



## **CONDUCT & BEHAVIOUR POLICY INDEX**

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## CONCEPT FURNITURE CONDUCT & BEHAVIOUR, COMPANY RULES WHILST AT WORK

### 1.

#### HOURS OF WORK

With the exception of Night working, where the age of 18 years applies, it is a condition of employment that all Warehouse/Drivers/Manual employees over the age of 16 years will be required to work any patterns of shifts, either temporarily or permanently, when so requested

The length of the current standard working week is 37.50 for office based support personnel, 42.50 for other employees.

Office based employees are required to work the following hours:

- Monday to Friday - 8:30 am to 5:00 pm

Warehouse based employees are required to work the following hours:

- Monday to Friday – 8:00 am to 5:00 pm

An employee who is transferred to a section where the hours are different to those of their original section will be required to conform to the hours of the section to which they have been transferred.

The Company will endeavor to give as much advance warning as possible of the requirement to vary hours of work.

### 1.2

#### LATENESS

Employees should be at their place of work at the start and end of their normal working day. They should be at their station ready to commence work from at least the start time of their conditioned hours. **The Company considers that lateness is a reflection of one's adverse commitment and attitude towards their job unless there is a reasonable, verified excuse for it.**

The quartering rule shall apply to any worker who is more than three minutes late for the start of their shift:

- More than 3 minutes - employee loses  $\frac{1}{4}$  hour's pay.
- More than 15 minutes - employee loses  $\frac{1}{2}$  hour's pay.
- More than 30 minutes - employee loses  $\frac{3}{4}$  hour's pay.
- More than 45 minutes - employee loses 1 hour's pay.

This calculator continues for every  $\frac{1}{4}$  hour lost.

**Employees who are more than three minutes late must report to their Manager/Team Leader before the commencement of work.**

Employees, who know that they will be unavoidably late, must notify their Manager/Manager Leader prior to the start of their working day. Your clock card should then be passed to your Team Leader to authorize the lateness.

If an employee fails to clock in or out and does not inform their Manager/Team Leader, the employee will not receive pay for that day. Payment the following week will only be made if their attendance is confirmed by their Manager/Team Leader.

Persistent periods of lateness that have not been pre authorized will be dealt with under the Company's Disciplinary Policy.

An employee who fails to comply with notification or certification procedures or who otherwise abuses the Company's rules on lateness will be dealt with under the Disciplinary procedure.

### **1.3**

#### **MEAL AND REFRESHMENT BREAKS**

The official meal times are

Office Staff - one meal break of 1 hour in duration.  
Warehouse based staff – one meal break of  $\frac{1}{2}$  hour in duration.

Each Manager/Team Leader will make the timing of meal breaks available to employees.

From time to time the Company may find it necessary to vary the timing and

duration of these breaks - either temporarily or permanently, depending on workloads.

#### **1.4**

#### **PAYMENT OF SALARY/WAGES**

Employees are paid on a weekly basis in arrears on the last working day of each week direct to their bank/building society.

Employees must notify Human Resources of any changes to their banking arrangements.

Deductions will be made for:

- National Insurance
- Income Tax
- Items agreed by the Company and authorized by the employee
- Items required by, or under, any Statute - including any required under an Attachment of Earnings Order.

Certain regular deductions may be made on written request from the individual employee for example, in respect of Savings.

Overpayment of wages will be rectified either as a separate payment as soon as is practicable, or the next normal wage payment.

An employee may obtain full details on their remuneration and pay rates on application to Human Resources.

#### **1.5**

#### **WORKING PRACTICES**

To ensure the optimum use of facilities and human resources, the Company requires complete flexibility and internal mobility of employees within the Company.

This required flexibility and location mobility may entail employees performing tasks which normally receive a higher or lower rate of pay than that of their normal tasks.

Changes in technology, processes and practices that are introduced may affect both productivity and staging levels, thereby necessitating flexibility to meet business needs.

All employees will at all time exercise such powers and perform such duties as may be allocated to them by, or on behalf of the Company.

If an employee is required to work outside of the United Kingdom for a period of more than one month, details relating to the following will be available from Human Resources:

- The time the employee is required to work outside the United Kingdom.
- The currency, in which, remuneration will be paid to the employee whilst working outside the United Kingdom.
- Any additional remuneration payable, and any benefits to be provided to or in respect of the employee, by reason of being required to work outside the United Kingdom and;
- Terms and Conditions relating to employee's return to the United Kingdom.

All employees will train other employees as and when required. Staffing levels will be determined by the Company using appropriate human resource planning techniques.

## **1.6 OVERTIME**

It is a condition of employment that all employees are required to work overtime on week days and weekends as required.

