



*Connecting People  
and Places*

# ***Worker's Handbook***

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# **1**

## ***About this Handbook***

This Handbook has been drawn up by the Company to provide you with information on Engagement procedures and rules. It is important for you to read the Handbook carefully.

The information covers a wide range of subjects relating to your Engagement.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with Management.

It is important that you do this before signing that you have read, understood and are willing to abide by the Company's procedures and rules.

# 2

## ***Annual holiday entitlement and authorisation***

Full details of your holiday entitlement are in your Worker's Agreement.

# 3

## ***Absence from work***

If you need to be absent from work for any reason, including medical, dental or other essential appointments, you should inform Management at the earliest opportunity. You should try to arrange such appointments outside working hours wherever possible. Any such absences from the workplace should be minimal.

### ***Sickness and injury***

#### ***Notification of absence***

If you are absent from work without prior authorisation, you or someone on your behalf should notify your Line Manager, at the earliest opportunity, (at least one hour before the beginning of your shift) on the first day of absence. If you know the night before that you are not going to be fit enough to make work the next day, we would appreciate it, if you could let us know the night before (where possible). Text messages are perfectly acceptable as notification of absence at work (outwith working hours), but it must be followed up by a telephone call to your Line Manager. Any unauthorised absence must be properly explained in that first contact and, if the absence continues, you must keep us fully informed. This applies to both short and long-term situations and you will be expected to contact us on a daily basis during the first week and weekly thereafter.

#### ***Period of absence***

If your sickness is for more than seven calendar days then you must provide the Company with a doctor's medical certificate. You must continue to provide medical certificates to cover the whole of the absence period.

#### ***Returning from absence***

On your return to work after absence because of sickness, irrespective of the length of absence, you must complete the Company's sickness form.

If you have been suffering from a notifiable disease such as food poisoning, measles, mumps, scarlet fever, etc., you must not report for work without clearance from your doctor.

#### ***Statutory sick pay***

The Company is responsible for paying SSP to you if you are eligible.

The maximum period for which SSP is payable is 28 weeks in one period of sickness absence and is paid at a rate specified by law. As with other earnings, SSP is subject to the deduction of income tax and all other normal deductions. We will inform you if you are not eligible for SSP.

SSP is paid in respect of qualifying days on which you are unable to work through sickness. Qualifying days are those days on which you have previously agreed to work. Generally SSP is not payable for the first three qualifying days of sickness which are known as "waiting days", but this may not always be the case if you are absent on more than one occasion within a short period of time.

SSP is only paid when the period of sickness is four or more consecutive days.

## ***Adverse weather conditions***

In the event of extreme adverse weather conditions, e.g. heavy snow or flooding, you are expected to make every reasonable effort, including the use of alternative means of transport, to arrive at work at your scheduled start time.

If you decide that the weather conditions are sufficiently severe to prevent you from travelling to work and arriving safely you may choose to:

- take the day(s) as paid holiday if you have accrued sufficient holiday entitlement ,
- take the day(s) as an unpaid absence.

In either case, you should telephone Management before your scheduled start time and inform them of the option you wish to take. If Management is not available, you should ensure that another senior person is notified.

If you decide to travel to work and then subsequently find that the weather conditions prevent you from completing your journey, you should telephone Management as soon as possible and inform them of the circumstances.

# 4

## ***General information***

### ***Insurance whilst on Company business***

The Company holds relevant insurance as required by law. This is including but not limited to employer's liability insurance.

### ***Damage or loss to personal property***

Compensation for damage to or loss of personal possessions will only be considered if the Company can be held to have been negligent. All damage or loss should be reported to Management immediately. Where there is evidence that the accident or loss occurred through lack of care on your part, compensation will not normally be paid and you should check whether a claim could be made on your personal insurance policy to cover such circumstances.

You are advised not to leave any personal possessions or valuables unattended on the premises.

### ***Damage or loss to Company / Customers' property***

The following provision is an express written term of your contract of employment:

- any damage to our vehicles, stock, machinery, tools, equipment or property (including non-statutory safety equipment and including property belonging to any of our customers) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and
- in the event of an accident (your fault) whilst driving one of our vehicles (if you drive one of our vehicles) the Company reserve the right to deduct the cost of all or part of the insurance excess up to a maximum of £250.00.

