



## **Mini-Handbook**

# Welcome to Fidelis Contract Services Ltd

Our strength as a Company is due to the skills and abilities of colleagues like you. We look forward to a long and successful working relationship with you and sincerely hope that your time with us is enjoyable and rewarding.

## **This Guide**

This guide is a shortened version of the main employee handbook, which is designed to explain key procedures, rules and policies in short form. This document will refer you to the full policies which can be found in the main employee handbook. A copy of the main employee handbook can be obtained from your manager. It is important that you familiarise yourself with all procedures and rules.

The contents of this guide do not form part of the terms of your contract of employment unless otherwise stated. The Company may need to alter or amend any policy or procedure contained in this guide to ensure that it remains relevant and consistent with the needs of the business. Any such change will be notified to all employees.

We do expect you to comply with the requirements set out in this guide and failure to do so may lead to disciplinary action; in appropriate cases, up to and including dismissal.



## **Health and Safety**

A detailed health and safety policy/handbook identifying the roles and responsibilities of key staff members for ensuring that the Company meets its commitment to health and safety is available from your line manager. In addition a poster setting out important information on health and safety is displayed in the staff room.

Any health and safety concerns should be reported to the Principal Health and Safety Officer.

Please refer to the Health and Safety policy for further information on:

- Accidents and First Aid;
- Emergency Evacuation and Fire Precautions; and
- Risk Assessments, DSE and Manual Handling.



## **Whistleblowing**

The Company encourages employees to raise any concerns that they may have about any wrongdoing at any level within the business. Wrongdoing in this context means any breach of a legal obligation, risk to health and safety, a criminal offence being committed, a miscarriage of justice occurring or likely to occur or damage to the environment.

Any initial concern should be raised with your line manager. However, if this is not appropriate then you should contact another member of the management team who will ensure that your concern is properly addressed.

Please refer to the Whistleblowing policy contained within the main employee handbook for further information.



## **Personal Details**

You must inform the Company of any changes to personal details. It is your responsibility to ensure any change in address, status or age that might affect your salary banding is communicated to your line manager.



## **Ethical Conduct**

The Company aims for the highest possible standards of ethical conduct in all of its activities and expects the conduct of individual employees to reflect this. Dishonesty of any kind will be treated as a serious matter, which may amount to gross misconduct and therefore to dismissal without notice.

Please refer to the Ethical Conduct policy contained within the main employee handbook for further information.



## Training

Staff training needs will be identified through regular staff appraisals. All staff will be given appropriate access to training to enable them to progress within the Company and all promotion decisions will be made on the basis of merit.



## Timekeeping

You should arrive in time to begin working at your appointed start time, ensuring you allow for delays in travel by public transport or car.

If you are going to be late for work you must contact your line manager as soon as possible to explain the situation and give an estimate of your arrival time. You must try and speak to your manager directly rather than leaving a message with colleagues or send an email or text.

If personal or domestic circumstances make it difficult for you to attend work on time then you should discuss this with your line manager.

Persistent lateness without proper acceptable explanation will be treated as misconduct under the disciplinary procedure.

Please refer to the Timekeeping policy contained within the main employee handbook for further information.



## Absence

### **Unauthorised Absence**

Employees who deliberately fail to attend work without proper excuse or in breach of management instructions will be committing gross misconduct which could result in dismissal without notice or payment in lieu.

### **Medical Appointments**

In general, appointments to see a GP, dentist or optician should be made for outside working hours. Paid leave will not normally be granted for non-emergency visits.

The Company appreciates that it is not always possible to avoid appointments during the working day and will judge each case individually in deciding whether any paid time off should be granted. In most cases, employees will be required either to use part of their annual holiday entitlement or to make up any lost time.

### **Ante-natal Care/Adoption Appointments**

Please refer to the full Absence policy contained within the main employee handbook for information on pregnancy related and adoption appointments.

### **Sickness Absence**

If you are too ill to come to work, you should personally inform **the office (tel: 0121 289 3258) of this fact as soon as possible and by no later than 3 hours before your start time.** When you phone in sick you must make every effort to speak to the office directly. Do not simply leave a message with a colleague or send an email or text. If you need to leave a message, then you should expect your manager to contact you during the day to discuss your absence with you. You will be required to complete a return-to-work questionnaire for each absence.