The Company will endeavor to give as much notice as possible of the requirement to work overtime and will consider reasonable grounds for refusal.

The Company will determine the requirement and arrangements for overtime, the numbers and job categories of those required, the number of hours required, and the work to be performed.

Where commission is payable, **payment** of overtime will only be considered if the reason for overtime is additional work to those duties considered to be within commission structure.

Overtime rates will only be paid once an employee has completed their normal full-time or part-time contracted hours worked for that week.

Part-time workers will only receive overtime rates once they have completed normal full time hours worked for that week.

## **1.7**

### **SECURITY OF EMPLOYMENT**

The Company will endeavor to maintain security of employment by all reasonable means, and will only implement a redundancy programme when necessary. (See Redundancy)

In order to minimise the need for redundancy, the Company will consider such items as:

- Ceasing recruitment.
- Accepting natural wastage without replacement.
- Restricting overtime.
- Bringing back work which has been contracted out.
- Transferring employees to alternative work.
- Re-training employees for alternative work.
- Short-time working or lay off.

The Company reserves the right to apply this only to the Department/Sector relevant to the job that is being considered for redundancy without applying to other Departments/Sectors of the Company.

## **1.8**

### **OPERATIONAL TECHNIQUES**

Employees may be required to adopt, take part in, or be involved in any appropriate technique for monitoring, analysing, evaluating and improving methods of production or administration in order to increase efficiency, safety and quality, and to reduce unit costs.

The above includes method study, work measurement, job evaluation, and the completion and signing of work records and time sheets (whether on a “one off” basis or routinely as part of the normal job function).



Should an employee object to a particular aspect of work standard set, or techniques required, employees must work normally, implementing the disputed item whilst the matter is put into the procedure for resolving grievances.

## **1.9**

### **INTERNAL SECURITY - RIGHT TO-SEARCH**

It is a condition of employment that all employees accept that the Company has a right to stop any employee when entering, attending or leaving their premises, and to search the employee and his/her personal belongings.

Personal belongings also include an employee's vehicle.

Searches will only be conducted by a member of senior management or by Human Resources. Only a female member of management will conduct the search of a female employee.

A search will not amount to a defamation of an employee's character. There will be no stigma attached to the employee unless the Company finds the employee in unauthorised possession of Company, fellow employee's, visitors', contractors' or customer's property.

If an employee refuses to be searched the Company reserves the right to call the Police.

If an employee refuses to comply with a search and also fails to wait for the Police to arrive, the Company will assume that an employee is in unauthorised possession of property. This will render the employee liable to dismissal.

## **1.10**

### **CLOCKING IN/OUT - TIME RECORDING**

In order to accurately record an employee's hours at work, all employees will be issued with an individual clock card that must be used to "clock in" at the beginning of a shift and to "clock-out" at the end of the shift.

Clock cards must not be kept on an employee's person and may only be removed from the rack for:

- The employee to clock in and out
- Management purposes
- Roll Call - Emergency evacuation purposes.

It is the employee's responsibility to ensure that the card has registered their clocking in or out.

Problems with an employee's clock card must be report immediately to the employees superior or Human Resources.

If, when an employee arrives to clock in or out, their clock card is missing from the rack, this must be reported to their Manager/Team Leader and to Human Resources.

Arrangements will be made for a replacement clock card to be replaced in the rack as soon as is practicably possible. In the meantime, for safety reasons, the employee must sign in and out of the visitor's book and obtain an employee's pass from Reception.

All employees should be ready and available for work at their workstation at the start of each working period through until the end of each period excluding lunch breaks. It is unacceptable for any employee to wait at the clocking machine prior to clocking out.

If the employee works overtime, or any other abnormal period of work, the employee must ensure that these hours are recorded by the clock machine and also by their Manager/Team Leader.

If an employee leaves his/her place of work and leaves the premises at any time other than lunch break, they must clock out and on return, clock back in.

It is considered Gross Misconduct for an employee to clock another employee in or out, or to allow their card to be used by someone other than themselves.

If after investigation the Company establishes that this has taken place, the Company will consider that both employees have committed an act of Fraud and as such they will be subject to disciplinary action that may result in their summary dismissal.

If an employee forgets to clock in or out for any reason, they must report this fact to their Manager/Team Leader as soon as possible.

When leaving the employment of the Company, the clock card must be handed to Human Resources. If H/R is unavailable, the clock card must be handed to a superior. Clock cards must not, under any circumstances, be removed from site.