### ***Return of Company property***

On the termination of your Engagement for whatever reason, you must return all Company property in your possession or for which you have responsibility. Failure to return all such items will result in the cost of the unreturned items being deducted from any monies outstanding to you.

## ***Change of address or personal circumstances***

You must always advise the Company, in writing, when you have a change in personal circumstances that will affect the personal details the Company has on record for you. Particular examples include details of your address, telephone number, emergency contact, bank details and any qualifications.

You must also seek to notify the Company if you are taking other work engagements outside of the Company. In order to work more than an average of 48 hours in a week, you must sign an individual waiver form.

## ***Health and safety***

From the point of view of safety and appearance, work areas must be kept clean and tidy at all times.

You are required to take reasonable care of your own well-being and that of all other employees and workers. The relevant health and safety notices are posted around the premises and you are expected to be familiar with their requirements.

If you have an accident or injury at work you must enter the incident in the Accident Log. The date, time and nature of the incident should be entered and whether it was witnessed.

## ***Hygiene***

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## ***Pay***

### ***Payslips***

At the relevant payment interval you will receive a payslip giving details of all payments and deductions e.g. gross pay, income tax, national insurance, etc.

### ***Overpayments***

If you are overpaid for any reason you are required to notify the person who pays the wages. The amount of overpayment will normally be deducted from the following payment but if this would cause hardship, alternative arrangements to repay may be made. Any failure to report an overpayment will be taken seriously and appropriate action taken.



## ***Income tax***

In compliance with the law, you will receive a P60 each year detailing earnings and payment of income tax and National Insurance. This document should be kept in a safe place.

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## ***Company facilities and amenities***

The benefits and facilities in this section are discretionary and may be withdrawn or altered by the Company at any time.

### ***Food and drink facilities***

These facilities are provided for the convenience of all employees and workers. Please ensure that all facilities are left in a clean and tidy condition after use. Care must be taken when using hot/electrical equipment and all health and safety rules concerning their use should be adhered to.

Please note that for health and safety reasons personal portable electrical appliances must not be brought onto Company premises.

### ***Welfare facilities (Drivers)***

As the majority of your work is done 'on the road', we do not provide formal food and drinking facilities. If you need to stop during driving time you will have to make your own domestic arrangements for food and drink facilities.

### ***Car parking***

The Company provides limited car parking facilities for use by customers, employees and workers. Cars must be parked sensibly and the Company does not accept liability for damage or loss to private vehicles.

# 6

## ***Company Procedures*** ***Workplace procedures and rules***

You are expected to comply with the Company's workplace procedures and rules during your Engagement. If the Company believes you have breached any of these procedures and rules, you will be spoken to and appropriate action will be taken which may include your engagement being terminated.

Should you feel dissatisfied as a result of any such action taken, you should speak to Management.

### ***Conduct covered*** ***Conduct at work***

The Company expects all workers to behave in a normal and reasonable manner. The following list provides examples of the type of conduct that the Company would expect:

- To be punctual for the start of work and to keep within the break times.
- To give regular attendance at work and to minimise all absenteeism.
- To be courteous, helpful and polite to all those with whom you have contact.
- To devote all your time and attention, whilst at work, to the Company and ensure that all its property including confidential information, records, equipment, information technology, etc., is kept safe and used correctly.
- To comply with all the Company rules and regulations.
- Not to be involved with any company, client or agent who is in direct competition with this Company without prior written authorisation.

### ***Unacceptable conduct***

Unacceptable conduct may result in your engagement being terminated with immediate effect.

Here is a list of offences that are normally regarded as unacceptable conduct. It is not exhaustive.

- Deliberate failure to comply with the published rules of the Company, including those covering cash handling, security, health and safety, equal opportunities, the Internet, etc.
- Deliberate falsification of records.

