opting out once they have been enrolled and employees 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 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 who will refer to LSC's Finance Team.

Your Personal Records

It is important that changes in personal circumstances are notified immediately to management.

These include changes to the following:

- Name
- Address/telephone number
- Persons to be notified in case of emergency
- Bank details for salary payments
- Tax code

General Data Protection Regulations (GDPR) Explicit Consent to collect, hold, process and share data

In line with the GDPRs introduced on 25th May 2018, LSC ask that when you sign this document via People HR you confirm that you give LSC consent to collect, hold, process and share your personal data as your employer or contractor.

The personal data we currently collect and hold on you is as follows;

- Contact details including home and mobile telephone number, email address, postal address
- Personal data so we can monitor equality and diversity in the organisation
- Emergency contact details
- Right to work information – including identification documents (ID)
- Date of birth
- CV and/or application form
- Information relating to reasonable adjustments including access to work assessments
- Qualifications and certificates
- DBS Number
- References
- Training and development records including 1-2-1s, Performance Development Reviews (PDR) and Continual Professional Development records
- Case log relating to grievance and disciplinary records
- Work logs including timesheets, notes, Individual Learning Plans, Work Plans, Progress logs and expenses forms.
- If you drive for work – car insurance, MOT certificate and licence details
- Communication log – emails and notes of telephone calls
- Conflict of interests
- Photo for ID badge
- Contract of employment or freelance agreement
- Feedback via Google Drive
- Payroll information – including bank details, tax codes, NI number and rate of pay and HMRC notifications including P46, P60, P45, MATB1 and Direct earning attachment (DEA)
- Leave – holiday, maternity, paternity, sickness, shared parental, adoption, surrogacy and compassionate leave
- Medical information relating to absence, for example GP and consultant's letters and appointment confirmations

The above information is not exhaustive and additional personal information may be required in the course of your employment or contract.

The Learning Support Centre has a legal basis to collect the above information to ensure:

- We meet responsibilities as an employer regarding our legal requirements under UK and European law.
- Provide you with the relevant support to fulfil your role to a competent level.
- Meet the requirements of our government auditing bodies: The Care Quality Commission (CQC), Disabled Students Allowances Quality Assurance Group (DSA-QAG), Department of Work and Pensions (DWP) and HMRC.

We will only share data if we have a legal basis to do so. Your personal information may be shared with our financial services, HR consultants, accountants, solicitors, IT consultants, clients including students, higher and further educational institutions, and colleagues.

The information will be held for seven years after your last working day, to facilitate reference requests and audit. When you sign this document you confirm you have read the above and given explicit consent for us to hold the personal data listed above for the duration of your employment and for seven years after your final day of working.

Please also refer to our full policy in your PeopleHR Documents, Data Protection and Information Sharing Policy and Procedure, which we ask you to sign. We also ask that you take a short online course on GDPR. If you have already undertaken GDPR training, please let your line manager know. If you have any questions or concerns, please email info@learningsupportcentre.com

DBS checks

We ask all employees, who may be working in a situation where this is required, to carry out a DBS check and register with the update service, 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 an annual charge for the update service, you can set up a direct debit for this when you register. If you have previously had 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. Our DBS and reference checks are carried out by a third party called Access Screening; they will contact you directly to arrange a check if required.

Performance and Capability Procedure

This procedure is designed to help you to attain and maintain the necessary standards for optimum job performance and to resolve any problems with work performance at the earliest possible stage. 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.

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 you. 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.

LSC will confirm to you 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 your personal file. If the required improvement is not achieved within the specified periods or is not sustained, or if the shortcoming is serious enough to enter the formal stages of the procedure at that point, you will be asked to attend a meeting under the formal procedure.

At this meeting, the issues and/or lack of sustained improvement will be discussed, and you will be given every opportunity to respond to all the points raised. Prior to the meeting you will be informed of the possible outcomes. You are entitled to be accompanied to such a meeting by a work colleague or Trade Union Official or Representative. 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.

You 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. You have the right to appeal any decision made at this stage of the procedure.

If the required improvement is not achieved within the specified period, or the improvement is not sustained, you will be invited to a further formal meeting. You are again entitled to be accompanied at such a meeting by a work colleague or Trade Union Official or Representative.

If after discussions regarding the lack of improvement/sustained improvement, LSC considers that a final written notification/warning should be issued, this will be confirmed to you in writing, along with notification that a failure to achieve the required improvement will lead to the termination of your employment.

Any written warning will remain on file for 12 months from the date of issue. At all stages, you have the right to appeal a decision made at any stage of the procedure.