### **1.11**

#### **KITCHEN/CANTEEN AREA/DRINKS&FOOD MACHINES**

The Company has provided a warehouse canteen or office kitchen area for use of employees/workers if they so wish. Employees using Kitchen appliances, must ensure that when using appliances e.g. toaster, fridge, dishwasher etc, they are used for the purpose for which they are designed. When leaving the canteen/kitchen, any used crockery or cutlery must be placed in the dishwasher. For hygiene reasons dirty crockery or cutlery must not be left lying around, poor housekeeping also reflects a poor image of the Company.

The drinks and food machines are supplied by a third party and must not be tampered with, or damaged. Any problems with either the drinks or food machine must be reported to Reception. Any theft or deliberate damage will be considered as gross misconduct. If, after investigation it is believed an act of Gross misconduct has taken place the employee or employees will be summarily dismissed without notice or pay in lieu of notice.

Seating and tables are provided in the Canteen area. Employees should treat these items with respect. Empty food/confectionery wrappers, newspapers, literature, carrier bags, plastic drinking cups, must not be left on tables or seating when exiting the canteen area. Workwear and PPE should not be left in the canteen as a good level of cleanliness is required in the canteen area.

Employees are not allowed to consume food in the warehouse.

### **1.12**

#### **HOUSEKEEPING**

All employees have a responsibility to ensure that their work areas are maintained in a clean and tidy condition. Tools and equipment should be fit for purpose and safe for use. Employees have a responsibility to report any tools, equipment or plant that they consider faulty immediately to their Manager/Team Leader.

An employee's work area includes keeping gangways clear of rubbish, waste and materials.

Management believes that a clean and tidy workplace is a safe workplace. Every employee has the responsibility to ensure that any workplace hazards are immediately brought to their Manager/Team Leader's attention.

### **1.13**

#### **QUALITY**

All employees are individually responsible for the quality of their own work.

If an employee finds sub-standard work or materials (whether from previous operations or from his/her own operations) they must immediately inform their Manager/Team Leader and, if possible, carry out any necessary rectification.

### **1.14**

#### **PERSONAL BELONGINGS**

Personal items brought onto Company premises are the sole responsibility of the employee and entirely at the owner's risk. The Company will not accept any liability for loss of, or damage to, an employee's personal belongings.

The Company is not insured for any damage or theft of employees' personal belongings including their vehicles and any contents that may be parked in the Company car park or in any of the roads immediately affronting or surrounding the Company's premises. Parking in the Company car park is a privilege and not a contractual right.

### **1.15**

#### **LOST AND FOUND**

Employees should report to Reception any items that are lost or found on Company premises. If items are handed into Reception, the Receptionist will endeavour to locate the rightful owner.

In the event of anyone reporting property missing the Company has the right to instigate a search.

## **1.16**

### **PERSONAL MOBILE PHONES**

Only employees authorized to use personal mobile phones for business purposes will be allowed to use these whilst in works time. A number of employees have Company mobile phones and if this is the case, they have the authority of Management to use these whilst at work.

Employees are not, under any circumstances, allowed to use their mobile phones to photograph Company property unless authorized to do so.

Any employee found taking photographs with their personal mobile phone will be subject to disciplinary action.

Personal mobile phone calls and text messages should be preferably restricted to break times and remain on silent unless authorized in advance by a Manager/Team Leader.

Employees who are found using a Personal mobile phone excessively or incorrectly in works time/on the Company site/on premises in with which are works related could be subject to the Company's Disciplinary Policy and in serious cases this may lead to suspension and/or dismissal.

## **1.17**

### **COMPANY CAR POLICY**

It is Company policy to supply a car for the use of designated drivers. Authorized Company car users are requested to familiarize themselves with the particular Drivers Handbook.

## **1.18**

### **COMPANY VEHICLE - POOL CAR**

Only authorized employees are allowed to use the Company pool car.

To request use of the Company Pool car, employees must in the first instance contact the Transport Manager or in their absence, the employees Team Leader who will establish whether or not the Pool car is available on the date and time required.

Employees who use Company vehicles will be held accountable for any inappropriate or inaccurate refueling.

The employee must confirm with the Transport Manager exactly what fuel is

required for the vehicle, before taking the car into their possession. Ignorance will not be an accepted excuse.

It is the employee's responsibility to ensure that the correct fuel is dispensed into the car.

In the event that an employee refuels the car with the incorrect fuel, on immediate realization of this fact, the employee should not endeavor to move the vehicle from the Petrol forecourt. It is the employee's responsibility to immediately clarify with a member of management, as to what course of action is necessary. Failure to comply with this instruction will result in disciplinary action being taken.