- The committing of offences against current discrimination legislation whilst acting on behalf of the Company.
- Fighting or assaulting another person.
- Using threatening or offensive language or behaviour towards anyone during your working time including towards children, parents, members of the public, other employees or workers.
- Bringing any item which could be classed as a weapon onto the work premises, including any item that has a blade or point or any firearm.
- Your work performance becoming affected through your consuming alcohol, taking drugs and/or illegal substances, substance misuse (e.g. solvent abuse), your taking legal highs and/or psychoactive drugs and/or drugs covered by the Misuse of Drugs Act 1971 ('controlled drugs') when these are not prescribed; or your failing to follow medical instructions on prescribed medication.
- Being in unauthorised possession of Company property.
- Being in possession of illegal drugs and substances or alcohol whilst on Company premises.
- Obscene behaviour.
- Behaviour likely to bring the Company into disrepute.
- Wilful and deliberate damage to or misuse of Company property.
- Refusal to carry out reasonable duties or instructions.
- Conviction on a criminal charge that is relevant to your engagement with the Company.
- The misuse including use for personal gain, of confidential information in the course of working for the Company.
- Undertaking private work on the Company premises without permission.

## ***Conduct outside working hours***

Normally the Company has no jurisdiction over worker activity outside working hours. Behaviour outside working hours will only become an issue if the activities adversely affect the Company.

Adverse publicity, bringing the Company name into disrepute, or actions that result in loss of faith in the Company, resulting in loss of business, or loss of faith in the integrity of the individual, may lead to the Company terminating your Worker Agreement.

## ***Grievance procedure***

A grievance procedure is quite simply a way for all workers and employees to discuss any problems, or air their views on any dissatisfaction that relates to their work. If you have any grievance relating to your engagement, you should raise it with Management in the first instance.

## ***Public interest disclosures***

Employees and workers who make public disclosures, generally about wrong doings in the workplace, are commonly referred to as “whistleblowers”. Under certain circumstances “whistleblowers” are protected under legislation for disclosing information that is known as “qualifying”. A qualifying disclosure must relate to:

- committing a criminal offence,
- failing to comply with a legal obligation,
- a miscarriage of justice,
- endangering the health and safety of an individual,
- environmental damage,
- concealing any information relating to the above.

All employees and workers are legally protected if they make a qualifying disclosure relating to any of the above points. Anyone wishing to make a disclosure is strongly recommended to raise the issue with Management in the first instance so that, where appropriate, there is an opportunity to address the area of concern.

Where an employee or worker wishes to make a disclosure that concerns a matter that cannot be dealt with through the above procedure, it should be raised with *Protect*, an independent whistleblowing charity, on 0203 117 2520.

## ***Claiming and accounting for expenses***

If you incur or anticipate incurring legitimate expenses on the Company’s behalf then you can claim them back on production of valid receipts. Claims can only be made for expenses incurred wholly in respect of business purposes.

## ***Rights of search***

The Company has a contractual right of search in order to combat misappropriation of Company property, stock losses, or if the Company genuinely believes that drugs or any illegal substances are on the premises. The right of search is to address problems relating to the above issues.

Under the rights of search procedure the Company may carry out random checks on the identity, person, and property, including vehicles at any time whilst they are on Company premises or business. It is understood that such checks in themselves do not imply suspicion in relation to the individual concerned.

You may be asked to remove the contents of your pockets, bags, vehicle, etc., and you will have the right to be accompanied by a third party who is on the premises at the time of search.

If a personal search is deemed to be necessary, you will be entitled to be searched by a member of the same sex.

Any refusal will be regarded as a refusal to carry out a reasonable instruction and may lead to your engagement being terminated.

The Company reserves the right to call the police for assistance at any stage.

## ***Company vehicles***

During your Engagement with the Company, you may be provided with access to a Company pool vehicle that will need to be returned at the end of the engagement, at any point during the engagement or as agreed with the Company. Fuel will be provided for business use.

You will be required to comply with the Company's vehicle rules.

The use of Company vehicles requires express approval from Management and the private use of commercial vehicles requires further authorisation. Unauthorised passengers must not be carried in commercial vehicles, nor may any vehicle be used for personal gain.

Once the use of a vehicle has been approved you must ensure that the vehicle is kept clean and tidy, in a roadworthy condition, and that all normal engine and vehicle inspections are carried out at the designated intervals.

