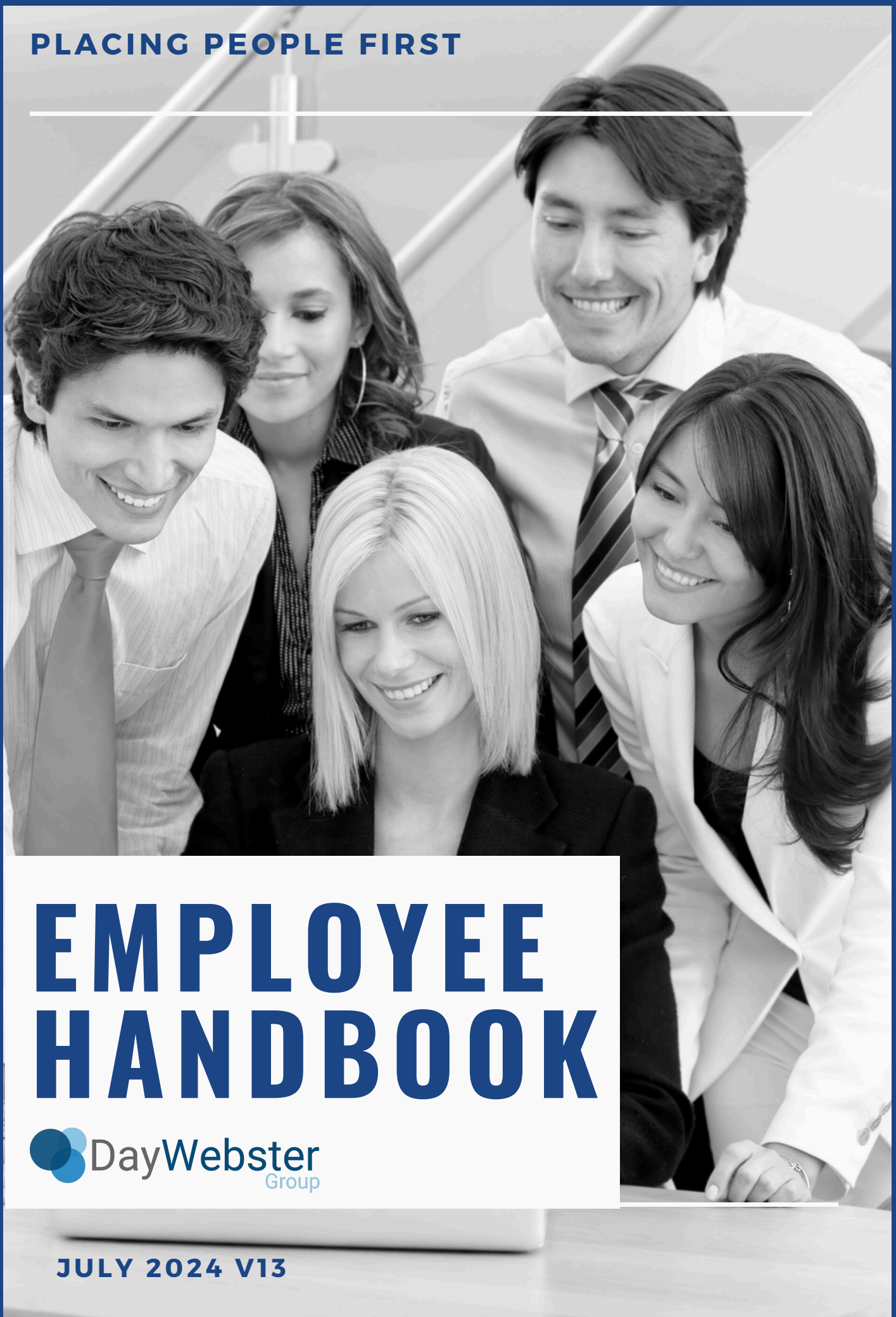


PLACING PEOPLE FIRST



EMPLOYEE HANDBOOK



JULY 2024 V13

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INTRODUCTION

Welcome to the employee handbook.

Welcome to the employee handbook. This handbook contains the rules, policies and procedures relating to your employment with the Day Webster Group of companies. The Day Webster Group ("The Group") consists of Day Webster Ltd and all its subsidiaries. The success of the Group and the well-being of its staff is largely dependent on co-operation, trust and respect between all members of staff. The handbook contains information on what you can expect from us as your employer and what is expected from you in return. The content of this handbook forms part of your contract of employment unless expressly stated.

Unless the context requires otherwise, employees are usually referred to in the masculine for brevity and convenience. This is intended to include female employees.

We reserve the right to review, revise, amend or replace the contents of this handbook and introduce new policies from time to time reflecting the changing needs of the business.

If you have any queries on any aspect of this handbook or on any other matter relating to the terms of your employment, you should raise them immediately with your line manager.

We wish you every success in your career with us.

EQUAL OPPORTUNITY & DIVERSITY STATEMENT



The Group is committed to the principle of equal opportunities in employment. Accordingly, management will ensure that recruitment, selection, training, development, redundancy consideration and promotion procedures result in no job applicant or employee receiving less favourable treatment on the grounds of a protected characteristic such as race, colour, nationality, ethnicity or national origin, religious or philosophical belief, age, disability, trade union membership or non-membership, sexual orientation, gender, gender reassignment, marital status, pregnancy, maternity or being a part-time worker.

The objective is to ensure that individuals are selected, promoted and otherwise treated solely on the basis of their relevant aptitudes, skills and abilities. To be effective, this statement must be clearly understood by employees and management at all levels.

Management has the primary responsibility for successfully meeting these objectives by:

- not discriminating unlawfully in the course of employment against employees or job applicants;
- not inducing or attempting to induce others to practise unlawful discrimination;
- bringing to the attention of employees that they will be subject to disciplinary action for unlawful discrimination of any kind; and
- taking appropriate action to tackle any behaviour which they observe as breaching this policy and reporting the same

You have the responsibility of ensuring that you assist the Group in successfully achieving these objectives.

Employees of the Group are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, pregnancy or maternity, marital or civil partnership status, gender, gender reassignment, disability, religion or beliefs, age, or sexual orientation.

You can contribute by:

- not inducing or attempting to induce others to practise unlawful discrimination; and
- reporting any unlawful discriminatory action to your manager or a Human Resources (HR) representative (whether or not you are the victim of discrimination you will not be subject to any detriment if you make a report in good faith).

The co-operation of all employees is essential for the success of equality and diversity in the workplace. Senior employees will adhere to the commitments set out here and ensure that all employees, subcontractors and agents do the same.

The successful achievement of these objectives necessitates a contribution from everyone.

CREATING A DIVERSE WORKFORCE

It is the Group's vision to do all that is practicable to become an organisation that at all levels fully reflects the diversity of the society it serves, and that truly values the contributions employees from all sections of society make to the Group.

The HR department will be responsible for conducting and recording a census of all office and operational staff with regard to their ethnic origins, gender and marital status, age, disability and their position within the Group. The results of any census may be discussed and assessed by the executive management team periodically. According to the needs of the Group, positive action may be taken from time-to-time to ensure the recruitment/inclusion and/or training of underrepresented minorities.

This statement covers all aspects of the Groups functions including:

- provision of services;
- recruitment, selection, employment, training and development, appraisal and promotion of employees;
- partnerships with other organisations;
- commissioning and purchasing of goods and services; and
- communication and publicity.

The Group will accomplish these objectives, ensuring that where possible all groups are fully and properly represented and rewarded for their contribution at all levels of the organisation through:

- challenging stereotyping;
- supporting employees in balancing their life at work and at home;
- ensuring people are treated fairly and equally in the workplace irrespective of their marital or family status;
- understanding, respecting and valuing different backgrounds and perspectives;
- focusing on what people can do rather than on what they cannot;
- making appropriate adjustments in the workplace to help people with disabilities to achieve their full career potential;
- recognising the benefits of a mixed-age workforce; and
- recognising individuals' freedom of belief and protection from intolerance and persecution.

Employees may be held independently and individually liable for their discriminatory acts by the Group and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

The Group takes responsibility for achieving the objectives of this statement, and endeavours to ensure compliance with relevant legislation and codes of practice.

