



Yenaa Housing

Staff Handbook

February 2022



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Mission statement
“Right support in the Right Environment”

It is our aim to provide the individuals who access our service and opportunity to live in safe and consistent accommodation. Supported by a team of experienced support workers and mentors, who can identify and provide resources to meet the needs of each individual service user.

We recognise that some of the individuals accessing our service find themselves on the fringes of society. They are isolated and stigmatised due to their circumstances. We believe we have a duty of care to provide an opportunity to experience equality of opportunity and access to resources and support in line with their peer group. We want to see our service users develop the knowledge and skills to make successful transition to more permanent accommodation and access employment that can sustain them into the future.

INTRODUCTION

Welcome to Yenaa Housing. We hope you will be very happy as part of our team. We strive to provide the highest standards of service. To do so, it is essential that we maintain a positive working environment which enables all of our employees to work to their full potential. We hope you will assist us in achieving this aim by observing our rules, policies and procedures.

Undertaking the task of a support worker brings with it a high level of responsibility. You are a person in a ‘Position of Trust’ and as such your actions, beliefs and professionalism is under an extremely high degree of scrutiny.

The Service users you are supporting are some of the most vulnerable in our community and as such they require the individuals who work with them to be robust and trustworthy. They require you to think of their needs at all times and provide Care, support and supervision to them in all aspects of their lives.

It is your responsibility to study the contents of this handbook. By doing so, you will gain useful information about our culture and values. You will also find out what you can expect from us as an employer and what we will expect of you as an employee.

PERSONNEL FILE

On the commencement of your employment, we shall create a personnel file containing documents, letters, etc. relating to your employment with us.

We hold personal data to ensure compliance with our record keeping obligations and for the purpose of personnel administration. All personal data will be retained by us in a manual or computerised form and will be processed by us and or/our representatives in accordance with the current statutory requirements. If your personal data is to be shared with any third party outside of the organisation, this will be in compliance with the GDPR. policy

We may use the information we hold to contact you when required. Such contact may require to be made outside your normal working hours.

In accordance with data protection legislation, we shall maintain our records as accurately as possible. We require to be advised of any change in your personal circumstances or details, e.g. telephone number, change of address, change of next of kin.

You have the right to access, on request, certain information held by us on file about you.

IDENTITY DOCUMENTATION

Before starting work with us, we shall have requested documentation from you proving your entitlement to work in the UK.

We are required to check and to satisfy ourselves that you are the rightful holder of any document/s that you provide to us. All documents will be checked for the likeness of photographs, dates of birth being consistent with your appearance, expiry dates, stamps, endorsements and names. Photocopies of the document/relevant parts of the document will be kept on your personnel file.

VETTING, BARRING AND REFERRALS

Due to the nature of our business, we comply fully with the requirements of the vetting and barring checks administered by the Disclosure and Barring Service (DBS). Accordingly, if you have been recruited or transferred to work in a 'regulated' activity in terms of the relevant legislation, we shall require you to undertake an enhanced criminal record check.

Unsatisfactory checks may require us to terminate your employment.

In terms of vetting and barring, we shall comply with our duty to refer to the DBS any relevant information concerning any employee working with children or vulnerable adults in a regulated or controlled activity where that employee has allegedly caused harm or poses a risk of harm to children and/or vulnerable adults.

Arrangements in respect of the reimbursements of the costs incurred in obtaining enhanced criminal record disclosures and registering with the DBS will be agreed with you in advance of the application.

JOB DESCRIPTION

We will issue you with a Job Description for your role with us. This will describe the main tasks and responsibilities of your job so that there is a proper understanding of the requirements of your job.

To reflect the changing needs of the business, adjustments to your Job Description may be necessary from time to time. (You will be consulted before any change.)

Any job description provided to you will not form part of your contract of employment unless specified otherwise.

PROBATIONARY PERIOD

Your first three months of employment with us will be a probationary period allowing us to monitor your capability, suitability and conduct.