If you have an incident involving a vehicle, whether or not personal injury or vehicle damage occurs, you must make a full written report of the incident. All driving accidents will be investigated and if an investigation shows you to be at fault, appropriate action will be taken. The Company also reserves the right to recover the insurance excess from you or the cost of the repairs if this is less than the excess.

You must produce your driving licence before permission to use a vehicle is first given and it must be produced at regular intervals thereafter, as notified by us. Any type of driving conviction or summons must be reported immediately to Management and you agree to allow us to access your online driving licence information.

You must comply with all statutory regulations and/or Company regulations regarding the recording of daily mileage, journeys undertaken and driving hours.

Whilst you may find it necessary to use a mobile phone during the course of your work, the Company prohibits the use of hand held mobile phones while driving and will not be liable for any fines or penalties incurred by you using a Company mobile phone unlawfully.

On termination of your engagement, you must return the vehicle to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you.

## ***Fines***

Any fines or prosecutions arising from any motoring offence either moving or static will be your responsibility. Notices relating to such fines received by the Company will be passed to you. Fines not paid will be settled by the Company on receipt of the first reminder and deducted from any monies, including wages and expenses, due to you. In this event the Company will also charge you 50% of such fines (a minimum of £5.00) as an administration fee.

## ***Vehicle Trackers***

Some Company vehicles are fitted with a tracking device, which may be used to verify locations, mileage, driving time and speeds. Any data obtained from the system may be

used as evidence at a disciplinary hearing should the Company consider the information relevant.

## ***Dash Cameras***

The Company reserve the right to install and use forward facing 'dash cameras' commonly known as cab cameras. These cameras must always be switched on whilst using the vehicles for safety reasons, and also for evidence collating in the event of an accident. Their view must not be restricted under any circumstances. If you are found to be restricting their view, purposely or non-purposely, this could, depending on the circumstances, lead to the Company taking disciplinary action. They must also never be removed from the vehicle, except with express permission of Management. If you discover that these cameras are not operating properly, or broken, this must be reported to Management immediately, so they can be repaired or replaced as applicable.

## ***Use of private vehicles on Company business***

The use of your own vehicle for Company business requires authorisation. Once authorised, you may claim a mileage allowance providing the Company has agreed the travel in advance.

You must have a valid licence to drive the vehicle and you are responsible for ensuring that your vehicle is in a roadworthy condition, with a valid MOT certificate (if applicable) and current vehicle tax, and that you have adequate insurance cover in place before undertaking any business travel. The Company will not accept any liability in the event of an accident, prosecution or fine.

# 7

## ***Company Policies*** ***Equal opportunities and discrimination policy***

The Company recognises that discrimination is not only unacceptable, it is also unlawful.

The Company's aim is to ensure that no job applicant, employee or worker is discriminated against, directly or indirectly, on any unlawful grounds.

By including this policy in the Worker Handbook, all workers are made aware that the Company will act in accordance with all statutory requirements and take into account any relevant codes of practice.

All job applicants will be considered solely on their ability to do the job. Interview questions will not be of a discriminatory nature.

All promotions will be made on merit in line with the principles of the policy.

Employees and workers who have a disability will receive the necessary help, within reason, to enable them to carry out their normal duties effectively.

This policy will be assessed at regular intervals to ensure that equality of opportunity is afforded to all employees and workers.

### ***Harassment policy***

The Company will not tolerate any form of harassment or bullying.

The purpose of this policy is to inform employees and workers of the type of behaviour that is totally unacceptable and to explain what solutions there are to employees and workers who may suffer harassment or bullying.

The Company intends to provide a neutral working environment in which no one feels threatened or intimidated.

Harassment is a discriminatory act and is also a criminal offence. It is very difficult to define as it can take many forms, but in the main it takes the form of unwanted behaviour by one employee or worker towards another, for example:

- Patronising or belittling comments.
- Comments about appearance/body/clothes.
- Leering or staring at a person's body.
- Unwelcome sexual invitations or pressure.



- Promises or threats, concerning employment or conditions, in exchange for sexual favours.
- Displaying offensive or sexually explicit material.
- Touching, caressing, hugging or indecent assault.

Please remember the test is that the behaviour is UNWELCOME, UNINVITED AND UNRECIPROCATED.