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. You will again be invited to a hearing setting out the details of the performance or capability issue. You are entitled to be accompanied to this meeting by a work colleague or a Trade Union Official or Representative.

LSC will confirm in writing the outcome of the meeting. If LSC decides to terminate your 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 LSC.

If at any stage in the process, your performance or attendance reaches the required standard and is sustained, this improvement will be confirmed to you. If LSC deems it appropriate, you will be taken off the improvement plan. However, if performance or attendance deteriorates again, further action may be taken.

If you wish to appeal against any decision under the capability procedure you 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.

Timekeeping and absence

You are responsible for attending punctually for work in accordance with the hours defined in your Contract of Employment.

You may not leave work prior to your normal finishing time without permission. In the event of you requiring time away from work during normal working hours, you must discuss the request with your manager and, on receiving permission, contact you manager before leaving and on returning to work.

Lateness for work may result in pay being reduced accordingly. Persistent lateness may lead to disciplinary action being taken.

If you are absent from work for any reason, you (or in extenuating circumstances someone else on your behalf) must notify your immediate line manager or Director:

- Office employees should notify their line manager or Director no later than 1 hour before the start of your shift on the first day of absence.
- All other employees 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 enough time for LSC to make alternative arrangements.

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

You should call 0116 2548881 between 8.30am to 5.30pm or out of hours on 07979502923.

You must contact your line manager each day, no later than midday where you are unable to attend work the following working day.

If you are incapacitated through illness or injury for more than seven consecutive calendar days, you must provide LSC with a doctor's medical certificate as soon as it is available.

Immediately upon return to work after a period of sickness or injury absence of less than seven days, you are required to complete and submit a company self-certification form. 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.

In the event of persistent absenteeism, you may be asked to give permission to LSC to contact your doctor or to undergo an independent medical examination at LSC's expense. This is to enable LSC to obtain up to date authoritative information on your health problems.

Unauthorised absence may lead to disciplinary action being taken. In such circumstances, medical certificates may be requested for all subsequent periods of absence.

Where you are sick while on authorised holiday you 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 agreed by a Director.

You will be paid SSP in accordance with the current Government provisions that are applicable. Entitlement to SSP may be affected if you do not comply with LSC rules for reporting and certifying absence from work due to sickness.

Dress and Appearance Policy

Throughout your employment, you will be representing LSC. Your appearance and professional conduct are therefore important for both your own advancement and the continuing development of LSC. We encourage everyone to present themselves in dress and appearance in a way which reflects LSC's professional approach.

You should wear suitable business-like clothes which are deemed by LSC to be appropriately smart. Formal casual wear is acceptable, however, should not include items such as crop tops, low cut tops, and sweat or tee shirts with explicit or derogatory language.

You ID cards must always be visible during your working day. Hair should always be kept clean, neat and tidy.

Any personal protective equipment (PPE) provided by LSC must always be worn where it is required. Failure to do so will render you liable to disciplinary action being taken.

If you are unclear as to what LSC considers to be an appropriate standard of dress, you should seek guidance from your line manager. Anyone who fails to comply with these rules may be subject to disciplinary action under the disciplinary procedures.

Social Media Policy

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 always be used and monitored responsibly by all team members. The purpose of this policy is to ensure that social media is used in a correct and responsible manner, with the best interests of LSC in mind. Any breach of this policy can lead to disciplinary action being taken, up to and including termination of your employment.

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 LSC.

Company Use

LSC may decide at times to promote its activities using social media and internet communications. Any team member doing this on behalf of LSC must do so in a professional manner. The following rules for using social media on behalf of LSC apply:

- As with emails, all communications should follow the same standard as would be expected in all written communication with LSC.
- Only authorised spokespersons may post information on behalf of LSC.
- Employees responsible for using social media for LSC must not use it for their own personal purposes (see 'personal use').
- You must not discuss or disclose proprietary or confidential information of LSC on any social media sites.
- Any negative communication by other parties or team members that may damage LSC must be dealt with accordingly, and if possible removed.

Personal Use

Although social media can be used in order to promote the business, you must not use social media sites for your own private use in working hours. You are responsible for what you use social media for

both at work and off duty. As with email, LSC reserves the right to monitor all social media usage that it has access to.

Any posting that violates any company policies or is otherwise seen as inappropriate may be removed or modified at LSC's sole discretion. Any communications made by employees through social media outside of working hours must still be done with the best interests of LSC in mind. If you are posting information or photographs of other LSC employees outside of working hours, you should still seek their permission to post these before doing so.

If creating blog posts that mention LSC, you should voice your opinions with integrity and state that these are individual views that may not necessarily reflect company views.