After using the pool car, the car must be returned with a full tank of appropriate fuel and the vehicle must be returned to the Company Site or a pre agreed parking place. However, the Pool Cars keys are expected to remain on the Company site and returned to the designated lockable cabinet at the end of each day unless prior authorization has been given by the Transport Manager.

If the pool car is unavailable, the Transport Manager will make the necessary arrangement for a Hire Car.

It is the responsibility of the driver and passengers to ensure that they put on their safety belt when using or being transposed in a Company vehicle.

If an employee has a medical condition which prevents them from the wearing of a seat belt, this must be brought to the attention of Human Resources prior to them using or being transported within a Company vehicle.

Group Insurance certificates are retained by the Transport Manager.

In the event of an employee being involved in an accident in the Pool car, they must not admit liability for the accident. If they are involved in an accident, they must stop and exchange driver details. If they are in any doubt as to what they should do, the employee must contact a member of Management at the Company who will advise accordingly.

Any queries regarding this policy should be directed to The Transport Manager.

### **1.18(a)**

#### **FUELING OF COMPANY VEHICLES**

Any employee who is refueling a Company vehicle, especially transport drivers, must do so at the outset of the journey and use the nearest designated fueling station to their start point.

Payment for fuel must be by the use of the Company Fuel Cards which are registered and signed for by all those employees who are eligible to fuel Company vehicles.

Any employees who lose or mislay their fuel card must immediately notify the Transport Manager or in their absence Human Resources. This is to prevent the possibility of misuse or fraud.

Any employee, who does not follow this procedure, may be subject to the company's Disciplinary Procedure.

### **1.19**

#### **ATTIRE AND APPEARANCE**

The Company regularly receives visits from customers, potential customers and others and naturally the Company wishes to convey an impression of efficiency and professionalism. Therefore, whilst not wishing to impose unreasonable obligations, all employees are required to be neat and tidy in appearance and required to wear Company work wear when designated. Any employee who is unable to wear the Company clothing as provided must notify Human Resources.

### **1.20**

#### **PERSONAL PROBLEMS**

From time to time the Company understands that its employees will experience personal problems. The Company carries an "open door" policy for any employee who may be experiencing a personal problem of a financial, domestic or any other nature. They may, if they wish, discuss this problem with their Manager/Team Leader or Human Resources.

If any employee seeks advice for this reason, the Company will endeavor to assist in resolving the problem and will maintain the utmost confidentiality unless the problem is likely to have an adverse effect on the business or customers in which case the Managing Director will be informed.

Although the Company will endeavor to remain understanding of a situation of this nature, if an employee's work or behavior is affected to the detriment to their ability or to that of their colleagues, then the Company reserves the right to take appropriate action to rectify the issue.

The Company accepts no liability whatsoever for any advice or help given.

### **1.21**

#### **GIFTS AND ENTERTAINING**

It is Company policy that any gifts given to an employee by a third party, are handed into the Company and not retained by the individual.

Workers of the Company, who are invited out by customers or arrange to entertain customers in the line of business, should advise their Manager/Team Leader in the first instance of the invite, where its appropriateness will be reviewed and a decision given. In general, workers should always ensure that the invite does not compromise the worker of the business in any way.

### **1.22**

#### **KEYS AND DOOR ENTRY**

Any keys issued to employees remain the property of the Company at all times. Locker Keys are Company property and must be returned in the event that an employee leaves the Company's employment.

Doors with security locks on them must be closed securely when entering or exiting departments.

If an employee loses or has mislaid a Company key of any purpose, it is that employee's responsibility to inform their Manager/Team Leader or H/R immediately.

### **1.23**

#### **PETTY CASH**

For security purposes the Company retains only a very small amount of petty cash on site at any one time. Therefore, employees who purchase items on behalf of the Company should in the first instance, clarify with the Accounts Dept, whether reimbursement will be via BACS or petty cash.



## 1.24

### **PROHIBITED ACTIVITIES**

Employees are under a contract of employment for the provision of services to and for the benefit of the Company for which employees receive remuneration. It is necessary for the Company to place certain restrictions on the activities of its employees on Company premises or any place which constitutes our place of work. The following are examples of prohibited activities.

- Private trading - including the buying and selling of articles or services
- The use of Cameras or Video equipment
- The possession or use of firearms or offensive weapons of any kind
- The possession or consumption of intoxicating liquor
- The possession or consumption of drugs (other than those legally prescribed and which need to be taken during working hours.
- Disorderly conduct or conduct which adversely affects other workers
- Games of a physical nature (this includes horseplay)
- Running or any activity which could possibly endanger oneself or others.
- Misuse of Social Networking sites (please refer to the Company's Social Networking Policy) - The Company will not accept any communications or content that you publish that causes or could cause damage to the Company's reputation or that of its employees and its third party's, and any form of bullying or harassment (please refer to the Company's Dignity and Harassment Policy). Or is used to air any grievance to do with the Company or its employees or third party's. Any grievances must be carried out in the correct manner in accordance to the Company's Grievance Policy. The Company will instigate its Disciplinary Policy if misuse is considered or found and may lead to summary dismissal. Social Networking Sites must not be accessed in works time unless prior permission has been sought.
- Personal visitors e.g. family members/friends/relations. Unless it is with the express permission of their Manager/Team Leader.