The Group will monitor the effectiveness of this policy through regular interrogation of the management information available. This will enable us to determine if the implementation of the policy has been effective, and whether it reflects changes and feedback from key stakeholders such as employees and clients.

The Dignity at Work Policy can be found within the Internal Policies & Procedures manual.

YOUR EMPLOYMENT WITH THE GROUP



A) CONFIRMATION OF EMPLOYMENT

You will have been interviewed and have received a formal offer of employment providing some basic details of your job, including pay and hours. We cannot incorporate all employment conditions in this offer and we shall therefore issue you with a Contract of Employment including Terms and Conditions of Service. This document, together with other details within this handbook, covers the main terms and conditions of employment applicable to you.

B) PERSONNEL FILE

We will produce a personnel file for you which will contain details such as your CV, offer letter, copies of your Contract of Employment, job description and any other relevant documents. During the course of your employment, copies of letters and any other documents relating to your individual circumstances will be added to your personnel file.

Under the Data Protection Act 1998 and subject to any subsequent amendments, this personal data will be retained by us and/or by our third party representatives in a manual or computerised form, and will be processed by us and/or our representatives in a fair and lawful manner, in accordance with the regulations. You will have the right to access your personnel records by giving reasonable notice of your request. A small administrative charge may be made for the provision of this service.

C) INDUCTION

The Group will provide all employees, whether temporary or permanent, with a welcome introduction.

In order to meet your needs and the expectations of your role, the induction process will vary in length and content. Your line manager or HR will however provide you with information about the Group and your job, which includes:

- the structure of the Group and your department/team;
- your role and key responsibilities;
- fire, health and safety policies and procedures;
- expected standards of behaviour;
- probationary periods; and
- Group policies.

A checklist will be completed to ensure that the above points have been covered. The completed induction checklist will then be handed to a HR representative.

Throughout the probation period Employee Progress Reports may be conducted. At the end of your probation period your line manager will hold a probation review meeting with you to discuss your progress, and to set objectives. The probation policy can be found within the Internal Policies and Procedures manual.

D) APPRAISALS

Appraisals will be undertaken bi-annually. Before your appraisal interview you will receive a self-appraisal form to complete and return to your manager. You will be given reasonable notice to enable you to adequately prepare for your appraisal.

Appraisal meetings will normally be carried out by your immediate manager on a one-to-one basis. The completed appraisal form will then be signed by yourself and your manager and passed on to the HR department.

Your completed appraisal form will be viewed as a working document and, as such, will be continually referred to and reviewed throughout the six-month period. Appraisals are a factor in the consideration of any salary review. Variations in objectives and targets should be raised by you and your line manager, as and when they occur.

Disputes relating to appraisals should be raised in accordance with the Group's Grievance Procedure.

E) LEARNING AND DEVELOPMENT

We recognise the importance of training and development and are committed to making relevant opportunities available to all staff in order to:

- support the achievement of strategic aims and business plan objectives;
- ensure that the group is able to provide the highest quality of service through its skilled and trained workforce;
- enable all staff to develop their skills and knowledge to improve their job performance, increase their job satisfaction and reach their full potential; and
- increase ability to attract and retain a high quality workforce.

Management will ensure that all staff have equitable access to development opportunities to meet their needs, in line with its Equal Opportunities Policy.

We encourage our employees to undertake such training as is appropriate for their duties/responsibilities or development. All internal training events organised by us will be discussed and agreed with you prior to the event.

Should we require you to attend external training, this too will be discussed and agreed in advance. All agreed costs incurred in such training will be met by the group. However, you may be asked to sign an

agreement form to agree you will work for the Group for a period of time following the completion of the course. If this agreement is broken you may be asked to re pay the Group for the training course fees.

Should you request support with attending external training of a category/level not identified during the appraisal process, such requests will be considered and decided on the merits of mutual benefit in relation to your role and development and the needs of the business.

Any employee in receipt of Group funding for external training will be required to sign an undertaking to repay a proportion of this funding should they withdraw from the course or leave the Group within two years of completing it. The amount to be refunded will be:

- (a) Departure during the training course or within six months of its completion – 100 per cent
- (b) Departure within seven-twelve months of its completion – 75 per cent
- (c) Departure within thirteen-twenty four months of its completion – 50 per cent

SICKNESS ABSENCE



Absence for reasons of sickness must be notified as soon as possible, by you, on the telephone. Notifications by text, email or third party are not acceptable unless there are exceptional circumstances. Contact must be made as soon as possible, giving reasonable notice before your normal starting time on the first day of absence to your line manager or a HR representative. Unless otherwise agreed, or you have provided a Statement of Fitness to Work, this procedure should be followed on a daily basis for each day of absence in the same absence period.

You must report to your line manager upon returning to work after any period of absence. A return to work interview may be held, and the Group may require that your fitness to return to work is confirmed by your GP or a medical practitioner, nominated by the Group.

In some circumstances the Group may require you to provide private medical certificates for all absences from work due to sickness, regardless of their duration. The Group will fully reimburse you for any cost of obtaining these certificates.

Where the reason for your absence is known prior to the absence occurring, (e.g. hospital treatment/day care) you must provide your manager with written supporting documentation.

In cases of sickness of seven or fewer days' duration (including non-work days), you should complete a Self-Certification Form upon returning to work. This should be given to your line manager during the return to work interview. This can be obtained from your line manager or HR representative.

Where the absence is expected to continue or lasts for a period in excess of seven consecutive days (including non-work days), a Statement of Fitness to Work will be required. Thereafter the requirement for a Statement of Fitness to Work will continue throughout your period of ill health absence until you return. It is important to remember that if there are any intervals of sickness absence not covered by a statement/certificate, we cannot make a Statutory Sick Pay (SSP) payment.

Where the Group is concerned by the level of your absence, it may require you to undergo a medical examination to determine your continued suitability to carry out your contractual duties. If you attend a medical examination at the Group's request, you acknowledge and agree that you will sign a release form for the final report within five working days of the completion of the report.

During any illness the Group reserves the right to telephone you, or to make welfare visits from time to time.

Please note that unauthorised absence or falsification of sickness absence will lead to disciplinary action in accordance with the established procedures and, in extreme cases, may result in dismissal.

A) STATUTORY SICK PAY

Provided that you meet the qualifying criteria, you are entitled to receive Statutory Sick Pay (SSP).

SSP is only paid for a day or days that you normally work. For example, if you work Monday to Friday and not at weekends, SSP will only apply to those five days. Employers cannot pay SSP for the first three days of your sickness, therefore any qualifying payments would begin from the fourth day, and would continue for as long as you are absent, subject to a maximum of 28 weeks.

This will be paid to you in exactly the same way as your normal wages/salary. The rate of payment would be dependent on the State Benefit in force at the time.

B) COMPANY SICK PAY/ OCCUPATIONAL SICK PAY

For entitlements of Company Sick Pay (CPS)/Occupational Sick Pay (OSP), please refer to your terms and conditions of employment. CPS/ OSP is paid for up to four days, to employees who have continually worked for the company for over one year. For periods of sickness for four days in a row or more you have the right to claim SSP and/or any statutory benefits recoverable by you.

Periods of sickness which occur during holiday absences will be refunded provided that you comply with the usual notification requirements and provide a medical certificate covering the dates claimed. In these circumstances the Group reserves the right to confine any payment to SSP only.

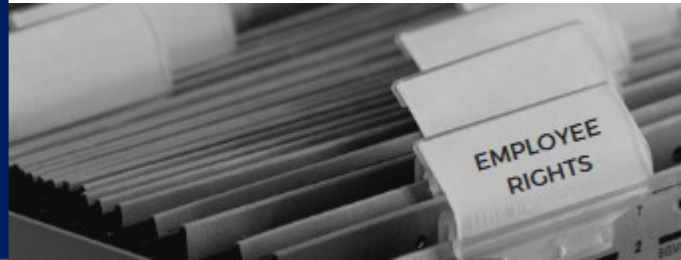
C) ATTENDANCE MANAGEMENT PROCEDURE

The Group will, throughout the attendance management procedure, take all the individual circumstances of every case into account, particularly in relation to the timing of decisions, including a decision to dismiss. Other factors that are time-dependant (such as the exhausting of SSP) may or may not be regarded as influential.