This policy is to be treated in conjunction with the other LSC policies, and the disciplinary policy. If you are unsure as to what could be deemed inappropriate in terms of social media use, you should contact your line manager for further information.

All terms contained within this policy are to remain relevant to you, post-employment, if you make any reference to LSC, derogatory or otherwise that causes any detriment to LSC or its clients, we will look to recover any potential damages and/or losses incurred. 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 of LSC.

Internet and email use

The purpose of these rules is to ensure the proper use of our email and internet system by 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.

Users will only be provided with such access to email and the internet system as is necessary to carry out your 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.

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 and 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.

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. This also applies where we have the need to protect our system security, to fulfil our own legal obligations, to detect 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 your 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:

- 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.

- The downloading or viewing of any pornographic material or any other type of offensive material. This could also constitute a criminal offence.
- 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.
- The creation and exchange of personal or non-work-related communications, chain letters and other unsolicited email.
- 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.
- The compromising of the privacy of a password by giving it to others or exposing it to public view
- 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.
- 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.
- The entering into any contractual obligations or pre-contractual obligations or representations without prior authorisation.

Company Property

With regards to company property:

- You are not permitted to remove items or equipment of any kind from LSC premises without prior written permission.
- LSC's time, materials or equipment must not be used for any unauthorised work.
- LSC must be notified immediately of any incident in which damage or injury is caused to company property, to fellow employees, clients and/or your personal effects.
- LSC reserve the right to search you and your personal belongings whilst on company premises. You have the right to be accompanied by a colleague of your choice during such a search.
- LSC accepts no liability for any loss or damage to your personal property whilst on LSC premises.
- On your termination of employment you must return all company property such as, documentation and PPE to LSC by the last working day or any such date as agreed. Failure to do so may result in LSC seeking action to recover the costs of the goods.

Driver and Vehicle Use Policy

You should ensure that you always drive with your safety and that of other road users in mind.

Employees who use their own vehicles on company business should ensure that personal insurance policies fully cover this type of use. We will request a copy of the motor insurance policy in place for our records. LSC will accept no liability for any losses or liability where insufficient personal or motor insurance cover is in place.

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 the suspension of use of the vehicle for work purposes until the request is complied with and may result in disciplinary action being taken.

You are required to notify LSC immediately if you incur any form of driving penalty or licence endorsement. If your licence is rescinded, you must notify LSC immediately and must cease driving forthwith. Any potential or actual impact that this has on the proper performance of your duties and employment in general will be discussed.

You will be liable for any road traffic fines including any speed camera or parking fines incurred at any time whilst the vehicle is in your use. Any employee who commits a road traffic offence or who is the subject of a complaint from other road users during your employment may be subject to disciplinary action which, in serious situations, may lead to the termination of employment.

You should not drive a vehicle where you are physically or mentally unfit to do so. You should therefore notify LSC immediately of any condition that may affect your ability to drive. You must not drive when you are under the influence of alcohol or the effects of taking of any illegal drug or substance. If you are required to take any form of medication and are concerned that this may impair your ability to drive safely, you must again notify LSC immediately in order that the situation can be discussed.

You should ensure that your vehicle is always roadworthy and ensure that you undertake normal routine checks on the vehicle 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.

If you do not have a hands free facility for your mobile telephone you should switch your telephone off and should not make or receive any calls whilst you are driving or deemed to be in control of the vehicle for the purposes of the law. Where you have hands free telephones, you should avoid making any telephone calls where the conditions would place you 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.

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 you at any time. As soon as possible after the accident, you should report the details to LSC or at the latest within 48 hours of the accident.

If the accident has been due to any failure or neglect on your part, disciplinary action may be taken once the full facts of the incident have been obtained and discussed.

Expenses Policy

On occasions, employees incur expenses, most often in relation to travel, and you are entitled to reimbursement when working outside the area you are assigned to work. All expense claims are subject to agreement with the operations director or in your absence the managing director. There are also obligations on employees not to abuse systems by:

- 'Saving up' travel claims and then seeking urgent payment. Claims should normally be made no more than three months from the date of incurring the expenditure.
- Seeking urgent reimbursement where expenditure has been made on a personal credit card.
- Obtaining reimbursement through a petty cash float or cheque.