## **1.25**

### **MEDICATION AND PRESCRIBED DRUGS**

Employees taking medication or prescribed drugs should inform their immediate Manager/Team Leader or Human Resource of any potential side effects. The Manager/Team Leader or Human Resources will then make a decision as to whether the employee is allowed to remain on site and perform his/her normal duties, or whether temporary alternative work is available or, whether to suspend the employee on pay, on health and safety grounds.

## **1.26**

### **LOCKERS**

The Company may provide Warehouse and other specified personnel with lockers in which to store forswear, tools and personal items. Lockers are Company property and must be treated with respect. In the event an employee leaves the Company's employment, any keys for lockers allocated to an employee, must be returned to Human Resources at the end of their last day. Any damage to lockers must be paid for by the responsible worker.

## **1.27**

### **COMPANY WORK WEAR**

The Company will provide all employees with some level of Company workwear.

Established Warehouse based personnel will be provided with

- 3 x polo shirts
- 1 x jacket
- 2 x trousers.
- 1 x shorts
- 2 x sweatshirts
- 1 x safety footwear

Established Office personnel will be provided with 3 x Company Shirts.

All workwear remains Company property at all times.

Company workwear which is laundered on Company site is at the discretion of the Company must have prior consent.

Where an employee requires an item of workwear to be repaired, this will only be carried out with prior consent.

Employees leaving the Company's employment must return all work-wear to the Human Resources Manager on their last day of employment, or a date which is suitable to both parties. Both parties must confirm in writing the return of the garment(s).

In the event that an employee leaves the Company and fails to return his/her workwear, the Company reserves the right to deduct a standard charge of £20:00 per item not returned, from their final pay.

### **1.29**

#### **EMPLOYEE SURVEYS**

Annually or bi-annually, the Company may undertake an Employee Survey. The findings of these surveys will be discussed with the employees of the Company.

### **1.30**

#### **SUGGESTION SCHEMES**

The Company does have a formal Staff Suggestion Scheme. Any employee wishing to put forward a constructive suggestion should do so by using the Staff Suggestion Box provided which is found in the Canteen Area.

Constructive suggestions include:

- Improve the use of resources.
- Make savings on resources.
- Improve methods of operation.
- Improve Quality, Safety, and Efficiency.
- Any suggestion which should have a positive effect on the Company and it's employees.

This scheme should not be used inappropriately or to air any grievance.

### **1.31**

#### **COMMUNICATIONS**

On a weekly basis Management will contribute to a Weekly brief/meeting, which is to be delivered by each Manager/Team Leader or a designated person to his or her team. Other communication also takes place by Shop Floor talks, minutes of meetings, Health and Safety minutes, Notices on the

Information Notice Boards, information contained within pay slips and by word of mouth from Manager/Team Leaders on a daily bases.

### **1.31(a)**

#### **INFORMATION NOTICE BOARDS**

There are several information Notice Boards located within the Company Building. The purpose of these boards is to communicate with employees the following:

- Permanent items of information e.g. Company Holiday dates.
- Notification of changes affecting employees and/or individuals e.g. staff relocation.
- Issue of instructions e.g. Health & Safety awareness.
- Communication of matters of general interest.

These boards will be placed by the “clocking in” machines & canteen areas.

Employees are advised to regularly look at the notice boards and read information posted on them. Alleged ignorance will not be accepted as an excuse for non-compliance with any instructions contained in a notice.

Employees are only allowed to post a notice on a Company Notice Board with express permission of their Manager/Team Leader or H/R.

### **1.32**

#### **THE MEDIA/OUTSIDE REQUESTS FOR COMPANY INFORMATION**

Employees are not permitted to communicate with the Press, other Media or ant outside body, on any matter concerning the Company, its customers, suppliers, competitors on any aspect of its administration, operation, products, processes and future plans unless had prior authorization to do so.

If an employee is approached by a representative of the Press or other Media or any outside body; they must make no comment, and must refer the representative to the Directors.

### **1.33**

#### **CONTRACTORS**

The Company reserves the right to sub-contract any work, whether or not it is normally carried out (or could be carried out) by its own employees.