Your employment may require to be terminated during, or at the conclusion of, your probationary period if we consider you to be unsuitable for your particular role. Alternatively, we may decide to extend your probationary period to allow us further time to assess your suitability.

Any authorised leave taken during the probationary period will normally result in an equivalent extension of the duration of the probationary period.

INDUCTION

We shall attempt to ensure that you are introduced to your job in a manner appropriate to the work to be undertaken by you. You will be trained, where necessary, in order that you are aware of our culture and our practices and can operate to the required standard.

If, following your induction, you are confused about any aspect of our procedures or practice, or you have any concerns regarding your ability to operate to the required standard, you should contact your Manager immediately.

Working with Service users involves learning to reflect on your own feelings and thoughts and how you are carrying out your role as a professional carer. You have a responsibility to safeguard all the Service users in your care. As a Role model you are expected to display an understanding of the language and behaviour you use around Service users and how you interact with your colleagues.

OUR RULES AND STANDARDS OF CONDUCT

TIMEKEEPING

Our effectiveness depends on the regular and punctual attendance of all employees.

You are responsible for ensuring that you arrive at work early enough to enable you to begin your work at the appointed start time. Similarly, you are required to remain at work at least until all the relevant paperwork has been completed, that provides the essential safeguarding and communication needs of the team.

If you are likely to be late for work at the start of your working day, you must telephone as soon as possible to explain the situation and give an indication of when you expect to arrive at work. If you are late on three occasions you will be issued with a letter of concern. If, on review, we consider that your timekeeping record has been unsatisfactory, we may invoke our disciplinary procedure.

You are required to comply with the time recording rules and procedures applicable to your position. Failure to comply with our rules, without a satisfactory reason, could result in disciplinary action being taken against you.

You are required to sign-in and out at the start and finish of your shift.

Any deliberate act to mislead or falsify your times of signing in and out, to sign in or out for a colleague, or to request or allow a colleague to sign in or out on your behalf may lead to disciplinary action being taken against you up to and including summary dismissal.

APPEARANCE AND DRESS

Your appearance must be professional at all times both within the workplace and when representing our business elsewhere. You should also maintain a good standard of personal hygiene.

You are required to be neat, clean and well-groomed while at work, whether working on our premises or elsewhere. You must adhere to the following standards, at all times:

You must remember you are a role model and your dress reflect the pride you take in your position as a professional carer. The Service users will look to you, so your actions and presentation is crucial.

- Clothing worn must be appropriate to your position.
- Low cut tops or short skirts are not permitted
- No offensive tattoos
- No dangling jewellery for health and safety reasons
- No clothing with motifs, which may negatively influence Service users e.g. Drug connotations
- Do wear expensive clothing as this will not be replaced if damaged, whilst on duty

- You should also be aware that Service users are unable to afford overly expensive clothing. Staff who are constantly discussing the value of their clothing, trainers and watches etc, can act as a trigger to young people. It may make them feel inadequate.

If you are unclear about any item or aspect of these rules, please contact us for clarification. If you disregard the rules, you may be subject to disciplinary action. In serious cases, where your appearance and/or hygiene are unacceptable, you will be required to return home to change or correct your personal hygiene. In these circumstances, you will not be paid for the duration of your absence from work.

GENERAL CONDUCT AT WORK

Yenaa Housing require all staff engaged in the support of Service users to adhere to this Code of Conduct. It is a statement of the principles that are held as acceptable practice in the support of our service users. As such they are implicit in the practice of all staff; failure to take them into account whilst engaged in this work is not acceptable and can be construed as a breach of duty of care to the Service users concerned.

During working hours, you are required to devote all your time and energies to the service of the business and the Service users .

We expect you to conduct yourself in a reasonable and appropriate manner towards all those with whom you come into contact during the course of your employment with us.

You have an obligation to ensure that you do not act in a manner, which could be considered to be discriminatory conduct, harassment or bullying.

You are expected to achieve and maintain a good standard of work and to demonstrate a conscientious approach to your role.

You are expected to show the skill or aptitude required for the job, especially where such skills are claimed or implied at the time your employment commenced.