Requirements

Claimants are required to:

- Sign that the expenditure has been wholly, necessarily and exclusively incurred in performing authorised duties for LSC.
- Ensure that expense claims or invoices for expenses are authorised by the operations director, where the operations director is claiming expenses the expenses must be authorised by the managing director.
- Ensure that expenses apart from mileage claims are receipted. Ignorance of the expenses policy will not be an acceptable reason for missing receipts.
- be aware that claims received without an explanation of the business being claimed for, the correct authorisation and/or receipts will be returned to the claimant unpaid.
- Note that all expense forms should be submitted by timesheet submission day to be processed via payroll.
- Understand that expense claims up to £20 can be claimed via petty cash for short notice expenses. Above £20 expense claims will be paid via BACS direct credit into the bank account into which your salary is paid via payroll. BACS payments will be issued for those not on the payroll e.g. volunteers.
- That all expenses should be submitted via the PeopleHR app for approval.

Public Interest Disclosure Policy

We always strive 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 work decisions and performance. You are therefore encouraged to report any wrongdoing or actions that fall short of these business principles.

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, you are able to tell LSC about any wrongdoing at work which it is believed has occurred is occurring or is likely to occur.

We recognise that you may not always feel comfortable about discussing your concerns internally, especially if you believe that the organisation itself is responsible for the wrongdoing. The aim of this policy is to ensure that you are confident that you can raise any matter that concerns you in the knowledge that it will be taken seriously, treated as confidential and that no action will be taken against you.

You are encouraged to set out in writing to LSC 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, you are encouraged to discuss the matter informally with your manager in the first instance. Any formal or informal approach to a manager will be treated as completely confidentially.

If the matter requires further investigation, such an investigation will be carried out and your will be informed of the outcome and what, if any, action has been taken. This may of course involve meetings with you and others, which we encourage in order to assist any investigations.

If an 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 LSC. When the complaint has been investigated, your will be informed of the result and what, if any, action has been taken.

We undertake to ensure that no one who makes a bona fide report under this policy will be subjected to any detriment, bullying or harassment from another employee. If you believe you are being subjected to a detriment by any person within our employment as a result of a decision to invoke the policy, you must inform an appropriate person immediately and appropriate action will be taken.

The disclosure is not protected unless you reasonably believe that the disclosure is made in the public interest. If it should become clear that the policy has not been invoked by you as outlined above, for example, for malicious reasons or to pursue a personal grudge against another person or LSC; this will be dealt with in accordance with the disciplinary procedure and may in serious cases lead to the termination of employment.

Management of conflict of interest policy

A conflict of interest is any situation in which an individual's personal interests or interests which you owe to another person, body or organisation arise simultaneously or appear to clash. Conflicts of interest may come in several different forms, for example:

- Payment to an you for services provided through and by another organisation.
- Business/work being awarded where you could be seen to have or had a financial or a close personal interest relationship to that other organisation or individual (relative, family member).

The implementation of this policy will ensure the declaration and mitigation of conflicts of interest. Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the directors, and the operations director will ensure that all employees operate within this policy and arrangements:

- All employees are aware of the policy and the arrangements.
- All employees have access to the Register of Interest form via the employee's portal and can view their current form via People HR.
- Proper records are maintained and updated annually in October.
- Employees will sign to agree to any measures introduced to mitigate potential conflict of interest.

Responsibility of Employees

Responsibility to declare any potential conflict of interest immediately and not wait to be prompted rests with all employees. All employees should:

- Comply with the policy and arrangements.
- Ensure their register of interest form is up to date.
- Immediately inform your manager if you become aware of a potential conflict of interest.
- Agree to measures put in place by LSC to mitigate any conflict of interest.

Annual Leave Policy

The holiday year is outlined in your Contract of Employment.

1. Unused holiday entitlement cannot be carried over from one year to the next. Payment in lieu of the holiday days will not be given.
2. For employees on term-time contracts, holiday pay is accrued during the year and will be paid in January, May and September's pay, based on the number of hours worked in the previous months from the last timesheet submission date. Your holiday pay is calculated at 12.07% of each hour worked.
3. Employees on term-time may not request holiday days during term-time periods; other than in exceptional circumstances and with the approval of the managing director. Employees on term-time contracts may be offered additional hours outside of term-time if available.
4. For all other employees, holiday dates must be agreed with your manager in advance of the holiday days requested. You must give as much notice as possible of your holiday dates 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.
5. Holiday dates will be agreed after considering 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.
6. LSC must approve all holiday requests in advance; therefore, you must not book a holiday until the request for the time off has been authorised. LSC will not be liable for any costs incurred due to holiday days not being approved.
7. Any holidays taken without prior permission will lead to disciplinary action being taken. The disciplinary procedure could be invoked, and an employee could be dismissed, if a holiday request is refused and the employee subsequently takes the holiday without permission.
8. You will be notified on an annual basis of any need to reserve any days of your entitlement for holiday shutdown periods.
9. Where an employee is sick while on authorised holiday you will be on holiday leave and not on sick leave, unless specifically supported by a doctor's certificate (for the period of illness) and agreed by a director.
10. On termination of employment, you are entitled to receive payment for all unused accrued holidays for the current holiday year only. LSC reserves the right to require you to take any unused annual leave within your notice period.
11. Any payments of holiday pay made to you in excess of the amount accrued on termination of employment, will be deducted in full of the final monies due on termination. Where the amount of the overpayment exceeds any final payment, you must reimburse LSC immediately.