In the interests of seeking a satisfactory outcome for all concerned, the Group reserves the right to seek assistance from external facilitators (such as arbitrators, conciliators and mediators) at any stage of the procedure.

For more information, please refer to the group Sickness Policy.

EMPLOYEE RIGHTS AND BENEFITS



A) SALARY

Your terms and conditions of employment will indicate your rate of pay, frequency of payments and method of payment. You will be issued with a payslip via email indicating how your gross pay has been calculated and the deductions that have been made, such as tax and National Insurance.

For employees that are paid on a monthly basis you will be paid the day before the last working day of the month.

For employees that are paid on a weekly basis you will be paid every Monday or Friday depending on your working week. If this falls on a bank holiday you will be paid on the previous available working day. The cut-off date for any overtime/bonus submissions or changes fall on 5 days before payday.

If you encounter any problems with your pay, such as incorrect payment, underpayment, overpayment or incorrect deductions, these should be raised in the first instance with the internal Financial Controller – Natalie Alexander (ext. 6803, email: natalie.alexander@daywebster.com). With queries regarding your tax code please contact Her Majesty's Revenue and Customs (HMRC) via telephone on 0300 200 3300.

The Group uses the 261th pay method meaning your pay is calculated on the number of actual work days worked.

As appropriate to your individual contractual circumstances, we may have to complete a form P11D to declare benefits which you have received in the course of your employment. Form P11D is issued as a legal requirement and we are unable to provide duplicate copies. Please ensure that you retain this document in a safe place.

B) HOLIDAY ENTITLEMENT

Holiday entitlement varies depending on the Group you work for, length of service and grade. Please refer to your contract of employment for your holiday entitlement.

The Group operates an accrual system for new employees who are in their first year of employment. Holiday entitlement accrues at the rate of one-twelfth of the annual entitlement per month (rounded up to the nearest half day). If you need to take leave but have not accrued enough days, you may be allowed to take the time unpaid. Please contact the companies HR representative for more information. Part-time employees accrue annual holiday entitlement on a pro rata basis.

Full guidance notes on how annual leave is calculated can be sought from the companies HR representative.

You will not normally be required to work on a bank holiday unless this is part of your shift pattern. Part-time workers get the same holiday entitlement, but this is based on their pro-rated hours.

B) CARRYING OVER HOLIDAY ENTITLEMENT

Holiday entitlement may be carried over and taken as a part of next year's entitlement. The number of days you are allowed to carry over will depend on your total holiday entitlement for that particular leave year.

Each employee is required to take their minimum entitlement, which will be outlined in your contract of employment, each leave year. These days will not be allowed to be carried over to the next leave year. Any days in addition i.e. long service award days, can be carried over and used in the next leave year. If you work part-time, your minimum entitlement will vary depending on your working pattern. If you are unsure of what your minimum entitlement will be, please contact the HR department.

These days will be allocated to your holiday planner at the end of the leave year as Toil to be taken. To request, an email must be sent to your line manager stating how much annual leave you would like to carry over by no later than 30th November each year. All holiday to be carried over must be approved by your line manager before the 1st December each year. Any untaken holiday that has not been approved will not be carried over.

In the event of you leaving, or your employment with the company is terminated, any holiday carried over into the next holiday year, will be forfeited and you will not be entitled to any payment for these days.

C) CONDITIONS RELATING TO ANNUAL HOLIDAYS

On the termination of your employment any holiday accrued in your final leave year but not taken will be paid on a pro rata basis. If you have taken more annual holiday entitlement than you have accrued during the final holiday year, the balance will be deducted from any outstanding pay.

Unless previously agreed with your line manager, you must not take more than two weeks' annual holiday at once. Holiday pay is usually paid at basic rate. You may be required to take accrued holiday during any period of notice.

The Group encourages its employees to take holiday in the year in which it accrues and therefore unused holiday will only be carried forward to the next year by exception and will normally be forfeited unless you are prevented from taking holiday through sickness or maternity/paternity/shared parental leave or adoption leave. Should you wish to carry forward any unused holiday entitlement, you must make an application in writing to your line manager, providing objective evidence as to why you were not able to take your holiday entitlement before. A director of a section will make a decision regarding carry-over on a case-by-case basis and the HR department will be notified accordingly. There will be no payment for holiday accrued in one year but not taken, other than for holiday which goes over and above the statutory entitlement which has not been taken because of the requirement to fulfil the business needs of the Group.

You should plan your annual leave at the earliest opportunity to avoid requests being denied. If you have failed to make any holiday arrangements six months into the holiday year, your line manager may plan your annual leave with you to suit the needs of the business.

All annual leave entitlement must have prior approval and authorisation from your line manager. All requests for a week's leave or longer should be made with at least seven days' notice. For single days, 24 hours' notice is required. In circumstances where requests are submitted with shorter notice, your line manager will try to accommodate such requests in line with the needs of the business.

Due to operational reasons, the number of employees on holiday in a department at any one time is restricted. Therefore, when there are conflicting holiday requests, priority will be given on a first-come, first-served basis. Holidays taken without prior authorisation will be subject to disciplinary action.

The Group will make every effort to agree to your holiday requests, but your line manager will inform you if any such request has been denied, and the reasons for doing so.

If you disregard the above the Group will not be liable for any financial loss you might incur, for example forfeiture of deposits or reservation penalties.

D) PENSION SCHEME

Day Webster has chosen to use NEST to help you save for your retirement.

NEST is a high-quality, online pension that's run in its members' interests and is designed to be simple to use. It offers its members value for money, with an investment approach that aims to look after members' savings for a better retirement outcome.

Depending on your age and earnings you may be automatically enrolled into NEST. If you're enrolled into NEST you'll receive an information pack in the post.

If you're not automatically enrolled but wish to join NEST, please let Natalie Alexander, know.

It's important that you feel in control of your retirement savings. With NEST you can view and make changes to your account online. You'll need your member ID or your National Insurance number to access your account for the first time.

You may choose to pay more into NEST. This can be managed by Natalie Alexander or alternatively you can top up your pot directly through your online account.

Putting money away in a pension can be a very effective way of saving for your future. If you've been automatically enrolled, you and your employer will pay minimum contributions based on a percentage of your pay, but if you want, you can add more to your pot. And for eligible contributions, the government will add 20p for every 80p you invest. Higher rate taxpayers can claim additional tax relief by contacting HMRC.

The government puts a limit on the total amount you can pay into pension schemes each tax year without paying extra tax. This limit is called the annual allowance. If the total amount you pay into all your retirement pots in one tax year goes over the annual allowance, you'll have to pay a tax charge on the amount that goes over. Most members will not be impacted. For more information go to gov.uk/tax-on-your-private-pension/annual-allowance.

You should consider carefully how much you need to set aside for your retirement. You can use NEST's pension calculator to find out the difference putting away a little extra today could mean tomorrow.

Your NEST pot will stay with NEST until you decide to take your money out of NEST at retirement. Currently the minimum age for taking your pot at retirement is 55.

However, you can transfer money in and out of NEST at any time. NEST won't charge for this but it's important that you check any fees or charges applied by your other provider. Bringing together existing pots into NEST can make managing your pension savings more straightforward. It's important to be aware that transferring money into NEST may not be in everybody's interests.

Find out more about NEST at nestpensions.org.uk

SPECIAL LEAVE INFORMATION



A) APPOINTMENTS

You are normally expected to ensure that any routine appointments made to visit the doctor, dentist, optician and hospital are made in your own time, and outside normal working hours. In the event that this is not reasonably practicable, the appointment should be made at a time that causes as little lost time as possible, such as at the beginning or end of the working day, or during lunchtime.

Line managers should be given reasonable notice of appointments where possible, and you may be asked to provide proof of appointment. You will be expected to make up the time lost, take annual leave or elect to take the time as unpaid. The Group recommends that if you have an appointment at the beginning of the day you should advise your line manager of your approximate time of arrival at work.

B) COMPASSIONATE LEAVE

In the event of the death or funeral of an employee's relative, paid time off work will be granted for up to one week, which will be paid in relation to immediate family, for example parents, children, brothers, sisters and spouse/partner. All approved days must be taken consecutively. Paid time off work will be granted for one day for extended family. If additional time is required, the line manager may have granted by exception that you be allowed to have pre-approved annual leave.

Managers have the discretion to recommend up to one further week of additional special leave subject to approval of a director.

