



# Employee Handbook

<Company Logo>

<Company Name>

**SAMPLE ONLY**



# Introduction

Welcome to <Company name>

The aim of this handbook is to give you access to all the information you are likely to need in relation to your employment with us.

<personal message from the head of the company>

Some parts of this handbook form part of your terms and conditions of employment. Where this is the case it will be clearly marked as such. Any other parts of the handbook are not contractual and <Company name> reserves the right to amend those sections as appropriate.

Where a contradiction arises between the “Principal Statement of Employment” and this handbook, the terms in your “Principal Statement of Employment” will apply.

The handbook outlines what you can expect from us as your employer. In return we ask you for your commitment to help us achieve our objectives.

I hope you find this a useful guide during your employment with us. However if you are unable to find the answer to your question here, please contact your line manager who will certainly be able to find the answer for you.

Signed: \_\_\_\_\_

<Chairman / Managing Director / Chief Executive>    <photo of signatory>

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**Confirmation Handbook has been read.....**





If at the end of the probationary period, or any extension you have not met the required standards of performance, your employment may be terminated with one weeks notice. The company's normal capability and disciplinary procedures will not apply during the probationary period.

### ***Attendance at Work***

<Company name> values good attendance at work and is committed to maintaining the general well-being of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

#### **i) Notification of Absence**

Your line manager should be notified as

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If you are unable to attend work due to sickness or injury, you must telephone your line manager at least one hour before your normal start time on the first day of absence, if possible indicating a date of return. Notification must be made by you personally, unless you are too unwell to call in. If your line manager is not available you should leave a message requesting that he/she calls you back.

#### **ii) Maintaining Contact**

During prolonged periods of absence (more than one week), your manager should be kept informed of progress at an agreed frequency.

#### **iii) Certification and Return To Work**

For absences of up to

# **SAMPLE ONLY**

If you are absent for more than 7 days (including weekends) you must

# **SAMPLE ONLY**

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

### iii) Sickness Payments

<For SSP only> Statutory Sick Pay (SSP) only is paid from

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For SSP purposes periods of absence within 8 weeks of a previous period of qualifying absence are deemed “linked absences” and no further “waiting days” apply to second and subsequent periods of “linked absence”.

SSP is payable for a maximum of

# SAMPLE ONLY

<For company sick pay enter details of scheme>

### **Hours Of Work**

Your normal hours and working pattern will be specified in your Principle Statement of Employment.

The full-time contracted hours for all posts within the organisation are <number> hours per week excluding daily meal breaks. A daily, unpaid lunch break of a minimum of 20 minutes must be taken if you work more than six hours daily.

<Company name> values and encourages good time-keeping as poor timekeeping means that colleagues are put under pressure to cover your duties. Any persistent, unexplained poor time-keeping is likely to result in disciplinary action.

### **Flexible Working**

<Company name> respects the need for employees to balance their work and home life, and will consider requests from staff to work flexibly (eg vary their working hours or work pattern or work from home). Such requests will be considered taking into account the impact on the organisation, work colleagues and any other relevant factors. Should you wish to discuss this you should speak to your line manager in the first instance.



You will need to submit a written application to work flexibly setting out your plans, its potential impact on the business and how this will be mitigated.

This policy does not affect the legal right of employees with children under the age of sixteen, or under eighteen if the child receives Disability Living Allowance, or have adult carer responsibilities to request flexible working and the organisation has a duty to seriously consider any request.

### ***Conflict of Interest***

You should not,

# **SAMPLE ONLY**

- Which provides products or services directly to, or purchases products or services from, <Company name>.
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to <Company name>
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on <Company name>.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

### ***Standards of Performance and Behaviour at Work***

i) Appearance

<Company name> does not

# **SAMPLE ONLY**

<If casual dress code> At our offices we adopt a "smart casual" dress code. There is no requirement to wear formal business dress. However the following items of clothing would be deemed inappropriate to be worn at work :-

- <XXXXXXXXXX>

<If formal dress code> At our offices we adopt a "formal business" dress code. This included a suit and tie for men and appropriate business attire for women (eg skirt, trousers, blouse, jacket). The following items of clothing would be deemed inappropriate to be worn at work :-



If you have any queries about what is appropriate, these should be directed to your line manager.

ii) Company Premises

You must not bring any unauthorised person on to <Company name> property without prior agreement from your line manager, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or company property inappropriately. You are also responsible for ensuring the health and safety of your visitors whilst on our premises.

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iii) Personal Property

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on <Company name> premises is left entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises, in our vehicles or in your own vehicle. <Company Name> will not be liable for any loss or damage to your personal property.

iv) Telephones & Correspondence

Company telephone / mobile phone or postal facilities must not be used for private purposes, other than where it is agreed with your line manager. Abuse of these facilities is likely to result in disciplinary action.

v) Smoking, Alcohol and Drugs Policy

Legislation now exists which makes it illegal to smoke in the workplace. Smoking is therefore strictly prohibited on all <Company name> premises (including in entrances and exits) and vehicles.