Maternity and Adoption Leave Policy

Prior to maternity and adoption leave commencing

1. You are encouraged to notify LSC in writing of your pregnancy or adoption at the earliest opportunity. If there are any questions in relation to your qualification or entitlement to maternity or adoption leave, you should ask your manager who will assist you in obtaining the necessary information.
2. A job risk assessment will be undertaken if you are pregnant this will happen as soon as possible after we are notified, to specifically address your safety at work and that of your unborn child. The risk assessment will be ongoing, and you should notify your manager if you have any concerns about the impact of the job on your health and safety.
3. Once you confirm your intention to take a period of maternity or adoption leave, you will receive written details and confirmation of our understanding of your 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. If you have any questions in relation to benefits, entitlements and future payments you should contact your manager in the first instance. This includes any questions in relation to the use of paternity and maternity leave.
4. In the case of maternity leave, you 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 you encounter difficulties in continuing with your 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. Team members who take maternity or adoption leave remain as an employee throughout the period of leave. We encourage a philosophy of maintaining contact with you as well as encouraging you to maintain contact during the period of leave.
7. We encourage you to take advantage of the "Keeping in Touch" days that are available to you and your employer. We endeavour to use these days for the purpose of keeping you abreast of new developments, or any appraisals and training opportunities within LSC. You 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 when you are on maternity or adoption leave you are kept fully informed of developments within our organisation. You will be contacted personally by telephone, through welfare visits (where you have no objection to this) and/or by e-mail where you have such a facility and have confirmed that we may contact

you through this means. We will also utilise these means to ensure that you are aware of any vacancies within LSC. 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.

10. **Prior to taking maternity or adoption leave**, you may have discussed an early return to work and where this has been done, it will be recorded. Employees who have not done so may still contact LSC and agree to an earlier return date than that which was originally detailed. In these circumstances, you are requested to give LSC eight weeks' notice wherever possible of such an intention. LSC may, at its discretion, allow an earlier return to work.

11. You have the right to continue to accrue holiday entitlement during maternity and adoption leave. You should discuss with LSC how best to take advantage of any entitlement due to you on your return.

12. On returning to work

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

Payments

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

Shared Parental Leave

15. Shared Parental Leave is available for those you that are eligible. Parents are entitled to share the care of your child during the first year after your 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 decide for its welfare. It is aimed at helping you strike a better balance between work and family commitments. We fully support the principles behind the provisions and comply fully with all the provisions under the current legislation. At the present time, we do not offer any additional enhancements to the statutory provisions.

2. If you consider that you are entitled to parental leave and wish to take time off, you should apply in writing to your manager, stating the period of leave that 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 you have any questions surrounding your current entitlement, you should ask your manager who will assist in obtaining the information. On receipt of your request, we will inform you of any additional information or documentation that we may require.

4. We will attempt to grant all requests for parental leave. However, unless your parental leave is to start upon the birth of your child, the leave may be postponed. If we do postpone parental leave, we will notify you of this in writing within seven days of receiving the request and will confirm the dates on which you may take leave.
5. Parental leave is unpaid and during the period of leave you will not receive salary or any other cash payments normally paid to you when you are at work. In addition, your entitlement to all contractual benefits, including contributions to the any pension scheme will not apply. However, we would confirm that, for all other purposes, your Contract of Employment remains in place and that you and LSC will continue to be bound by all your contractual obligations.

Paternity Policy

1. Following the birth of a child, the right to paternity leave and pay gives fathers/partners 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 LSC for 26 weeks ending with the 15th week before the baby is due.
3. If you satisfy the criteria above, you will be entitled to take either one week or two consecutive weeks' paternity leave. You may choose to start your leave:
 - From the date of the child's birth (whether this is earlier or later than expected).
 - From a chosen number of days or weeks after the date of the child's birth (whether this is earlier or later than expected).
 - 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.
 - 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 you irrespective of whether more than one child is born as the result of the same pregnancy.
6. If you earn above the Lower Earnings Limit for National Insurance purposes, you will be entitled to Statutory Paternity Pay (SPP). The rate of SPP is the same as the standard rate of Statutory Maternity Pay.
7. You must inform your 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. You must give details regarding:
 - The week the baby is due.
 - Whether you wish to take one- or two-weeks' leave.
 - When you want your leave to start.