Bullying is also difficult to define. Obvious examples are:

- Threats of or actual physical violence.
- Unpleasant or over repeated jokes about a person.
- Unfair or impractical work loading.

## ***Procedure***

If you encounter a problem of this nature, it is vital that you make the person responsible aware that his/her remarks or conduct are offensive to you. This should be done in a simple, straightforward way.

It is recognised that complaints of harassment or bullying are often of a sensitive or worrying nature and that it may be difficult to speak directly to the other employee or worker involved. If this is the case, you should put your request in writing and hand it to the harasser or bully.

When or if the informal approach fails or if you believe that the harassment or bullying is of a very serious nature you must bring the matter to the attention of Management. If possible, you should keep notes of the harassment or bullying so that the formal complaint can be investigated, including the date, time and whereabouts of the act.

If you make a formal complaint it will be dealt with under the grievance procedure and all possible actions will be taken to separate you from the alleged harasser or bully.

If you bring a complaint of harassment or bullying you will not be victimised for having brought the complaint. If, however, after a full investigation, the Company has grounds to believe that the complaint was brought with malicious intent, appropriate action will be taken.

## ***Anti-bribery policy***

### ***Introduction***

The Company values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation. Its aim therefore is to limit its exposure to bribery by:

- setting out a clear anti-bribery policy,
- establishing and implementing anti-bribery procedures as appropriate,
- communicating this policy and any relevant procedures to employees, workers and to others who will perform services for the Company,

- undertaking appropriate due diligence measures before engaging others to represent the Company in its business dealings,
- monitoring and reviewing the risks and the effectiveness of any anti-bribery procedures that are in place.

## ***Policy***

The Company prohibits the offering, giving, solicitation or acceptance of any bribe (whether cash or other inducement)

- to or from any person or company (wherever they are situated and whether they are a public official or body or private person or company),
- by any individual employee, worker, agent or other person or body acting on behalf of the Company,
- in order to gain any commercial, contractual or regulatory advantage for the Company in a way that is unethical,
- or in order to gain any personal advantage (pecuniary or otherwise) for the individual or anyone connected with the individual.

This policy prohibits any inducement that results in a personal gain or advantage to the recipient or any person or body associated with them, and which is intended to influence them to take action that may not be solely in the interests of the Company or of the person or body employing them or whom they represent.

This policy is not meant to prohibit normal and appropriate hospitality or the giving of a gift on a festival or at another special time, providing they are customary in a particular market, are proportionate and are properly recorded.

Inevitably, decisions as to what is acceptable may not always be easy. If you are in any doubt as to whether a potential act constitutes bribery, the matter should be referred to a member of Management before proceeding.

## ***Employees' and workers' responsibility***

The prevention, detection and reporting of bribery is the responsibility of all employees and workers and the Company is committed to:

- encouraging employees and workers to be vigilant and to report any suspicion of bribery,
- providing employees and workers with suitable channels of communication and ensuring that sensitive information is treated appropriately,
- investigating instances of alleged bribery and assisting the police and other appropriate authorities in any resultant prosecution,
- taking action against any individual(s) involved in bribery.

Any suspicion of bribery should be reported in confidence to the Board of Trustees who have overall responsibility for bribery prevention.

## ***Criminal records***

Our business works on premises containing high-value items and potentially premises with vulnerable adults and children present i.e. care homes / schools etc. If you are working in such premises, you will be required to consent to an 'Enhanced Disclosure' criminal records check for any "unspent" convictions before being permitted to work on such premises. Further checks may be carried out from time to time during your employment and you are required to cooperate with us in obtaining these checks. Any failure to cooperate may lead to your dismissal. All convictions during your employment must be notified to a member of Management. "Convictions" include convictions in a court of law, police cautions, reprimands and final warnings.

## ***Protecting vulnerable groups***

If you have regular contact with children or adults in the course of your duties we will be required to check whether or not your name is included on the Protecting Vulnerable Groups (PVG) Children's List or the Protecting Vulnerable Groups (PVG) Adult's List maintained by Disclosure Scotland as being barred from working with children. In addition, if we believe that you are guilty of misconduct that has harmed a child/adult or placed a child/adult at risk of harm, we have a statutory duty to refer your name to Disclosure Scotland for possible inclusion on the PVG Children's / Adult's Lists.