You are expected to read and observe all authorised notices that are displayed by us.

Behave in a manner that reflects their professionalism and is relevant to your role

As a professional task, support work requires that staff are seen to be responsible in their actions on a daily basis. The interpretation of this requirement may rest with staff at any given time; however, it should always include the following:

- An awareness of the impact of language on service users, their visitors and other professionals with whom they come into contact. There may be differences in the type of language used, dependent on the prevailing circumstances. However, this does not justify anything which may be deemed inappropriate, offensive or unprofessional conduct

Uphold the rights of Service users with whom they work and recognise their concordant responsibilities

Service users have certain rights that are enshrined in International Agreement and United Kingdom Law. These rights are non-negotiable. The duty of support staff is to recognise and uphold them to the best of their ability. They also have a duty to promote these rights in the community for all Service users with whom they work

Giving and receiving gifts

If any work setting, it is important to maintain a level of professional behaviour. The giving and receiving of gifts is an area, which can cause problems if not addressed correctly.

Gifts to staff

Service users should be aware that they do not need to buy gifts for a member of staff. If they indicate their intention to purchase a gift, they must be informed of the policy. An alternative could be a card or a letter.

The most important area for any staff member to consider is one of vulnerability. The receiving of gifts could damage, or place unnecessary stress on the professional relationship by clouding the professional boundaries. Staff members could be leaving themselves open to allegations.

Gifts to Service users

As previously there will be times when presents are given. Apart from these times, we would discourage the giving of presents between staff and service users.

They must discuss their intention with their line manager.

NB – it is the responsibility of other staff to ensure a staff member's intentions are genuine and not based on creating a false sense of dependency on the staff member. This is a very serious situation and if it is established that gifts are being given without consultation then the matter will be dealt with accordingly.

It is very important for senior, more experienced staff to monitor less experienced staff, as many will use the giving of small gifts as a basis to developing relationships. This compromises the member of staff and the integrity of the home.

HEALTH AND SAFETY

We expect you to observe our Health and Safety Policy and any related rules and procedures.

You must not take any action that may threaten your own health and safety or that of the young people, colleagues or of any third parties.

You should report any health and safety concerns without delay.

We should be advised of any accidents that take place on our premises or that occur during working hours. Every accident should be reported, no matter how minor. We will require your co-operation into any subsequent investigations carried out by us.

All employees have a legal obligation to co-operate with health and safety at work. This extends not only to their safety but also to others who may be affected by their actions. Each employee has a responsibility for the following: -

- Complying with safe working practice at all times to minimise accidents at work
- Reporting any risk to their own or others' health
- Using, where necessary protective clothing provided for their health and safety and reporting any loss or damage
- Assist in the maintenance of good housekeeping standards

DRUGS AND ALCOHOL

We expressly prohibit the use of any illegal drugs or of any prescription drugs that have not been prescribed to you.

It is a criminal offence to be in possession of, use or distribute an illicit substance. If we suspect you have committed any such offences during the course of your employment, the alleged offence will be investigated by us. This may lead to disciplinary action being taken against you up to and including summary dismissal and the matter being reported to the Police.

You may not:

- report, or endeavour to report, for duty having consumed drugs or alcohol likely to render you unfit and/or unsafe for work;
- consume or be under the influence of drugs or alcohol while on duty, including during authorised breaks;
- bring to or store drugs or alcohol in any of the homes;
- attempt to sell or give drugs or alcohol to any other employee or other person during the course of your employment.

You should inform us of any prescribed medication that may have an effect on your ability to carry out your work properly. Drugs that cause drowsiness must not be used while at work.

Personal medication is the responsibility of the individual. You are required to ensure it is kept safe at all times. You are expected to ensure your medication is kept secure and if requested you know how much medication you have. This will only happen in the event there is a perceived risk.

SMOKING

We do not permit smoking anywhere on our premises. This also includes the use of E-cigarettes, personal vaporizers (PVs), and electronic nicotine delivery systems.

Giving cigarettes to Service users is also not permitted and deemed a very serious breach of our rules.