8. You may change your mind about the date you wish this leave to start but you must inform your manager at least 28 days in advance. You must tell your Manager the date you expect any payments of SPP to start at least 28 days in advance, unless this is not reasonably practicable.
9. You must give your manager a completed self-certificate as evidence of your entitlement to SPP. You are entitled to the benefit of your normal terms and conditions of employment, except for terms relating to wages or salary or other cash payments, throughout your paternity leave.
10. You are entitled to return to the same job following paternity leave. LSC 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 you should speak to your line manager.

Emergency time off for dependants

1. LSC operates a policy to allow you to take reasonable time off work to deal with an emergency concerning a dependant.
2. A dependant can be any of the following:
 - Your spouse, child or parent.
 - Someone who lives with you (but who is not your lodger or boarder).
 - Anyone who relies on you, when he or she is ill or injured, either to assist them or to make arrangements for their care.
3. You 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 dependent child at school.
4. You may only take time off work if you tell your manager as soon as possible why you need time off and how long you expect to be away from work. When you return to work, you should fill in a leave request form retrospectively.
5. You may take a reasonable amount of time off work. What is reasonable will depend on the circumstances of each incident. You should, as far as possible, agree with your manager how long you will be away from work.
6. You should note, unless stated otherwise at the time of your request, any time off taken under this policy will be unpaid.

Flexible Working Policy

We recognise that, as a responsible employer, we have obligations to ensure that you are able to maintain an effective balance of your work and home or other commitments.

Flexible working is not an automatic right but there is a legal entitlement for you to approach LSC in writing to request a change in your working arrangements. To be eligible to apply for flexible working request, you must have 26 weeks continuous employment with LSC; only one application for flexible working can be made in a 12-month period.

In the first instance you should ask LSC to confirm if you 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

You should remember that, unless otherwise agreed, any changes will be permanent. LSC is however prepared to consider applications that incorporate a trial period. You 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.

LSC is prepared to initially discuss any matters in relation to flexible working on an informal basis. However, the formal process to agree flexible working initially requires a letter from you to your manager, outlining the flexible working request and the reasons for the request.

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 LSC and how in your 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

Your line manager will acknowledge receipt of the request and state your application is being considered. LSC will assess all such applications on its individual merits, but you should be aware that there will be occasions when an application must 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.

If the application for flexible working is approved; LSC will confirm this in writing to you. Please note any such change is a permanent change to your terms and conditions of employment and there is no automatic right to revert to the original hours of work.

If the application is not approved the manager will arrange to meet with you as soon as possible. Prior to the meeting, the proposed changes will be considered considering the impact on LSC. 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. You may be accompanied by a work colleague at this meeting.

Following the meeting the line manager will write to you 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.

If you wish to appeal against a decision, you must submit your request in writing within five days of receiving the outcome of the meeting. LSC appeals procedure will be followed. The outcome of any such appeal will however be final.

Special Leave Policy

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

Compassionate Leave

The death of an immediate member of your family is recognised as a time where grieving is necessary. In order to support you throughout this period, LSC will provide payment for the time required to attend to any funeral arrangements.

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 LSC. All such requests will be considered on an individual basis.

Compassionate leave applies to issues relating to family members, including those of a partner or spouse and children, mother, father, sister and brother, together with other blood relatives such as grandparents, aunts and uncles. However, this list does not preclude other close relationships. Employees are entitled to up to three working days compassionate leave with a possible extra two working days, to be granted at the discretion of the line manager, where warranted by individual circumstances. The employee's contracted hours of work are considered a normal working day. Compassionate leave can be supplemented by annual leave or unpaid leave with the agreement of the line manager.

Compassionate leave applies when a family member dies or is in a life-threatening condition. Where a family member dies, the day of the funeral is included in the compassionate leave entitlement.

Employees who need only to attend the funeral of a relative or close friend will normally be granted reasonable time off. In most instances this will be a period of up to one day; however, LSC recognise there are some faiths where this will be longer. If the employee has to travel a long distance to attend the funeral of a close relative then depending on circumstances additional time off to allow for travelling may be granted by the line manager.

There is no qualifying period for eligibility for compassionate leave.

We will ensure that this policy is applied fairly and consistently to all our employees. We will not directly or indirectly discriminate against any person or group of people because of your race, religion, faith, gender, disability, age, sexual orientation or any other grounds set out in our Equality Policy.