## ***Communication and representation policy***

### ***Introduction***

The Company will take every step to communicate to all employees and workers with particular respect to its products, services, and plans for the future, etc. It also encourages employees and workers to express their views in terms of suggestions and opinions.

### ***Notice boards***

All statutory notices, vacancies, internal information and all other matters of general interest will be displayed on the official notice board. Anyone wishing to display notices relating to social, sporting or domestic activities should obtain permission from a member of Management to do so.

### ***The Worker's Handbook***

All workers will be provided with a copy of this handbook at the beginning of their Engagement with the Company. After that time a copy will always be available on the premises.

### ***Trade Union membership and recognition***

The Company recognises your right either to join or not to join a trade union of your choice.

The Company has no recognition agreement with any union.

## ***Telephones (including mobile phones)***

You may use the Company's telephone system for local calls within reason and in cases of personal emergency. If possible authority should be sought from a member of Management before the call is made and if not as soon as possible afterwards. The cost of private calls made from the Company's mobile phones must be reimbursed to the Company. Personal mobile phones must be switched off during working hours.

## ***Mobile phones & driving***

If you drive a vehicle for work purposes (our vehicle or your own vehicle), you are reminded that it is a criminal offence to drive whilst using a mobile telephone that is not attached to a hands-free set. Driving includes being in control of the vehicle while it is stationary with the engine running. Hand held mobile telephones should only be used when parked up with the engine off. The Company takes this matter very seriously and any infringement of this rule will result in us taking formal disciplinary action. The use of a hands-free telephone distracts the driver's attention and it should only be used when it is safe to do so. You must not write, send or read text messages whilst driving.

## ***Postal mail***

All posted mail delivered to the Company is normally opened centrally even if it is addressed as personal or has confidentiality marking. Therefore, no personal mail should be sent to the Company without permission (e.g. 'signed for' parcels) or personal mail sent out using the Company's system.

## ***Information technology***

The Company will not tolerate any worker or employee using the Company's IT for any purpose other than business use. No one may use any private software on the system. This is necessary to ensure no viruses contaminate the business systems.

## ***The Internet***

The Company subscribes to an Internet service in order to provide current information. No one may use this facility for any personal reasons, including downloading or streaming from the Internet to computers or mobile devices.

## ***Social media***

The use of social networking sites for personal purposes during working time or on Company IT equipment is not permitted and is a breach of Company rules.

When using social networking sites away from work must ensure that, if adding personal news items, they do not include reference to the Company by name or by photograph, or to any employee, worker, client, customer or any other person or organisation connected with the Company, or any of their relations or friends. Failure to comply with this policy will be treated as a serious breach of the rules and will result in appropriate action being taken, which could result in your Engagement being terminated.

Any use of social networking sites that brings the Company into disrepute, or breaches the equal opportunities and discrimination policy or harassment policy, may result in your Engagement being terminated.

## ***Personal data***

We hold personal data on all our employees and workers to meet legal obligations and to perform vital internal functions. Our data privacy notice details the personal data we may retain, process and share with third parties relating to your engagement and vital business operations. We are committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

If you would like to see a copy of our data privacy notice, please contact Senior Management.

## ***Smoking policy***

It is illegal to smoke in enclosed or substantially enclosed workplaces and the Company has a policy that prohibits smoking except in the designated outside areas. Smoking in any of our vehicles (or your own vehicles if they are being used for business use) is expressly prohibited. This policy applies to all employees, workers and to visitors to the premises.

Failure to comply with this policy will result in action being taken and possible criminal prosecution.

This policy also applies to the use of e-cigarettes and vaping devices.

## ***Drugs and alcohol policy***

The Company is committed to maintaining a healthy, safe and productive working environment for its employees and workers. The Company recognises the impact that drugs and alcohol may have on an individual's ability to work safely and correctly and aims to ensure a working environment free from the inappropriate use of substances and where employees and workers are able to carry out their duties in a safe and efficient manner.

If you are concerned that you or any of your colleagues are misusing drugs, medication and/or are excessively consuming alcohol, you are encouraged to speak to Management as soon as possible.