This would normally only be done when there were insufficient resources to be able to carry out the work 'in-house' to the required quality standard or within the required timescale or cost.

Sometimes this would involve sending work out, and sometimes it would involve contractors working "on site".

In either case, all employees are required to co-operate fully with the products, tools and machinery and contract personnel involved. This includes handling, finishing, rectifying or assembling the contracted work, and gives all appropriate assistance to the contract worker.

### **1.34**

#### **SECONDARY EMPLOYMENT**

The Company reserves the right to be the "first" employer of the employee. Secondary employment must not interfere with an employee's performance or attendance nor breach the Working Time Regulations. If an employee has secondary employment, they should notify Human Resources with immediate knowledge of a second employment.

### **1.35**

#### **PERSONAL RADIOS**

The Company permits the use of personal radios whilst at work where prior consent has been given. The wearing of personal radios, MP3's, Walkman type appliances is not permitted at any time at work due to potential health and safety implications.

### **1.36**

#### **EMERGENCIES**

In the event an employee has an emergency telephone call or visitor, the employee must, before leaving site, ensure that they have informed their Manager/Team Leader/Human Resources.

### **1.37**

#### **DEATH OF AN EMPLOYEE/EX-EMPLOYEE**

In the unfortunate event of an employee or ex-employee's death, the Company will make an announcement and, where appropriate, the Company will send a condolence card and flowers/donation to the surviving family member(s).

### **1.38**

#### **CHARITY DONATIONS – EMPLOYEE**

On receipt of an employee's written authorization, the Company will make deductions from an employee's wages/salary in accordance with the Inland Revenue regulations, and pay appropriate sums direct to the charity of the employee's choice.

### **1.39**

#### **CHANGE OF PERSONAL CIRCUMSTANCES**

At the commencement of employment all employees are required to provide certain details of person circumstances.

It is important that the Company maintains up to date records. Therefore, employees are required to inform Human Resources of any changes or additions to their personal circumstances, preferably before any changes occur or as soon as possible after the change has occurred.

### **1.40**

#### **TRAVELLING AND OTHER EXPENSES**

Under normal circumstances, accommodation will be arranged in advance by the Company and agreed with the employee. The Company will pay the cost of the hotel accommodation where those costs are deemed reasonable.

Subject to the provision of receipts or included on the accommodation invoice. Subsistence allowances are reviewed annually by the Managing Director and Human Resources Manager.

## **1.41**

### **MEDICAL EXAMINATIONS**

At the commencement of employment, new employees may be required to undergo a medical examination.

The Company may at any time during an employee's employment request the individual to undergo a medical examination by a doctor appointed by the Company. This will be particularly likely during a period of absence.

## **1.42**

### **NO SMOKING POLICY**

This policy has been developed to protect all employees, service users, customers and visitors to secondhand smoke and to assist compliance with the Health Act 2006.

It is strictly forbidden for all employees/contractors & visitors to smoke within the Company Building and its vehicles.

A member of staff who wishes to smoke will need to do so in the designated smoking area.

A member of staff who wishes to smoke will be expected to take the time out of their break times to do so.

The agreement for Warehouse Staff is:

- 1 session of no more than 15 mins in the morning
- 1 session of no more than 15 mins in the afternoon

The agreement for Office Staff is:

- No more than 7 mins at a time
- No more than 1 session in the morning & 1 session in the afternoon
- No more than 1 person from the office to leave to smoke at any 1 time
- A designated time list will be held with Reception.

All staff using the designated smoking area must ensure they dispose of their cigarette in the correct manner ensuring safety and cleanliness at all times.

## **NON-COMPLIANCE**

Failure to comply with this policy is considered a disciplinary offense.

Those who do not comply with the Smokefree Law may also be liable to a fixed penalty fine and possible criminal prosecution.

## **HELP TO STOP SMOKING**

The NHS offers a range of free services to help smokers give up. Visit [www.gosmokefree.co.uk](http://www.gosmokefree.co.uk) or call the NHS Smoking Helpline on 0800 169 0169 for details. Alternatively you can text "GIVE UP" and your full postcode to 88088 to find your local NHS Stop Smoking Service.

### **1.43**

## **ALCOHOL, DRUGS AND SUBSTANCE ABUSE POLICY**

There is a clear link between misuse of alcohol and drugs and reduced safety and efficiency. The purpose of this policy is to:

- Ensure that employees' use of drugs or alcohol does not affect their health and safety, and/or their fellow workers or others with whom they come into contact during the course of their work.
- Ensure that employees' use of drugs or alcohol does not affect the efficient and effective operation of the business.
- Set out the Company's rules on alcohol, drugs and substance abuse.
- Provide a procedure whereby employees who have a problem with alcohol, drug or substance abuse can seek and be offered help in confidence.
- Provide guidance on the effects of drugs and alcohol and the symptoms of alcohol and drug misuse and substance abuse.