C) DOMESTIC EMERGENCIES

Your line manager has the discretion to grant one day's annual leave for domestic problems such as a burglary, fire or flooding. This may be extended only in exceptional circumstances.

D) EXTENDED LEAVE

When considering the authorisation or refusal of extended leave, your timekeeping, attendance and disciplinary record, as well as the needs of the business, which will be paramount at all times, will all be taken into account. If permission is given, you must undertake to return to work by an agreed date. Failure to return as agreed (unless in exceptional circumstances) will be considered a fundamental

breach of your contract of employment. It will be treated as gross misconduct and will, if the case is found to be substantiated, result in a disciplinary sanction up to and including summary dismissal.

E) PUBLIC DUTIES

Under current employment legislation employees who hold certain public positions are entitled to reasonable unpaid time off during normal working hours to perform the duties associated with the position, such as magistrates, local councillors, statutory tribunal members etc.

F) JURY SERVICE

You are entitled to time off work to fulfil your obligations with regard to jury service. In the event that you are summoned to attend for jury service, you must immediately inform your line manager and produce the summons. In the event that you are retained on jury service for a prolonged period, you must notify your line manager immediately and should keep in regular contact with management throughout this period.

You are expected to return to normal working immediately following your release. On days where you are not required to attend court, you will be expected to report to work as normal. If you attend court and you are not required to stay, you will be expected to return to work if it is practical to do so. The Group is under no obligation to pay you for jury service as you are allowed to claim loss of earnings from the court. You must forward the Certificate of Loss of Earnings or Benefit (Jury Service) form, which is received along with the summons, to the Payroll department for completion. Any additional payment made over and above the amount that you receive from the court will be entirely discretionary.

G) INCLEMENT WEATHER

There may be times when it is problematic for you to travel to work due to inclement weather conditions and extreme circumstances beyond your control. 'Inclement weather' is defined as snow, ice, fog and floods which result in extremely hazardous journeys for both public and private transport. 'Extremely hazardous' refers to those conditions in which the police and/or appropriate motoring organisations advise people against making unnecessary journeys, or to travel at all.

Where lateness or non-attendance is expected, you should follow the notification procedure outlined in the 'Sickness Absence' section. Allowances will be given in exceptional situations where there is no telephone access; however, contact should be made as soon as is reasonably practical in such circumstances.

If your usual method of transport is disrupted, you are expected to try to use alternative methods of transport to get to work without putting yourself or others at unnecessary risk. You should allow additional time to travel to work where you know that your normal journey time will be extended.

All time off due to adverse weather will be unpaid however managers should consider the options below as alternatives when a member of staff cannot attend work (or must leave early) as a result of inclement weather:

For an employee/employees to:

- Work at home (if bad weather forecasts have enabled staff to plan suitable work at home and have the facilities to do so);
- make up the period of absence at a mutually acceptable future date; or
- take annual leave equivalent to the period of absence.

In the event that weather conditions do not improve and this results in your absence for a further period, you are expected to keep your line manager updated.

Where weather conditions deteriorate and individuals are concerned for their own safety travelling home, they should immediately inform their line manager. Managers have the discretion to determine whether or not the individual members of staff should be allowed to leave work, based upon the merit of their case.

In the event that weather conditions deteriorate during the working day and it becomes clear that employees may have difficulty travelling home, the Group may decide to allow you to go home early. Information from the emergency services including the Police will be taken into consideration when making such a decision. Any decision to close the business early will be at the directors' discretion and will be communicated across all departments. You will not incur any loss of pay where it is the Group's decision to send you home.

H) MANAGER'S RIGHT TO INVOKE SPECIAL LEAVE

In some circumstances, for example in the best interests of the employee, other employees and/or the Group, a manager, with advice from HR and/or a director, can insist an employee takes special paid leave.

This may include an occasion where the manager considers the employee unfit to perform duties due to particular circumstances although the employee may consider themselves fit.

It is likely that the terms of the special leave will be provided in writing to the employee and will include information on any steps the employee is required to take in order to return to work e.g. provide a Statement of Fitness to Work from a doctor.

FAMILY FRIENDLY RIGHTS



A) MATERNITY/PATERNITY/ADOPTION/SHARED PARENTAL LEAVE AND PAY

You may be entitled to maternity/paternity/adoption/shared parental leave in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes, you should notify the HR department and your line manager at an early stage so that your entitlements and obligations can be explained to you.

For more information please refer to the Maternity Leave Policy, Paternity Policy, Adoption and Shared Parental Leave Policy.

Entitlements including pay, will be calculated in accordance with current statutory regulations and the company's policies and procedures.

B) RIGHT TO REQUEST FLEXIBLE WORKING

All employees have the statutory right to request that they work flexibly. This could mean a change in days or hours worked that is specified within your employment contract. Please use the Flexible Working Request Form and submit the completed form to your manager or HR.

For more information please refer to the Flexible Working Policy.

C) TIME OFF FOR DEPENDANTS

Employees are entitled to reasonable time off for urgent incidents involving a dependant, who is a member of the immediate family or someone for whom there is primary caring responsibilities or where an employee is the only person who can provide assistance in a serious emergency. The entitlement to time off in such circumstances is limited to what is reasonable to deal with the immediate problem and to sort out any longer term arrangements. This time off would be unpaid.

D) PARENTAL LEAVE

Parental leave is a right for parents to take planned time off work to look after a child or make arrangements for the child's welfare. If you are entitled to take parental leave in respect of the current statutory provisions, you should discuss your needs with the HR department, who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

For more information please refer to the Parental Leave Policy.

GENERAL RULES



A) TIMEKEEPING

This section should be read in conjunction with the Group disciplinary procedure. All employees are expected to report for work punctually and to observe the normal hours of work laid down in their terms and conditions of employment or as varied from time to time (e.g. shifts/early's/late's etc). Failure to report for work on time is detrimental to the efficient running of the business and imposes an unnecessary burden on colleagues.

If it becomes necessary for you to leave work before your normal finishing time (for example in circumstances of a family emergency), prior authorisation must be obtained from your line manager. You must then report to your line manager on recommencing work. In respect of family emergencies, please see the section in the employee handbook on Time Off for Dependents for further information. Persistent lateness will be considered to be a breach of procedures and may result in disciplinary action. Your salary may also be reduced accordingly.

If you are going to be late for work, you must make every effort to contact your line manager by telephone as soon as reasonably practicable to notify them of this fact and of the time you expect to arrive. If you are then late for work, upon arrival you must report to your line manager and explain the reason for your lateness before starting.

Except in the normal course of your job duties and during your lunch break, you must not leave your place of work without the prior authorisation of your line manager.

Your line manager will monitor your timekeeping on an ongoing basis. Such monitoring will include visual observation and/or data from time and attendance records. Your manager will set an attendance target if your timekeeping is a concern.

You have no contractual or statutory right to be paid for time not worked due to lateness or absence. Any payments made by the Group in such circumstances are made in its absolute discretion.

Failure to comply with the above rules and procedures without reasonable excuse and/or persistent poor timekeeping are serious offences and will be dealt with in accordance with the Group's disciplinary procedure. Please note that poor timekeeping also includes being on the premises but not ready to commence your work at your contracted time.

Managers and team leaders should take into account any mitigating circumstances and exercise leniency where deemed appropriate. In such cases, the lateness should not be counted. Such

circumstances are not exhaustive but may include serious and unusual traffic delays, accidents, or serious domestic issues.

A review meeting will be convened if it is identified that an individual's lateness in any rolling 12-month period reaches five episodes or it appears that a pattern of lateness is emerging. A letter confirming discussions will be forwarded to advise that if there are five further episodes of lateness during the following 12-months, then the matter will be dealt with in accordance with the Group's disciplinary procedure.

B) CONDUCT AT WORK

At all times during your employment the needs of the business are paramount and you should ensure that your effort and energy are concentrated on achieving this objective.

You are expected to conduct yourself in a reasonable manner towards any person with whom you come into contact.

You are not permitted during your employment to disclose confidential information relating to the business to any person, or organisation, without our prior written consent.

You are expected to comply with any reasonable instruction or request given to you by an authorised person.

You must not enter into any other form of work or activity whilst in our employment which could be construed as being in direct competition with us, or presents a conflict of interest with our business.