You should ensure that you are familiar with our sickness absence policy that details the set automatic triggers that we use to review absence; also contained in the main employee handbook.

### **Other Time Off**

Please refer to the full Absence policy contained within the main employee handbook for information on the following:

- Jury Service
- Compassionate/Bereavement Leave
- Emergency Time Off for Dependents
- Reserve Forces

### **Annual Leave**

Your individual holiday entitlement, including the calculation of any holiday pay, is set out in your contract of employment.

All annual leave must be agreed in advance with your line manager. You should not make firm travel plans or commitments until a request for leave has been granted and the Company will not take such plans into account when dealing with conflicting holiday requests.

Our holiday year runs from 01 April to 31 March.

All requests for leave should be made at least 4 weeks in advance for leave in excess of 5 days. For leave of 5 days or less 2 weeks' notice is required. The means of requesting leave may change from time to time and you should comply with whatever procedure is in place at the time of the request.

No more than 14 consecutive days' holiday may be taken at any one time unless prior consent is obtained from your manager.

The Company reserves the right at our absolute discretion to refuse holiday requests during peak season or during busy periods.

For further information on annual leave, please refer to the full Absence policy contained within the main employee handbook.



### **Adverse Weather/ Traffic Disruption**

You should include extra time for the journey and/or taking an alternative route. Travel on foot or by bicycle should be considered where appropriate and safe. While the Company understands that this is not always possible, additional paid leave will not be provided for employees who are unable, for whatever reason, to travel into work.

Where it is clear that you are not going to be able to get to work on time or at all you must contact your line manager as soon as possible to explain the situation. You must make every effort to talk to your manager directly rather than leave a message with colleagues or send an email or text message.

Employees who are unable to attend work should check the situation throughout the day in case it improves. Information may be available from local radio stations, the police, transport providers or the internet. If conditions improve sufficiently, employees should report this to their manager or attend work unless told otherwise.

Employees who arrive at work late or who ask to leave early will usually be expected to make up any lost time.

Please refer to the Adverse Weather and Traffic Disruption policy in main employee handbook for further details.



## Driving

Where driving is required as part of your job, it is your responsibility to ensure that you are legally qualified to drive.

Licences will go through the Company inspection procedure which requires us to check individual licences once a year with the DVLA, or as otherwise requested. The Company will require you to share your driving licence information by supplying it with your driving licence number and a check code provided by the DVLA. If you receive any points on your licence you must inform the Company of this immediately.

**It is illegal to use your mobile phone whilst driving. This includes texting etc.**

Employees should **never** use their mobile phone whilst driving on Company business unless they do so on a properly installed hands-free system and traffic conditions mean that it is safe to do so. In most cases, it would be preferable to make any calls when the vehicle is stationary.

You are responsible for any driving offences committed while driving as part of your duties, including any parking fines. Dangerous, careless, inconsiderate or aggressive driving as well as causing a risk to others can be damaging to the Company's reputation and can amount to gross misconduct. If you are banned from driving for any reason, the Company is not obliged to find alternative work for you and may choose to dismiss you if the ban renders you incapable of performing your duties as required.

Please refer to the full Driving policy contained within the main employee handbook. This includes information on Company vehicles should this be applicable to your role.



## Smoking

The Company operates a smoke-free workplace. Smoking (which includes the use of e-cigarettes and personal vaporisers) is therefore strictly prohibited throughout all Company premises and vehicles.

Smoking is only permitted during designated break times and in the designated outside areas. When smoking outside, you should ensure that you dispose of cigarette butts and other litter appropriately.



## Alcohol and Drugs

You must not present yourself for work under the influence of alcohol.

You must not consume any alcohol during working time, lunchtime or during any break unless this has been specifically authorised by your manager.

You must not present yourself for work under the influence of illegal drugs or any other substance taken for non-medical purposes.