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Bringing alcohol or any unlawful drugs to the workplace, and / or consuming them there is strictly prohibited both during work time and during a period prior to work where the effects carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.



<Company name> has no wish to impinge on your personal privacy and activities outside of work. However, if your work performance or behaviour is found to be unacceptable due to the influence of alcohol or drugs this may result in disciplinary action.

vi) Confidentiality

During the course of your employment with <Company name> you may find yourself

# SAMPLE ONLY

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

vii) Computer, email and Internet use

You may have access to the Company's computers including email and access to the internet. You must not abuse this by using these facilities for purposes unrelated to <Company name> business.

Limited personal use of the internet is permitted during

# SAMPLE ONLY

Only software packages properly authorised, installed and virus checked by the Company may be used on Company equipment. You must therefore not load any unauthorised software onto Company computers.

If you have a Company email address, this is provided for responsible use on Company business and should not be used for personal communication.

viii) Receipt of Gifts or Bribery

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# Equal Opportunities Policy

<Company name> is committed to equal opportunities for all employees in respect of recruitment, promotion, career and personal development. Any selection for recruitment or promotion will be based on ability, qualifications and suitability for the work as well as potential for the future.

We believe that a diverse workforce with people from different backgrounds can bring fresh ideas, thinking and approaches which improve business performance.

The Company will not tolerate

## SAMPLE ONLY

*\*Associative discrimination is where an individual is treated less favourably than another because of their association with someone in a protected group, for example, because they care for a disabled relative.*

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to

## SAMPLE ONLY

ix) Key Actions

In adopting these principles, <Company name>:

1. Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action.
2. Fully recognises its legal obligations under the Equality Act 2010 and relevant codes of practice.
3. Will encourage employees to pursue any matter through the grievance procedures where they believe they have been exposed to inequitable treatment within the scope of this policy.
4. Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
5. Will consider requests for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.

6. Will provide equal opportunity to all who apply for vacancies.
7. Will select candidates only on the basis of their ability to carry out the job, using a clear and objective process.
8. Will provide

# SAMPLE ONLY

9. Will publicise and make this policy statement available throughout the Company

## ***a. Dignity at Work***

The Company believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of direct, indirect or third party harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken.

### *x) Bullying and Harassment*

Harassment can be defined as

# SAMPLE ONLY

Sexual harassment is defined as “unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work”. This can include unwelcome physical, verbal or non-verbal conduct.

People can be subject to harassment on a wide variety of actual or perceived grounds including:

- race, ethnic origin, nationality or skin colour
- sex, sexual orientation or gender reassignment
- religious, philosophical or political beliefs
- willingness to challenge harassment, leading to victimisation
- disabilities, sensory impairments or learning difficulties or actions arising from these conditions (eg spelling mistakes caused by dyslexia).
- status as ex-offenders
- age
- real or suspected infection with a blood borne virus (eg AIDS/HIV)
- membership of a trade union or activities associated with membership

Forms of bullying and harassment may include:

# **SAMPLE ONLY**

*What should I do if subject to Harassment?*

If you feel you are being directly or indirectly harassed you are strongly encouraged to seek early advice/support from your line manager. If you feel your line manager is harassing you, then you should contact his / her immediate line manager or a director of the company.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

# Discipline And Grievance

## *Disciplinary Policy and Procedure*

Our Disciplinary Procedure is in accordance with the ACAS Code of Practice 2009 and will be used when necessary. However, where possible, informal management of conduct and capability will be used to resolve matters, prior to any disciplinary action being taken.

### **Informal Management Of Performance And Conduct**

The informal stage is an attempt to correct a situation and prevent it from becoming a disciplinary issue. Where improvement is required, the employee will be given clear guidelines as to:

# SAMPLE ONLY

The employee will also be told, where appropriate, that failure to improve may result in formal disciplinary action.

A record of any informal performance management meetings will be given to the employee and a copy retained in their personnel file. Such records do not constitute a **formal** disciplinary warning, even if a warning is included in the text.

If during informal management of the situation it becomes clear that the matter is more serious, or the required improvements have not been made within a reasonable time, then the matter may be pursued under the formal disciplinary procedure. Managers should seek advice from HR when considering taking disciplinary action.

### ***a. Suspension***

The purpose of suspension is to

# SAMPLE ONLY

An employee suspended from duty will receive written confirmation within three days of :

- the reason for the suspension
- the date and time from which the suspension will operate.
- the timescale of the ongoing investigation.
- Any conditions of suspension, eg access to colleagues or the workplace

### ***b. Procedure For Formal Investigation***

Where possible, formal investigations should be carried out by a manager who has not been directly involved in the incident being investigated. This manager may involve others to assist with the investigation process.