This policy applies to all Company employees and to everyone working at its premises or elsewhere whilst carrying out the Company's business including temporary workers and any contractors.



The Company's working environment should be free from the influence from alcohol or drugs.

No employee, temporary worker or contractor shall:

- Report, or try to report for work when unfit (whether an employee is fit for work is a matter for the reasonable opinion of management) due to alcohol or drugs (whether illegal or not) or to substance abuse.
- Be in possession of alcohol or illegal drugs (illegal drugs include, but are not limited to heroin, cannabis, marijuana, cocaine, ecstasy and amphetamines) in the workplace.
- Consume alcohol or illegal drugs or abuse any substance while at work.
- The Company reserve the right to carry out random alcohol / drugs tests to protect the health and safety and interest of its employees, customers and members of the public who may be effected by misuse of alcohol and drugs by those undertaking duties on behalf of the company.

Contravention of this policy is a very serious matter and the Company will take disciplinary action, which may include dismissal. In addition, possession of or dealing in illegal drugs on Company premises will, without exception, be reported to the Police.

#### **1.44**

##### **HELP AVAILABLE**

The Company will endeavor to ensure that advice is made available to any employee who feels they have a problem with alcohol or drug misuse. Any employee who seeks assistance of the Company in finding treatment for their problem has the Company's complete assurance of confidentiality.

Employees who wish to seek help at work should in the first instance contact Human Resources.

An employee who has concern for a fellow colleague, who is displaying symptoms of alcohol or drug abuse, should notify their Manager/Team Leader immediately.

## **1.45**

### **PROPERTY**

Any item, whether it is at design, prototype or completion stage, shall at all times remain the property of either the Company or their Customer.

Any equipment or other property belonging to the Company must not be removed for personal use without prior authorisation of the Managing Director.

The only person within the Company allowed to give authorisation for release of an item for personal use, is the Managing Director.

In the event that the Managing Director grants his permission to release such an item from site, there will still be strict conditions attached to its use and in some instances some charge may be made.

The item must not at any time, be offered for sale publicly or otherwise. It must not be sold, lent, leased, exchanged, bartered for or given away, temporarily or permanently, nor otherwise disposed of or, part possession with, without prior authority from the Managing Director.

Employees will be required to sign an agreement form and this form will be placed on an employee's personnel file. In the event that the employee leaves the Company, the item must, without fail or exception, be returned to the Company prior to the employee's last working day.

Any conduct or action by an employee which, potentially or otherwise, is likely to bring the Company's name into disrepute or breach any third parties intellectual rights will be considered Gross Misconduct and the consequences of such for the employee, will be summary dismissal.

## **1.46**

### **CONFIDENTIAL INFORMATION**

The Company operates a very strict policy with regard to confidential information. Employees will appreciate that the nature of the business of the Company is such that its continued success is dependent upon information remaining confidential and any disclosure of such information may be harmful to the Employer's business and to its employees.

Furthermore, the affairs of the Employer's customers are private and any information that employees obtain about clients during the period that an

employee is employed must be regarded as confidential. The Employer will regard any breach of confidentiality as a disciplinary offence and any breaches may lead to dismissal.

Employees are not permitted, without the Managing Director's written consent, to speak on matters relating to the Company's affairs or upon any matter or subject which may affect it. These restrictions also apply if, when attending external courses, employees are required to carry out a project based either on their place of work, or on some aspect of the Company's business.

Accordingly, during and after an employee's employment they must not disclose any confidential information that has come to their attention during the course of their employment. Employees will at all times protect and maintain the confidentiality of the Employer's information and that of its clients and may only disclose such information as required by law or as is necessary during the course of duties with the Employer. Employees understand that this obligation will continue at all times both during and after the termination of employment unless and until the information has come into the public domain.

Confidential information referred to includes all information that is secret or confidential to the firm and is not in the public domain. This information shall include (but is not limited to):

- Business plans and forecasts.
- Financial information relating to the Employer's business that is not in the public domain.
- Technical and manufacturing processes and information.
- Marketing information.
- Customer and employee information and details
- IT systems.
- Designs, copyright, inventions (whether patented or not), know-how, formulae and other data.

On termination of employment, Employees must immediately return all data and any other records they hold relating to the Company's business. Employees are forbidden to retain copies of such information after the termination of their employment.