CONDUCT OUTSIDE WORKING HOURS

Whilst we have no intention or wish to intrude upon your activities or interests outside work, we would not expect you to be engaged in any activity outside working hours which could result in adverse publicity to the business, or which would cause us to question your integrity, prevent you from performing your duties/responsibilities to our satisfaction or which adversely impacts upon your working relations with colleagues at work.

PERSONAL PROPERTY

Please avoid bringing valuable personal items to work and do not leave any valuables either unattended or overnight. We cannot accept liability for the loss of, or damage to such personal property brought onto our premises.

LOST PROPERTY

All items of lost property should immediately be reported to your line manager. Similarly, any unidentified article should be handed to the same person whilst attempts are made to discover ownership.

PRIVATE MAIL

Posting your private mail at our expense is not allowed.

All mail received at our premises will be opened and this will include private mail addressed to individual employees unless permission to have mail sent 'care of' has been authorised.

FRIENDS AND RELATIVES CONTACT

We discourage friends and relatives from visiting you at work except in the case of emergency. All visitors must report to Reception.

PARKING

Private vehicles parked on or around our premises are done so at the owner's risk and we accept no liability for any damage caused to such vehicles.

There is no guarantee of parking and any available parking will be allocated accordingly. If you are allocated a space on or off site you will be required to give the make, model, colour and registration plate of your car.

Each employee allocated onsite parking, will be allocated a bay number, which you will be required to park in daily. If you would like to allocate your onsite space to another employee, due to the space not being used, you must give a minimum of 48 hours' notice for approval from site management and for changes to be made. Failure to provide the minimum notice requirement may result in your request being declined. Allowing another person to park in your space without prior permission is a disciplinary offence.

Each employee allocated offsite parking, and who has received a permit to park, must always display their permit. Offsite spaces cannot be shared, and employees should not be sharing their parking permit with others. Failure to comply with this may result in your allocated parking be revoked and offered to another employee.

Employees who do not have an allocated parking space from the company and who need to move their cars due to parking restrictions, during office hours (not including lunch), will be required to work an extra 30 mins per day. You will need to notify your line manager and receive permission from them before leaving the desk to move your car to prevent employee shortages on desks.

HOUSEKEEPING

All offices should be kept tidy. Good housekeeping is essential to eliminate accidents and fire hazards and to give visitors a good lasting impression of our Group. In order to protect information security and comply with the Data Protection Act, all staff must adhere to the Clear Desk and Clear Screen Policy.

NOTICE BOARD

You should read all the notices posted on the official noticeboards and comply with our requirements insofar as they relate to your conditions of employment. Ignorance of any notice will not be accepted as an excuse for non-compliance. No notice may be put on the noticeboard without seeking prior authorisation from the relevant department.

GAMBLING/BETTING

All unauthorised forms of gambling/betting are strictly forbidden on our premises whether during or outside of working hours.

GIFTS AND HOSPITALITY

In the course of providing services to clients, or in your dealings with suppliers, on our behalf, you should not accept money, gifts, entertainment or any other forms of reward without seeking prior authorisation from your line manager.

You will in no circumstances accept undue hospitality from a client, or supplier. This includes for example entertainment, the cost of recreation, or holidays.

Where refusal of an offer of a gift, or hospitality, might cause embarrassment or difficulty, the matter should be immediately referred to your line manager who should refer to the Limits of Authority and Anti-Bribery Policy for guidance.

BUYING AND/OR SELLING OF GOODS

You are not permitted to buy and/or sell goods of any kind whether on your own account, or on behalf of any other party on our premises, whether during or outside of working hours unless you have permission from a senior manager.

C) DATA PROTECTION

Because of the nature of our business the duty to manage data safely and securely is an exceptionally high duty. This duty rests with every employee and worker and any breach will be considered to be potential gross misconduct. This is a contractual and legal duty.

You acknowledge and agree that the Group will hold certain information about you in your personnel file. You are entitled under statute to access copies of certain information contained in the file and to other information which the Group holds about you pursuant to your employment hereunder (whether in computerised or manual record form) subject to certain restrictions imposed by law.

The information held about you is primarily for management and administrative use only, but from time to time the Group may need to disclose some of this information to relevant third parties (for example, when legally obliged to do so by HMRC or for the purposes of giving a reference). The Group may also transfer information to another group or Group, solely when in connection with an employee's career or in the management of the Group's business.

It is a condition of your employment that you provide the Group with current, accurate contact information, including your home phone number and address and the contact number of the person you would wish to have notified in the event of an accident, illness or other emergency affecting you whilst at work.

The Group is compliant with the Data Protection Act 1998. For more information, please refer to the Information Security Policy.

D) SECONDARY EMPLOYMENT

Unless you have received prior written agreement from your line manager, you may not (whether inside or outside your normal hours of work) engage in any other employment other than that with the Group.

If you are already employed elsewhere, you must notify us so that we can discuss any implications arising from the current working time legislation.

E) COMPLIANCE STATEMENT

Day Webster LTD will conduct all business activities in a legal, ethical and compliant manner in line with the company's values and professional conduct commitment.

Day Webster is committed to providing training to employees and any stakeholders that are required to operate in accordance with maintaining compliance operations.

Day Webster will comply with all UK and International laws and regulations relevant to our business operations.

Responsibilities for managing compliance and ensuring all updates implemented are defined within the company and monitored by regular scheduled compliance audits.

Scheduled audits and audit outcomes will be available for all internal employees to review and can be found in the internal employee folder.

F) NO SMOKING AND VAPING STATEMENT

In accordance with building management, our premises are all a no smoking/ vaping zone. You must ensure that visitors also comply with the rules. Breach of the rules is considered to be gross misconduct (please refer to the disciplinary policy).

There is no designated smoking, vaping area within the grounds of this building. Smoking/ vaping must take place outside of the grounds. Smoking/Vaping breaks should be taken in an employee's own time. Breach of these rules is considered to be misconduct (please refer to the disciplinary policy).

G) EATING AT DESKS

Employees are encouraged to take time away from their desks during their breaks, most locations offer rest areas where food can be consumed.

Whilst eating at desks is not favoured, exceptions are made for eating cold (non-smelling) food. All hot food should be consumed either in one of the rest areas or outside of work premises.

H) DRESS CODE

Our normal dress policy is smart casual attire.

Examples of what we consider acceptable smart casual attire is given in the following table:

| We regard smart attire | What you should not wear |
|---|---|
| <ul style="list-style-type: none"> • T-shirts and sweatshirts • Dresses and skirts • Polo shirt • Oxford shirt • Jeans (not excessively ripped) • Chinos • Tailored shorts - Only Summer Seasons • Loafers & Deck shoes • Trainers | <ul style="list-style-type: none"> • Hats or caps • Tracksuits or loungewear • Gym wear • Casual shorts, cycling shorts or very short - Shorts (Required length - Knee length) • Hoodies* • Sports team jackets or football shirts • Excessive or unconventional jewellery • Micro or very short miniskirts • See through materials • Backless tops, crop-tops or bare shoulder tops • T-shirts and sweatshirts displaying slogans/symbols that could cause offence • Torn, ripped or scruffy clothing • Backless shoes i.e Flipflops, sandals or sliders* • Ugg-type boots* <p>*Hoodies, flip-flops and uggs can be worn on a Friday</p> <p>Day Webster will not be liable or responsible for any incident or accident caused by an employee wearing flip flops.</p> |

If you will be coming into contact with customers/clients/members of the public, or if you have been advised otherwise by management, you should come into work in smart attire. In any case, casual clothing must still be neat, clean and in a good state of repair.

Hair should be neat, tidy and well groomed.

If you are concerned about whether an item of clothing or jewellery is appropriate, you should ask your line manager or an HR representative. Employees who are inappropriately dressed and do not follow the company's dress code will be issued with a letter of expectation. Employees who receive three letters of expectation within a twelve-month rolling period, may be subject to disciplinary action. Management reserves the right to send home employees to change their clothing and return to work. If you are required to do so, this time will be unpaid.

It is a contractual requirement to adhere to the dress code if you do not have a uniform. If you are provided with a uniform and/or safety equipment, you are required as a term of your employment to wear it at all times when you are working unless permission is given otherwise.