Because of the serious nature of the risks posed by the abuse of alcohol, drugs and other substances in the workplace, any breach of the rules in this area will be treated as gross misconduct which will usually result in dismissal.

Please refer to the full Alcohol and Drugs policy contained within the main employee handbook for further information.



## **Dress Code**

It is important that you appear clean and smart at all times when at work, particularly when you may be in contact with customers, other business contacts or the general public.

### **Uniform**

If you are provided with specific uniform for your role, you will be expected to wear this at all times whilst at work, especially if you may come into contact with the public in the performance of your duties.

You must ensure you look presentable for work and your uniform is maintained in a good condition. If you lose your uniform, or do not look after it, then the Company will be entitled to make a deduction from your remuneration to cover the cost of replacing this. General wear and tear will be taken into account and the Company may exercise its discretion to replace uniform.

### **Personal Protective Equipment**

If you are provided with any Personal Protective Equipment (PPE), including protective footwear, you must ensure you wear this at all times, especially in any designated area which may pose additional risk. Failure to do so is likely to result in disciplinary action.

On receiving your uniform you will be asked to sign a uniform agreement, stating what you have been given and in what quantity. Failure to return uniform in a reusable condition upon leaving the Company will incur deductions from your final salary.



## **Computer Use**

If you are required to use a Computer, including the use of email or the internet during the course of your duties, please refer to the full Computer Use policy contained within the main employee handbook.



## **Expenses**

The Company will reimburse the reasonable cost of necessary travel in connection with our business. The most economic means of travel should be chosen if practicable/ possible and you should use existing travel cards and season tickets wherever possible.



## **Telephones**

Company telephones must be used for legitimate business purposes only. Reasonable personal use is permitted with prior permission provided calls are kept short and no calls are made to premium rate numbers or abroad.

Personal mobile telephones must be switched off or in silent mode during working hours. Calls and texts on personal mobile phones should be restricted to formal rest breaks only.



## **Equality**

The Company is proud to be an equal opportunities employer.

Employees are encouraged to raise with management any discriminatory behaviour, assumptions or attitudes they encounter at work and are entitled to do so free from any reprisal providing they are acting in good faith.



## **Social Media**

You should not attempt to access social networking sites, such as Facebook/Twitter or similar on Company computers. This includes during break times.

Inappropriate or disparaging comments about the Company, colleagues or customers will be treated as misconduct.

You must not operate a social media account or profile that purports to be operated on or on behalf of the Company without express permission to do so from your manager.

If your duties require you to speak on behalf of the Company in a social media environment, you must still seek approval for such communication from your manager, who may require you to undergo training before you do so and impose certain requirements and restrictions with regard to your activities. Likewise, if you are contacted for comments about the Company for publication anywhere, including in any social media outlet, direct the inquiry to your manager and do not respond without written approval.



## **Flexible Working**

The Company will try, subject to the needs of the business, to accommodate requests from employees who wish to make changes to their working hours or place of work.

For details on eligibility and how to request flexible working, please refer to the full Flexible Working policy contained within the main employee handbook.



## **Family Related Leave**

Please refer to the full Family Related Leave policy contained within the main employee handbook for information and rights on the following;

- Maternity Leave
- Adoption Leave
- Paternity Leave
- Parental Leave
- Shared Parental Leave
- Keeping in Touch Days



## **Sickness Absence Management**

The Company may need to dismiss an employee whose attendance does not meet an acceptable standard either because of a long-term absence or because of a series of short-term absences. Such dismissals do not depend on any wrongdoing on the employee's part and do not mean that the Company does not accept that their absences are genuinely due to illness or injury. Rather, dismissal is recognition that unfortunately the employee is no longer able to perform their role or attend work on a sufficiently regular basis to make their continued employment a viable option.

*You should be familiar with our sickness absence procedure policy that details our set automatic triggers to review absence.*

Please refer to the full Sickness Absence Policy contained within the main employee handbook for further information on short-term absences and long-term absences and the process for dealing with this.