# **SAMPLE ONLY**

A report will be prepared by the Investigating Officer which outlines the facts of the case and recommends action. This should be submitted to the appropriate senior manager / Director who will decide whether to proceed with disciplinary action.

### ***c. Disciplinary Hearing***

If the Investigating Officer recommends a disciplinary hearing, or an employee has not made the required improvements under informal management of performance, they should be invited to a disciplinary hearing.

The invitation should set out :-

# **SAMPLE ONLY**

The employee will be given reasonable notice of the hearing of at least 2 working days.

At the hearing the employee will be reminded of the allegations and given the opportunity to respond. The employee and the company may call witnesses who can be cross-examined. The chair person will sum up and then adjourn the meeting. Normally the meeting will be reconvened for the decision to be communicated verbally. The decision will be further confirmed in writing notifying the employee of the right of appeal.

If the allegations are upheld the following sanctions may be implemented. If gross misconduct or if previous warning(s) have been given employment may be terminated.

### ***d. Disciplinary Sanctions***

#### **Examples of Misconduct**

Below are examples of misconduct that may warrant a formal warning. A formal warning may also be given, where general performance has failed to improve to the required standards. This list is not

exhaustive and on all occasions a full and proper investigation will take place prior to the issue of a warning.

# SAMPLE ONLY

## Formal Verbal Warning

A Formal Verbal Warning may be given for a first incidence of misconduct or where performance has not improved after informal performance management. The warning will be confirmed in writing and remain on the employees file for <x> months.

## First Written Warning

# SAMPLE ONLY

## Final Written Warning

A Final Written Warning is appropriate when :

# SAMPLE ONLY

The warning will be confirmed in writing and remain on the employees file for <x> months.

The company is not obliged to go through each stage of warning in every case, and reserves the right to go straight to a first or final written warning for a first incidence of misconduct if the seriousness of the misconduct warrants it.

## Examples of Gross Misconduct

Listed below are examples of gross misconduct that may warrant summary dismissal without notice. This list is not exhaustive and on all occasions a full and proper investigation will take place prior to a decision being made.

# SAMPLE ONLY

## Demotion or Transfer to another Post

These actions may be appropriate when :

- previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee. This would be a demotion and may constitute a disciplinary sanction.
- an employee is not considered capable of carrying out his/her duties to the required standard, but is felt to be able to make a contribution in another role. This would be a voluntary move and would not constitute a disciplinary sanction.

Transfer to any new role would be on the appropriate terms and conditions of that role.

## Dismissal

Dismissal is appropriate when

# SAMPLE ONLY

## Time Scales for the expiry of Warnings

Warnings issued to employees shall be deemed to have expired after the following periods of time.

- Verbal Warnings: <x> months
- First Written Warnings: <x> months
- Final Written Warnings: <x>

If the employee has maintained the levels of conduct and performance required over that period, the warning will be removed from the personnel file and will not be taken into account in subsequent disciplinary hearings. Whilst the warning remains on file, the company reserves the right to enter the disciplinary process at any stage, including dismissal, if the employee repeats the misconduct or performance fails to improve.

## Letter Of Warning

All Warnings will be issued within 5 working days of the hearing and will contain the following information :

# SAMPLE ONLY

A copy of the warning and any supporting documentation will be attached to the individuals personnel file. The employee will also receive a copy of the warning.

The letter confirming dismissal will contain the following information:

- The reason for dismissal and any administrative matters arising from the termination of their employment (eg pay and return of property)
- The employees right of appeal and to whom they should make that appeal

## *e. Appeals*

Every employee has the right to appeal against the outcome of a disciplinary hearing. Any appeal should be

# SAMPLE ONLY

The outcome of the appeal hearing will be confirmed in writing. There is no further right of appeal and the decision at this stage is final.

## ***Grievance Policy And Procedure***

The grievance procedure is in accordance with the ACAS Code of Practice 2009 and provides the opportunity to raise a complaint against the organisation or a fellow employee and have it formally investigated and responded to.

<Company name> recognises that the most effective way of resolving workplace disputes is via informal discussion, and encourages all employees to seek to resolve issues informally with other individuals, or their line manager.

### ***Stage 1 – Statement Of Grievance***

If an employee is unable to resolve an issue informally,

# **SAMPLE ONLY**

## ***Stage 2 – Grievance Hearing***

The employee will be invited to a grievance hearing, with the right to be accompanied by a workplace colleague or trade union representative.

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Following the hearing the company will provide a written response to the grievance offering the right of appeal.

## ***Stage 3 - Appeal***

Every employee has the right to appeal against the outcome of a grievance. Any appeal should be put in writing within 5 working days, to the manager designated in the grievance response letter and should state the full grounds for the appeal.

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