If you are prescribed medication by your doctor you must immediately discuss this with Management and provide confirmation from your doctor as to any possible side effects if:

- such medication may affect your ability to carry out your duties and/or drive; and/or
- such medication is covered by the Misuse of Drugs Act 1971.

This will apply whether or not there is any actual threat to health and safety.

## ***Standards of behaviour***

- The consumption of alcohol by employees or workers is inappropriate at any time during working time and/or during any breaks.

- The consumption of alcohol by employees or workers is inappropriate at any time before work whenever their work performance might be affected by such consumption.
- The use of:
  - substances covered by the Misuse of Drugs Act 1971 (referred to as 'controlled drugs');
  - solvents and/or any other similar substances as a means of achieving an altered state of mind or consciousness; and
  - 'legal highs', psychoactive drugs and new psychoactive substances (even where these may not be banned under the Misuse of Drugs Act 1971);

by employees or workers is inappropriate:

- at any time during working time or during any breaks; and/or
- before work whenever their work performance might be affected by such use.

The misuse by employees or workers of medication is inappropriate if their work performance might be affected by such misuse.

Illegal dispensing, distributing, possessing, using, selling or offering to buy any drugs at work by any employee or worker is prohibited. This includes controlled drugs, 'legal highs' or substances such as solvents where it is known, or could reasonably be known, to be for use as a means of achieving an altered state of mind or consciousness. Any such activity (including reasonable suspicion of it) on Company premises will be reported immediately to the police.

Your engagement will be terminated if you are found to be in breach of the rules in this section.

For the avoidance of doubt, using a controlled drug prescribed by a doctor shall not be treated as a breach of these rules. However, you must comply with the notification requirements above and the requirements of any relevant risk assessment and failure to do so could result in action being taken against you.

## ***Examination and testing***

If the Company suspects that there has been a breach of the above provisions, or suspects that an employee's or worker's work performance or conduct has been affected through drug or alcohol use, the Company may at its discretion require the employee or worker to undergo a medical examination to determine the cause of the problem.

To assist in the effective implementation of this policy, the Company also reserves the right to have drug or alcohol testing carried out at its discretion on any employee, worker, employees or workers. The reasons the Company may choose to conduct such testing include, but are not limited to the list below:

- Where there is a suspicion on the part of a manager that drugs and/or alcohol may have been used by an employee or worker and their work performance is affected by such use.

- Following a criminal conviction which relates to drugs or alcohol including activities which have taken place outside of the workplace.
- Following an accident in a Company vehicle or a vehicle in working time.
- Following any accident or near miss in working time.
- Following an incident resulting in damage to Company property.

Following a report from a member of the public of dangerous driving in a Company vehicle.

The Company also reserves the right to carry out random drug or alcohol testing of any employees or workers at its discretion.

Such tests can be administered by a third party instructed by the employer or by an employee within the Company and could include (but not limited to) using a standard breathalyser, oral fluid device or a urine test.

If you are required to undergo testing, you will be expected to sign a written consent to be tested. Failure to give consent, or refusal to supply a required sample, including what is deemed to be an unreasonable failure to provide a sample as required, will be deemed to be a failure to comply with a reasonable instruction and will normally lead to your engagement being terminated.

## ***Dress code policy***

You represent the Company whenever you meet customers and suppliers and we would ask that your appearance should be appropriate at all times.

If you have been provided with a uniform or name badge, you should wear them at all times whilst on Company business. Uniforms must be kept clean, pressed and presentable.

Any personal protective equipment that is issued by the Company must be worn at the relevant time. Failure to wear this equipment may result in action being taken.

# ***Worker’s Handbook receipt***

This Handbook has been drawn up by the Company to provide you with information on engagement procedures and rules. It is important for you to read the Handbook carefully.

The information covers a wide range of subjects relating to your engagement.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with Management.

It is important that you do this before signing that you have read, understood and are willing to abide by all the Company’s procedures and rules.



I acknowledge receipt of this Worker’s Handbook, which is the property of the Company, and agree to abide by all the Company’s procedures and rules.

Received by ..... (Worker)

Signed .....

Date .....