I) EXPENSES

The Group will reimburse you for all reasonable expenses properly incurred by you in the proper performance of your duties. Expenditure must be substantiated with valid invoices showing VAT. In most cases this means you must request a VAT receipt; a standard credit card slip is not a VAT receipt. You are required to submit your expense reports for reimbursement via the excel expense report found in the internal employee documents folder. This form must be provided to the Financial Controller in the timeframe stated by her each month. No expenses will be paid outside these times.

Any special ad hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

Please refer to the Group expense policy.

You are expected to use the most cost-effective transport, methods and routes in conducting business. Payment of expense claims will be delayed or withheld where those are not properly substantiated. Claims which are found to be fraudulent are considered to be gross misconduct and may result in summary dismissal.

J) MAKING A PROTECTED DISCLOSURE (WHISTLEBLOWING)

Certain disclosures are prescribed by law as 'qualifying disclosures', also known as whistleblowing. This is where it can be shown that the Group has committed a 'relevant failure' by:

- a) committing a criminal offence;
- b) failing to comply with a legal obligation;
- c) creating a miscarriage of justice;
- d) endangering the health and safety of an individual;
- e) causing environmental damage; or
- f) concealing any information relating to the above.

These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen.

If you become concerned about some breach in relation to the matters listed above, you should in the first instance report any concerns to your line manager, who will report it to the Group CEO. An investigation into the alleged offence may then be conducted. If you feel unable to report your concerns to your line manager, please go directly to the Group CEO.

The Group encourages you to follow this procedure if you are genuinely concerned about any wrong doing at work. Any member of staff who honestly and reasonably believes that unethical or unreasonable practices are taking place will be protected against victimisation, harassment or bullying by the Public Interest Disclosure Act 1998. However, any deliberate, false or malicious allegations will be taken very seriously, and appropriate disciplinary action will be taken. If you act in a malicious way (for example by leaking information to the press) the protection above will not apply and it will make you liable to immediate termination of engagement or such lesser disciplinary sanction as may be appropriate in the circumstances.

K) ANTI-BRIBERY POLICY

The Group is committed to the highest standards of ethical conduct and integrity in its business activities in the UK and overseas. The Group has put procedures in place to monitor and prevent bribery, in accordance with the Bribery Act 2010. The Group will not tolerate any form of bribery and senior management are committed to preventing the bribery of its employees, agents or consultants or any person or body acting on its behalf.

L) ALCOHOL POLICY

The Group is a responsible employer and takes its obligations to our employees very seriously. This policy helps to ensure the health, safety and welfare of employees and to comply with our legal duties.

For more information please refer to the alcohol policy that can be found in the policy manual.

M) DRUGS POLICY

The Group is a responsible employer and we take our obligations to our employees very seriously. This policy helps to ensure the health, safety and welfare of employees and to comply with our legal duties. The use of non-prescribed drugs is not only dangerous but also illegal under criminal law.

For more information please refer to the Drugs Policy.

EMPLOYEE COMMUNICATIONS



A) USING GROUP SYSTEMS

You should not use email or internet access to store, display, generate and/or pass on to others any material, which may be regarded as inappropriate, offensive or disrespectful, or on grounds which could be deemed as a form of discrimination. The Group reserves the right to determine what it considers inappropriate.

The Group understands that it is not always possible to control the flow of such materials inwards from external email users, but this does not remove the responsibility of internal users for any such material they pass on. Lack of knowledge of the contents of an attachment will not be accepted by the Group as a valid reason for the distribution of offensive material. You should therefore check all attachments before forwarding them on within the Group or externally.

You may not access the internet for personal use during working hours. Inappropriate and unauthorised use of the internet or email, including high levels of personal use, will be regarded as a disciplinary matter. Lunchtime activity is acceptable in moderation.

B) INTERNET

Internet access beyond electronic mail is usually provided only if necessary to perform your job. If you need specialist additional access to particular internet facilities or blocked web sites, a request must be directed to your manager, who must contact the IT department.

1. INTERNET ACCESS

You are provided with internet access to perform your job duties, but this access may be terminated at any time at the discretion of your supervisor/manager. Internet access is monitored to ensure that employees are not visiting sites unrelated to their jobs, and also to ensure that you continue to be in compliance with security policies. You must take special care to ensure that you do not represent the Group on internet discussion groups and in other public forums, unless you have previously received senior management authorisation to act in this capacity. All information received from the internet should be considered suspect until confirmed by reliable sources. You must not place Group material on any publicly-accessible computer system such as the internet unless the posting has been approved by both the information owner and the director of the IT department. The establishment of internet pages is separately handled by an approval process involving senior management. Users are prohibited from establishing any electronic commerce arrangements over the internet unless the IT

department has evaluated and approved of such arrangements. Sensitive information, including passwords and credit card numbers, must not be sent across the internet unless this information is in an encrypted form. The Group reserves its right to restrict or remove access to any website it deems unsuitable at its absolute discretion.

2. POSTING INFORMATION TO DISCUSSION GROUPS

You must not post to public discussion groups, chat rooms, or other public forums on the internet unless you have been preauthorised by senior management to make this type of representation on behalf of the Group. Management reserves the right to remove any internet posting by an employee at the Group that it deems inappropriate and potentially damaging to the organisation's reputation.

3. DOWNLOADING SOFTWARE

You **must not** download software from the internet unless specifically authorised to do so by the IT department. You may download data files (examples include, .doc, .xls, .pdf) from the internet, but must check these files for viruses before running the program. This should be done automatically for all computers within the Group domain – please contact IT if you have any questions. Depending on the file, decompression or decryption may need to be performed before downloading. By not following this procedure you could potentially cause problems for all others using system resources. Group users must not store inappropriate material on the infrastructure.

4. INTERNATIONAL TRANSFER OF DATA

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could include summary dismissal. You must not contravene any local or country laws and statutes in place in regard to the use of the internet and services provided via the internet.

C) GENERAL USE OF EMAIL

Group systems must be used for conducting the Group's business or for purposes authorised by management. The Group recognises that you may sometimes also use emails for personal use. This will be tolerated only where it is kept to a minimum, and does not, in the Group's judgement, encroach unreasonably on working time. Unauthorised bulk mailings are forbidden.

An email message, however confidential and damaging, may be required to be disclosed by the Group, for example, in connection with litigation. Accordingly, you must exercise caution in both what is said and the people to whom the email is sent. You should not send potentially defamatory email messages which criticise other individuals or organisations. Bear this in mind when composing emails; they should be factual, accurate and respectful.

You should also remember that offers or contracts transmitted by email are as legally binding on the Group as those sent on paper.

Though email, whether internal or external, may be a substitute for conversation, it must be remembered that things can look very different when in the written form. Emails should therefore be written in a civil and professional tone. The Group will not tolerate bullying by email. The use of capital

letters, for example, is considered to be the equivalent of shouting. The use of obscene language, swear words, or any offensive material is strictly prohibited.

D) EXTERNAL EMAIL - SPECIFICALLY PROHIBITED ACTIVITIES

You may be authorised to access external networks (any external system or network, to include but not limited to, the internet) using the Group's computer systems. This may include access using personal or home computer systems. In such cases, you may not send personal emails or permit to be sent on behalf of the Group, any email, attachment, or posting which:

- uses unlicensed or specifically licensed software or other material that infringes the intellectual property rights of a third party for example, copying files or data onto your own machine or copying to a third party;
- contains information that is commercially sensitive or may have legal implications for the Group;
- constitutes online gambling;
- may damage the Group's reputation or its relationships with its clients;
- is defamatory, offensive or insulting about any Group or individual;
- is illegal, obscene, pornographic, offensive, damaging, or which may be considered by others to cause distress, sexual, racial, other harassment or discrimination; or
- constitutes 'junk' email or is posted to multiple news groups.

In addition, you may not use the Group's systems to search for, obtain or store information from any external network which falls into the categories above. The above list is not exhaustive.

E) DISCS AND OTHER STORAGE DEVICES (E.G. FLASH DRIVES)

Any discs or other storage devices brought from home to be used on the Group's systems must be virus checked by the IT department first. You are prohibited from copying any Group-related data or otherwise to a disc or other storage device without the written consent of your line manager.