Medical Appointments

All medical appointments should, wherever possible, be made outside work time. However, LSC recognises that this is not always possible, and encourages timely medical and dentist appointments when necessary.

Medical appointments will normally be unpaid. Any payments that are made will be at the discretion of LSC. Alternatively, you can make up the time lost by agreement with your line manager.

Jury Service

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 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 LSC; you may petition the Court for a postponement of jury service. Any additional payments made during the jury service period will be at the discretion of LSC; all agreements will be considered on an individual basis by LSC.

Alcohol, Drug and Substance Misuse Policy

LSC has a duty to protect the health, safety and welfare of all its employees and we recognise that in some circumstances you 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 our team, whatever your position.

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 your conduct or work performance in the areas of efficiency, productivity, safety or attendance at work. When it becomes apparent that you have a problem of this nature that is affecting your conduct at work or work performance, you will be asked to discuss the matter with your line manager.

If you have an alcohol or drug problem, you should seek advice from the appropriate authorities. If the problem affects your conduct or work performance and you refuse the opportunity to receive support LSC 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 you refuses to attend or your 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.

Managers may offer you the opportunity to seek an external assessment or treatment from an appropriate agency. Any direct costs of such treatment will be payable by you; reasonable unpaid time off to seek such support will be allowed by agreement with your line manager. Adjustments to your job duties and/or hours of work on a temporary or permanent basis may also be agreed. Any such adjustments together with any salary adjustments will be agreed with you before any changes are implemented.

All discussions with you in connection with this policy will be strictly confidential. This will equally be the case with any counselling or other treatment undertaken by you.

Regardless of any treatment, you 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 we believe that there has been a use of controlled drugs on our premises or in our vehicles.

You should not attend work in a state where you 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 you have been formally notified that this is permitted. This does not apply to any person who is driving a vehicle and the guidance will still apply to those persons that you should not drive when you have consumed any amount of alcohol.

No alcohol or illegal drugs must be brought onto the premises. LSC reserve the right to search you and your personal belongings whilst at your place of work or on LSC premises where we have reasonable belief such items may be on the premises, or to conduct a random check from time to time. You have the right to be accompanied by a colleague of your choice during such a search.

LSC reserves the right to carry out alcohol and drug screening tests where we have reasonable belief you may be under the influence of alcohol or drugs or to carry out random tests.

LSC reserves the right, in any circumstances, to escort you off the premises immediately and send you home without pay for the remainder of the day/shift. LSC also reserves the right to suspend you on full pay, pending a thorough investigation.

Employees are reminded that they have a duty of care and will be expected to report to their manager any concerns they may have in relation to incidents relating to drink or drugs or where they suspect other employees of misuse or abuse.

Prevention of Harassment and Bullying Policy

LSC recognise the need to create a working environment where all employees 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.

LSC will not tolerate any form of harassment or bullying or tolerate any form of retaliation, violence or victimisation against any employees; where an employee has brought a complaint of harassment or bullying under this policy. Employees who harass or bully any other member of the team will be subject to disciplinary action in accordance with LSC's disciplinary policy. Any such actions may amount to gross misconduct leading to termination of employment without notice.

It is the responsibility of all employees, including managers to ensure that this policy is fully implemented and that they are duly trained in the undertaking of the policy and its enforcement. Managers are expected to ensure that the policy is fully understood by the employees, that it is properly implemented, and that suitable disciplinary action is taken in the event of any breach of the policy.

Harassment

Harassment may arise in many forms, some of which are not always obvious to individual employees. It will usually take the form of some unwanted behaviour by one employee 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

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.

If you become aware of a problem of this nature should ensure that you make your manager aware of the situation. If you are subject to unwelcome conduct or remarks you should make the person aware that you find the conduct unacceptable or offensive and inform your line manager or another suitable person.

We recognise that complaints of harassment or bullying can be of a sensitive or worrying nature. Employees may feel unable to speak directly to their line manager. If this is the case you may wish to speak to someone in a more senior position or to any other person. Alternatively you may wish to put your concerns in writing and send them to the appropriate person.

All team members should treat their colleagues with respect and comply with this policy.

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.

Where this informal approach fails or an employee 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. You are reminded that you 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

We recognise our responsibilities under health and safety legislation to ensure that the environment in which you 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.

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 you and our visitors at any time inside any part of the premises.

The use or smoking of electronic smoking devices such as e-cigarettes is also prohibited for you 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 LSC premises, including car parks.

There are however designated smoking areas which should be used by those of you 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.

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 LSC's Telephones

LSC recognises that occasionally you will need to make personal telephone calls from your work telephone, as, for example, some businesses are only open during the working day. However, such calls should be made at lunchtime only. LSC does not allow you to make non-essential calls during work time.