#### **1.47**

#### **INVENTIONS**

Employees are expected to communicate immediately to the Company any relevant invention, improvement, discovery, process, design or copyright which is created or obtained. This will become the absolute property of the Company, except as otherwise provided by any statute.

#### **1.48**

#### **POST TERMINATION RESTRICTIONS**

The Employee will not without the Employer's prior written consent (such consent only to be withheld so far as may be reasonably necessary to protect the legitimate business interests of the Employer) during the Employment or for a period of 12 months from the Termination Date whether alone or jointly with a shareholder, advisor, principal, partner, agent, director, consultant or otherwise of the Competing Business, directly or indirectly:

- Solicit or canvass, or attempt to solicit or canvass business from any client with whom the Employee dealt.
- Deal with or accept instructions from any client with whom the Employee dealt.
- Endeavour to entice away from the Employer any person who was an employee of the Company at any time during the employee's employment with the Company.

Each of the above clauses is independent and severable and shall be regarded as separately enforceable. If any provisions are unenforceable but would be enforceable if any parts were deleted, then the parties agree that such words must be deleted in order to make them enforceable.

In the event that an employee leaves his or her employment and later breaches any term of the post termination restrictions above, the Company will not hesitate to take legal recourse to ensure all matters are resolved to the Company's satisfaction.

## **1.49**

### **ORDERING FOOD FOR VISITORS AND BOOKING OF BOARD ROOM**

Food for visitors may be ordered through Reception using the preferred supplier. All orders for food must have a receipt on payment.

The responsibility for ensuring that the Board Room is booked properly lies with the Receptionist. Unless an employee has specific access to booking the Board Room, all requests must go via reception.

When an employee has finished using the Board Room, for health, safety, hygiene and professional Company image, they must notify Reception if any crockery or cutlery is left in the room or the kitchen areas so that this can be cleared away promptly.

## **1.50**

### **EXITS AND ENTRANCES/RECEIVING VISITORS**

Employees may only enter or leave Company premises by the officially designated entrances or exits.

All Visitors must report to Reception and complete the Visitors Book to sign and date to state they have entered the building and sign and date to state they are leaving.

In the absence of the Receptionist, it is the responsibility of the Company's employees to ensure that this procedure is carried out.

All visitors must have a prior appointment. In the absence of an appointment, the visitor must remain in Reception whilst enquiries are made to ensure that the appropriate member of staff is able to see them.

Under no circumstances must a visitor be allowed to tour the Company Premises without prior approval from the Directors.

## **1.51**

### **JURY SERVICE**

An employee is eligible for jury service if they are aged 18 years or more, are registered on the electoral roll and have lived in the UK or Isle of Man for at least 5 consecutive years since they were 13 years old.

An employee who has been summoned to serve on a jury is legally required to participate.

An employee serving as a juror must claim an allowance for loss of earnings under the Juror Allowance Regulations.

If an employee is not required to appear on a particular day they should report for work as normal.

## **1.52**

### **INTELLECTUAL PROPERTY RIGHTS**

If an employee's normal duties or duties specifically assigned to them or if they have a special obligation to further the Company's interests because of his/her duties and related responsibilities, any employee who makes any invention, design, discovery or improvement in any way relating to the design or manufacture of anything designed, made, sold, or treated by the Company or other suitable for the purposes of the business of the Company, the employee must forthwith communicate all information in his/her possession or power to the Company. If required, the employee shall (at the Company's expense) do all that is required to obtain Letters Patent, Registered Design or similar protection, and shall assign to the Company, or any other persons selected by the Company, his interests in such Letters Patent, Registered Design, or other protection (including copyright in any written material) without payment, (except where this is required by Statute).

## **1.53**

### **COMMERCIAL BRIBERY & THE BRIBERY ACT 2010**

#### **When could the Company and its Representatives Become Liable?**

Our organisation could be liable if where someone who performs services for it – like an employee or agent – pays a bribe specifically to get business, keep business, or gain a business advantage for Our organization this could take place in or outside the UK and between other parties/organisations inside or outside the UK.

It is the Company's responsibility to ensure there are procedures in place to inform its employees/individuals who act for the Company of:

- The awareness of the Act
- The responsibilities of the employee/individuals to follow the Act
- The possible penalties enforced if found to have committed an act of bribery.

This will be performed at the on take of an employee by way of the Induction Process or informed within a commercial agreement.

## **1.54**

### **SPECIALIST APPOINTMENTS**

Employees should arrange appointments outside of their normal working hours where possible, in order to minimize disruption to the business.

Employees must notify their Manager/Team Leader of the appointment as far as in advance as possible, and must produce proof either before or after the appointment.