F) MONITORING

The Group reserves the right to monitor all electronic activity, including content, whether generated for business or personal reasons passing through its systems. In general, however, the Group will not invoke this right without a good reason to do so; for example if we have cause to believe that there has been a breach of the Group's policies or procedures such as the downloading and distribution of pornographic material from the internet, or misuse of information. If a manager requests access to an employee's account they would need to seek prior authorisation from at least two directors.

G) SECURITY

To avoid any risk of abuse of your Personal Computer (PC), you should ensure that it is locked before moving away from it for any period, and password protected. If you are using a laptop, ensure that it is secured using approved protection or locked away overnight. Otherwise there will be an assumption in the first instance that any material coming from or via your email address was generated and/or passed on by you. Please ensure that your PC is shut down upon leaving at the end of the day.

H) PERSONAL CALLS

The Group's telephone systems are provided for business purposes; however the Group recognises that you may occasionally need to make an emergency personal call. Prior authorisation should be obtained from your line manager. In any cases overseas calls are prohibited.

The misuse of the Group's telephone systems will be treated as a serious disciplinary matter.

I) CALL PRIVACY

The Group reserves the right to monitor or intercept all telephone calls passing through its systems, including content and usage, and whether business or personal. The Group will not invoke this right without good reason to do so.

J) CLOSED CIRCUIT TELEVISION

At the Group location you should note that there are a number of Closed-Circuit Television (CCTV) cameras but they are not situated in any private areas such as toilets. Outputs from these cameras are recorded and the information retained for appropriate security purposes. The CCTV scheme is run in compliance with the Data Protection Act 1998 and the recordings may be used to assist in investigations for internal disciplinary and grievance purposes where there is are justified business reasons for the viewing of such recordings.

SOCIAL MEDIA USAGE



Social media is the term commonly used for websites which allow people to interact with each other by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of online communities or networks, encouraging participation or engagement.

The information that follows on social networking websites is in addition to the Group's existing appropriate use and social media policy.

The internet is provided for business use. The Group recognises that many employees use the internet for personal purposes and that many employees participate in social networking on websites such as Facebook and Twitter.

The following information outlines your responsibilities in using the internet to access social media websites.

A) PERSONAL USE OF THE INTERNET

The Group does not allow access to social networking websites from its computers at any time, unless specific authorisation has been provided. The Group has added websites of this type to the list of restricted websites (broadly 'adult' websites).

Please note that there is no right to access non-work websites unless during your lunch break and the Group reserves the right to restrict or remove access to such websites at its absolute discretion.

B) PERSONAL CONDUCT

While the Group respects an employee's right to a private life, it must also ensure that confidentiality and its reputation are protected. It therefore requires employees using social networking websites to not conduct themselves in a way that is detrimental to the employer or bring the Group, customers or staff in to disrepute.

You must take care not to allow your interaction on these websites to damage working relationships between members of staff and clients of the Group.

C) MONITORING OF INTERNET ACCESS AT WORK

Where it considers it appropriate to do so, the Group reserves the right to monitor your internet usage. It will not do so unreasonably and in any event not unless it has reasonable grounds for belief that there may be improper behaviour.

The Group considers that valid reasons for checking your internet usage include suspicions that you have been spending an excessive amount of time viewing websites that are not work-related; or have acted in a way that damages the reputation of the Group and/or breaches commercial confidentiality.

The Group reserves the right to retain information that it has gathered on employees' use of the internet for a period of one year.

D) DISCIPLINARY ACTION

If the Group monitors employees' internet use to ensure that it is in accordance with this policy, access to the web may be withdrawn in any case of misuse of this facility.

If you make a remark, are responsible for or are in any way involved with posting material which, in the opinion of the Group, brings the Group into disrepute or otherwise damages the Group's interests, disciplinary action may also be taken in line with the Group's disciplinary policy. In the case of serious breaches this could result in termination of your employment.

E) SECURITY AND IDENTITY THEFT

You should be aware that social networking websites are a public forum, particularly if you are part of a 'network'. You should not assume that your entries on any website will remain private. You should never send abusive or defamatory messages.

You must also be security conscious and should take steps to protect yourself from identity theft, for example by restricting the amount of personal information that you give out. Social networking websites allow people to post detailed personal information such as date of birth, place of birth and favourite football team, which can form the basis of security questions and passwords. In addition, you should ensure that no information is made available that could provide a person with unauthorised access to the Group and/or any confidential information; and refrain from recording any confidential information regarding the Group on any social networking website.

Under no circumstances should pictures be taken within the work place and subsequently posted on social media websites.

DRIVING ON GROUP BUSINESS



If you are given the use and benefit of a car, you must remember that the primary function of that vehicle is to enable you to undertake the requirements of your job satisfactorily. It is important to note therefore that if you are allowed private use of the vehicle then this in no way should interfere with your ability to do your work.

Please remember that the vehicle in your possession is a valuable piece of equipment and that the information below must be adhered to at all times in order to safeguard it and to ensure it is used correctly.

The below requirements apply to all employees using a vehicle, whether it is the property of the Group or your own. If using vehicles not owned or hired to the Group, you must ensure that the vehicle is roadworthy, with a valid MOT, and taxed and insured appropriately for the purpose of the journey undertaken. If in doubt please consult your line manager.

A) DRIVING STANDARDS

Vehicles are only provided to employees who hold a current and valid driving licence. As all Group vehicles are insured through the Group, any conviction for driving offences, any driving endorsements and any fines incurred whilst you are in possession of the vehicle must be reported immediately.

It is a requirement for all drivers of Group vehicles to provide an up-to-date copy of their driving licence, and any appropriate medical, eyesight or other relevant certificates, annually and at all other times when requested. These must be certified and dated. Failure to do so could jeopardise the Group's insurance and the business element of your motor insurance cover could be withdrawn. The Group may elect to conduct Driver and Vehicle Licensing Agency checks directly.

Generally, the Group's attitude to safety reflects that taken by the police. You must observe the Highway Code and be conversant with legal obligations upon you, including in relation to the type of vehicle you are driving. Driving whilst in excess of the legal limits for alcohol and/or under the influence of drugs or other substances is viewed as gross misconduct and if the Group finds that a disciplinary case is warranted then the penalty could be a sanction up to and including dismissal.

Similarly, if you are considered to be acting carelessly or recklessly in the use of your vehicle you will be subject to disciplinary action (and this may involve the withdrawal of this benefit). You should never leave the vehicle unlocked when unattended. Information and assets must not be left in view of passers-by. Always remove the keys from the ignition and keep them in your possession and out of sight.

You must ensure that the appropriate documentation is completed regarding the recording of mileage. You are expected to pay for all fuel used in respect of private mileage. You must also drive slowly, safely and courteously whilst on Group premises.

Drivers will, if required, undergo training and where necessary retraining to improve safety awareness and driving skills. The Group may use outside agencies, tachographs and other equipment to monitor driving behaviour. Adverse reports will be fully investigated.

B) MAINTENANCE AND CARE

All vehicles must be kept clean, maintained and serviced in accordance with the Group's and/or manufacturer's recommendations.

Services must be completed on time and the service record must be undertaken and stamped by the garage. If you have the use of a Group vehicle, it is your responsibility to ensure that servicing, maintenance and repairs are carried out. You must also ensure that the vehicle is kept in good condition. This includes keeping it clean and ensuring that the tyre pressure, lights, oil, water and other aspects of maintenance meet the required standard.

Whenever possible servicing should be booked and carried out at a time when it will cause least disruption to your working day. You must also ensure that the correct fuel type is used at every refuelling.

In the event of the vehicle requiring any repair work, prior authorisation must be obtained from the Group and/or its insurers, with the required quotes provided.

If it is necessary to hire a replacement vehicle whilst repairs are being carried out, then you must not do this without prior authorisation. Under certain conditions, persons other than employees may be allowed the use of your vehicle. If you require further details of this, you should contact the fleet team.

We reserve the right to carry out random inspections of our vehicles.

C) PENALTIES AND FINES

If you incur any fines for parking or other motoring offences whilst driving your own vehicle, you will be personally accountable for the payment of such fines. Fixed penalty notices are normally reported directly to us by the authorities. We reserve the right to pay such fixed penalties on your behalf and deduct the cost, including any administrative costs, from your salary.