Incoming telephone calls for non-essential business are not encouraged as such calls will block LSC's telephone lines as well as cause a distraction for you.

Mobile Telephones

Where you are provided with a mobile telephone by LSC, this is intended to be used for business telephone calls. If you make private telephone calls, LSC will require reimbursement for the cost of these calls.

You should take care of the telephone and ensure it is secure at all times. In the event that the telephone is stolen, you should notify your line manager immediately to report the theft. In the absence of your line manager, you should take all reasonable steps to report the matter to a manager or Director so that steps can be taken to disconnect the telephone.

Work mobile telephones should be immediately returned to LSC if you are requested to do so by your line manager or on the termination of your employment.

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 you bring your mobile telephone to work, you should ensure its use does not disturb your colleagues and does not distract them from their work. LSC suggests that the phone should be either switched off or, if it is essential to be switched on, to be in silent mode. Any breach of the telephone policy may result in LSC's disciplinary procedure being invoked.

Anti-Bribery Statement

Bribery is a serious criminal offence; corrupt acts expose LSC and its employees to the risk of prosecution, fines and imprisonment, as well as endangering LSC'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 also a legal requirement.

LSC 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 your functions or activities improperly or to reward that person for having already done so'.

If you bribe (or attempts to bribe) another person, intending either to obtain or retain business for LSC, or to obtain or retain an advantage in the conduct of LSC'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 you will be subject to formal investigation under LSC's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

Gift Policy

It is important that you consider carefully the circumstances in which you provide or accept gifts, in order to avoid any suspicion of improper behaviour. If you are in any doubt as to whether the acceptance of a particular gift may be a breach of this policy, you should seek advice from your line manager in the first instance. This includes not accepting one product from a 2-4-1 deal if shopping with your client. Lending or borrowing of money from/to a client is prohibited. In general if the offer or acceptance of a gift is such that you would be uncomfortable if knowledge of it became widely known, then it may be inappropriate. You are advised that alleged breaches of this policy will be investigated under the Disciplinary Procedure

Gifts from clients: You are required not to solicit any gifts, reward or advantage while on LSC business, under any circumstances.

Guidelines on the acceptance of gifts are as follows:

Gifts for personal use: LSC do not encourage the acceptance of gifts from clients or their relations. However, there may be occasions where token gifts are given to employees, such as a box of chocolates, in appreciation of the support given during their studies. You may accept such gifts; however these must be declared to your line manager. If a client offers or delivers a gift to you, which

could be misinterpreted, you must politely refuse and return the gift immediately to the sender, explaining The LSC policy on gifts as the reason.

Approval required and value: Notwithstanding the above, any gift in excess of £10 must be declared to the operations director or managing director for approval.

Environmental Policy

LSC are conscious of the impact that businesses can have on the environment and as such are committed to reducing its carbon footprint, improved recycling, reduce reliance on packaging, minimising waste, and improve efficiencies on finite natural resources in all the company's operations. All environmental commitments are an integral part of the day to day activities and are clearly communicated to all employees.

LSC is working to promote green methods of transport such as bicycles and public transport where possible. LSC adopts recycling procedures for office paper waste, cardboard and ink cartridges and other recyclable items. We ensure documentation and correspondence is sent and received electronically where possible and paper-based copies kept to a minimum. Double sided printing is used where appropriate. LSC is working towards a paperless office, no electrical items are left on standby and natural lighting is used when possible. LSC continues to be part of the Green Impact Project and has won four awards for progress in becoming a greener company.

We maintain an open approach to other ways of improving efficiency and reducing waste.

General rules

1. All authorised notices displayed throughout LSC are expected to be observed.
2. You are always expected to act wholeheartedly in our best interests. Any conduct that has a detrimental effect upon our interests or our relations with 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 LSC and which contain any confidential information. If employment terminates for any reason, then you must immediately return any such items that are in your possession.
4. If you have other employment in other establishments, you should ensure that this does not affect the standard of your performance with LSC. Any such additional employment must be notified to your manager.
5. In order that we can 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 your employment.
6. You 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. If you find any item of lost property on the premises you are required to bring it to our attention immediately, so that we can attempt to return it to the owner.

8. To ensure maximum efficiency or to meet unforeseen circumstances, you are employed on the basis that you must be prepared to undertake all reasonable requests to carry out duties other than those for which you have been specifically engaged.
9. Occasionally, changes to the nature of our business may make it necessary for LSC to discuss with you individually the feasibility of carrying out alternative roles within your employment. You are encouraged to embrace such changes and to develop new skills and experience.
10. LSC 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.