## **Performance Improvement**

It is in everybody's interest for employees to perform well at their jobs and the Company aims to ensure that all employees are given the support needed to ensure that they do so. Where there are issues with performance then the employee should receive feedback from their manager setting out any concerns. Discussions should take place about how that performance can be improved. This procedure is designed to be used when such informal discussions do not lead to the employee's performance improving to an acceptable level.

The Company also reserves the right not to follow this procedure in full for employees who are within their first two years of employment with the Company.

Please refer to the full Performance Improvement Procedure policy contained within the main employee handbook for further information on the process.



## **Code of Conduct**

Behaviour which is disruptive, disrespectful to colleagues, or which falls short of the requirements set out in this handbook will be treated as misconduct under the disciplinary procedure. While employees will not usually be dismissed for a first offence a failure to remedy the behaviour or to adhere to required standards may ultimately lead to dismissal once appropriate warnings have been given.

The Company reserves the right not to follow the disciplinary procedure in full for employees who are within the first two years of their employment with the Company. Please refer to the full Code of Conduct policy contained within the main employee handbook for further information.



## **Bullying and Harassment**

All employees are entitled to a working environment free from bullying and harassment.

All employees are required to behave towards each other with respect. In particular, offensive behaviour which relates to sex, race, age, disability, sexual orientation, religion or belief, pregnancy or gender reassignment will be treated as gross misconduct and will usually lead to dismissal.

Bullying or harassment in any form is completely unacceptable. Usually what constitutes as capable of amounting to bullying or harassment is a matter of common sense and the Company expects employees to consider how their words and actions may be seen by others and avoid behaving in such a way as to cause offence or create an unpleasant working environment.

Please refer to the full Bullying and Harassment Procedure contained within the main employee handbook for further information and details of how to make a complaint.



## **Good Faith and Loyalty**

The employment relationship is one built on trust and we all have a mutual interest in making the relationship a success. The Company has a duty to provide reasonable support to employees and employees have a duty of good faith towards the Company. In practice this means not doing anything that undermines the Company's position by acting in competition with it, providing information to competitors or undermining the Company's standing with customers and fellow employees.



## **Disciplinary**

The Company always tries to deal with disciplinary issues fairly and promptly. This procedure sets out the framework under which allegations of misconduct will be investigated and considered. While the procedure set out in this policy will be appropriate in most cases, there may be situations in which it is not practicable to comply with a particular requirement of it. When this happens the Company will do its best to deal with the matter fairly and will pay particular attention to the need to give the employee every opportunity to explain their version of events.

The Company reserves the right not to follow this procedure in full for employees who are within their first two years of employment with the Company.

Please note that the recording of disciplinary hearings by our employees is strictly prohibited.

### **Informal Action**

Most minor acts of misconduct can be dealt with informally through discussions between an employee and their line manager.

If informal action fails, the matter will be dealt with formally under the following procedure;

### **Investigation**

An appropriate investigation will be carried out aimed at gathering all of the relevant evidence.

### **Suspension (if applicable)**

You may be suspended from your duties on full pay while the matter is being dealt with.

### **Hearing**

Once the investigation has been carried out, the investigating officer will make a decision about whether there is sufficient evidence to warrant a disciplinary hearing.

Employees are entitled to be accompanied at any disciplinary hearing by a fellow employee or trade union official of their choice.

The following outcomes may be decided:

### **Disciplinary Action**

After considering all of the evidence, including any submissions made by you or on your behalf, the manager conducting the hearing will decide on the outcome.

- Written warning
- Final written warning
- Dismissal

### **Appeal**

An employee may appeal against the outcome of a disciplinary hearing by doing so in writing within one week of being notified of the outcome.

Please refer to the full Disciplinary Procedure contained within the main employee handbook for details on the process and actions.



## **Grievances**

The Company aims to be responsive to concerns raised by employees and if you are unhappy with something affecting you at work you are encouraged to raise this with your line manager. If that is not possible then you should speak to a member of the management team who will try to assist you in resolving any issue you may have. A formal grievance should be raised if the informal approach above does not resolve the issue.

Please refer to the full Grievance Procedure contained within the main employee handbook for further details on raising a grievance.

Please note that the recording of grievance hearings by our employees is strictly prohibited.