D) USE OF MOBILE PHONES

Group mobile phones should not be left in your vehicle when unattended, even if this is for a short period of time. When you leave the vehicle, you must take the phone with you. Any phones which are lost or stolen in circumstances attributable to your direct negligence must be replaced at your own expense.

In accordance with legislation you must not, under any circumstances, use a mobile phone in your hand whilst the vehicle you are driving is in motion or stopped in traffic.

In addition, mobile phones, even when in the hands-free position, must not be used to send or receive text messages or to manually dial calls whilst the vehicle you are driving is in motion or stopped in traffic.

The only acceptable time for mobile phones to be used to either text or manually dial and/or be hand held is when the vehicle is parked in neutral, the handbrake is on and the engine is switched off.

Any driver convicted of an offence involving the use of a mobile phone in contravention of legislation will be responsible for all fines/penalties imposed and could be subject to disciplinary action for serious misconduct.

Whenever a driver receives a call via the hands-free equipment, they must decide if it is safe to take or continue the call. If it is not felt to be safe, or the caller cannot be understood due to road noise, conditions or traffic, the driver should explain this to the caller and arrange to call back when it is safe to do so and in accordance with the arrangements set out above.

The Group will provide you with a suitable hands free systems to enable phones to be used safely, but only in accordance with the rules stated above. Should you become aware that the equipment is defective in any way, you must report this immediately to your line manager. No equipment is to be installed or modified without prior management approval.

The safety of those driving on Group business and of other road users and pedestrians is always a priority over the Group's commercial interests.

FIRST AID AND SAFETY



All employees should be aware that a full Health and Safety Policy exists and can be viewed in the internal policy folder.

A) FIRST AID

To comply with statutory requirements, first aid facilities must be available to all employees whilst they are at work. These facilities must be under the control of an appointed person or a trained first aider.

APPOINTED PERSON

A person must be appointed by the employer to take charge of the situation, for example to call an ambulance if serious injury or major illness occurs at the workplace in the absence of a first aider.

FIRST AIDER

A first aider is a person who has been trained by, and holds, a current First Aid Certificate. This must be issued by a training provider who has been sourced using guidance provided to employers via the Health and Safety Executive web page.

The person carrying out any treatment must record the details of that treatment as soon as it is completed, or as soon as is reasonable thereafter.

B) HEALTH AND SAFETY

The *Health and Safety at Work Etc. Act 1974 (HSE Act 1974)*, imposes statutory duties on employers. To enable these statutory duties to be carried out, it is the policy of our Group, to ensure that responsibilities for health and safety are properly assigned, accepted and fulfilled at all levels within the Group.

We will also ensure that all practicable steps are taken to safeguard the health, safety and welfare of all employees and visitors to the premises or operations under our control.

All employees have duties under Sections 7 and 8 of the *HSE Act 1974* and their contracts of employment to care for the safety of themselves and others whilst at work. Accordingly, they must:

- take reasonable care for the health and safety of themselves and others;
- wear and look after any protective clothing or equipment that has been issued to them, as directed by a manager;
- report to a manager or supervisor any defects in premises, systems, equipment, protective clothing or equipment that may affect health and safety; and
- not misuse, immobilise or deface any item that may be provided in the interests of health and safety.

Employees must therefore make themselves aware of and comply with relevant policies, procedures and instructions in order to maintain safe and healthy places of work.

Employees must act responsibly to do everything to prevent injury or illness to themselves and others, and are expected to actively support and promote health and safety at work.

You must comply with the following duties:

- take reasonable steps for the health and safety of yourself and anyone else who may be affected by your acts or omissions at work; and
- co-operate with the Group as far as is reasonably practicable, to enable any health and safety duties to be complied with.

C) FIRE

The Group will co-operate with the local Fire Authority and take adequate steps for fire prevention. It will ensure that all staff are safeguarded in the event of a fire, that fire marshals are appointed and trained, that there are regular fire drills, and that alarm systems are checked.

D) INFORMATION

The Group will circulate knowledge of current relevant legislation and guidance material. It will also maintain contact with designated medical and legal advisors and outside advisory services such as the Health and Fire Authorities.

E) ACCIDENTS

The Group will maintain records of accidents and ensure that all injury related accidents are investigated to establish the cause, and to prevent recurrence. It will also carry out reporting procedures required by statute, health and other authorities.

F) REVIEWS OF REGULATIONS

The Group will make the Group's statement on health and safety available to all employees. This will be reviewed and revised from time to time as necessary.

G) HEALTH AND SAFETY RULES

Employees must acquaint themselves and comply with the following rules:

- take reasonable care of the health and safety of themselves and others;
- report any faulty or hazardous fixtures, fittings, furniture or equipment or vicinity, especially electrical equipment;
- do not misuse, immobilise or deface any item that may be provided in the interests of health and safety (an example of this could be using a fire extinguisher to prop open a door);
- report all accidents involving injury to their line manager. All employees are expected to observe all hazards, which would be immediately reported to a manager concerned;
- report all near misses (an accident that almost happened, for example a trailing wire causes someone to trip but not fall) and any shortcomings in health and safety arrangements, even if no immediate danger exists, so that remedial action can be taken;
- do not attempt to repair faulty electrical equipment. Isolate and report it immediately;
- switch off electrical equipment before leaving the office;
- keep all emergency exits, stairs and corridors free of obstruction;
- smoking may only take place in designated areas outside the building; and
- ensure the toilets, kitchens and breakout areas are kept as clean and tidy as possible.

TERMINATION OF EMPLOYMENT

A document titled "EMPLOYEE TERMINATION" with a form below it. The form has fields for Name, Occupation, Address, Age, Date, Location, and Zip. There is also a section for "Write your idea" and a partially visible "me" field at the bottom left.

| Name | Occupation | Address | Age | Date | Location | Zip |
|-----------------|------------|---------|-----|------|----------|-----|
| | | | | | | |
| Write your idea | | | | | | |
| me | | | | | | |

A) NOTICE PERIODS

If you wish to voluntarily terminate your employment you are required to give notice in writing, clearly setting out the reasons for your decision. The letter should be submitted to your line manager in accordance with the notice period set out in your contract of employment.

If you have committed an act of gross misconduct, you may be dismissed without notice. In other cases, prior written notice to terminate your employment must be given by you or the Group.

The Group reserves the right to pay wages in lieu of notice which will be your normal salary, for the relevant notice period after deduction of income tax, national insurance contributions and other any applicable deductions. Any annual leave that has been taken over the accrued allocation will be deducted from your final pay. For holiday accrued but not taken, the appropriate payment will be included in your final pay.

During your notice period the Group may, in its absolute discretion, take any one or more of the following steps in respect of all or any unexpired period of notice:

- require you to comply with such conditions as it may specify in relation to attending at, or remaining away from your place of work or the Group's other places of business;
- assign you to other reasonable duties;
- withdraw any powers vested in, or duties assigned to you; and
- require you to take Garden Leave.

During all or part of any unexpired period of notice, you should not work for any other party without the prior written consent of the Group.

If on leaving our employment you fail to work your full contractual notice without prior agreement you would be in breach of your contractual obligations, which may result in legal proceedings or financial penalties against you. This may also affect your Group reference.

You shall not, under any circumstances, have any right to require the Group to make payment in lieu of notice.

B) RETURN OF EQUIPMENT

You must return all property belonging to or relating to the Group or its clients in your possession or control when requested to do so, and in any event immediately at the end of your employment. For example this may include vehicles, tools, telephones, documents, correspondence, equipment,

computer discs and software, specifications, reports, records, credit cards, keys, passes, lists of clients, lists of candidates, address lists, address books, files, books, and data of any kind including any copies of the above.

If confidential information in your possession or control is in electronic form, you must return to the Group any equipment containing such information and delete it from the hard drive of any PC or laptop or any other storage device owned or operated by you. If you are in doubt please contact a member of staff from IT. You must not be able to recover it from any back up or any other method.

C) REDUNDANCY

Where the Group is contemplating making redundancies, it will consult those affected and follow a fair and lawful process.

Where the possibility of a sizeable reduction in the size of the workforce arises, affecting 20 or more employees, the Group will invite elected representatives to take part in the consultations about possible redundancies. The Group will enter into consultation with a view to establishing whether the proposed job losses can be achieved by means other than compulsory redundancies, for example natural wastage, retraining and redeployment, early retirements and voluntary redundancies.