Any breach of smoking rules may lead to disciplinary action being taken against you.

CONTACT WITH FRIENDS OR RELATIVES

We discourage friends and relatives from contacting you at work except in the case of emergency.

TELEPHONE OR ELECTRONIC DEVICES

Our devices are intended for business use. We prohibit excessive personal use of our devices. If you breach these rules you will be responsible for the cost and may be subject to disciplinary action.

OTHER EMPLOYMENT AND CONFLICTS OF INTEREST

You are not permitted to undertake any other employment, or hold any office, without our express written permission. This does not apply to zero hour employees.

We will not permit you to have any interest in any business or undertaking or to engage in any other activities that might interfere with the performance of your duties or create a conflict of interest.

If you wish to be engaged in any other employment or to have any outside business interest, whether financial or otherwise, you must first seek the written permission of a Director.

CONDUCT OUTSIDE WORKING HOURS

We do not wish to intrude on your interests/activities outside normal working hours. However, you should not become involved in activities which prevent you from fulfilling your duties, which result in adverse publicity to the business, which brings the business into disrepute, or which harms our commercial relationships. For the avoidance of doubt this requirement involves the appropriate use of social networking sites which are in the public domain.

Any breach of the above rules may result in disciplinary action being taken against you under our disciplinary procedure which could result in your dismissal.

DISCLOSURE OF CRIMINAL CONVICTIONS

Criminal charges, or convictions, for sexual offences or for offences of dishonesty or violence committed during the period of your employment with us, whether committed during or outside normal working hours should be reported to a Directors immediately. Such charges, or convictions, may result in disciplinary action being taken against you up to and including summary dismissal. Failure to disclose such criminal proceedings/convictions that arise during the period of your employment

could also result in disciplinary action being taken against you up to and including summary dismissal.

A charge or conviction for any other type of offence during the period of your employment should also be reported to a Director. Such charges or convictions may result in disciplinary proceedings being taken against you, up to and including dismissal, where, in our opinion, the charge or conviction

- affects your suitability for your role;
- impairs our business reputation;
- seriously undermine the trust and confidence that we have in you.

Failure to disclose such criminal proceedings/convictions that arise during the period of your employment could also result in disciplinary action being taken against you up to and including summary dismissal.

GAMBLING

You are not permitted to gamble, bet, run sweep stakes on our premises without the prior written permission of your Manager.

BUYING/SELLING GOODS

Buying and/or selling of goods, whether on your own account, or on behalf of any other party is not permitted on our premises.

EXPENSES

You will be reimbursed for all reasonable expenses relating to travel, accommodation, entertainment and other out-of-pocket expenses incurred on our business in the proper performance of your duties. Reimbursement will be subject to the production of VAT receipts, or any other evidence we may require.

Do not take for granted that you will have expenses reimbursed to you, without the consent of your line manager. This includes activities, refreshments and food when accompanying Service users on an activity or trip.

SICKNESS ABSENCE

SHORT-TERM ABSENCES

While appreciating that there will inevitably be some short-term sickness absence amongst our employees, the efficiency of our operational and business needs is of vital importance. If you are frequently and persistently absent from work, this can damage our efficiency and have a detrimental impact on the running of the business.

- notify your line manager if you are ill or unable to attend work for any other reason at the earliest opportunity so that cover can be arranged. Notification should be made in person (unless there are exceptional circumstances for not doing so) by telephone. Text messaging, emails or other online notifications

will not be acceptable. You should explain the reason/s that you are unable to attend work and give an estimate of how long the absence will last.

- if you have been suffering from an infectious or contagious illness you should not report for work without obtaining clearance from your doctor. If you are in any doubt about this matter, you should notify us and consult your doctor.
- complete and submit a self-certification form on return to work for all periods of sickness absence of up to one working week. If you are absent from work for longer than seven days your absence must be covered by a doctor's fit note certificate. Your first certificate should be submitted on the eighth calendar day of your absence and you must submit any further certificates on the day on which your previous certificate expires.
- provide a doctor's certificate or "fit note" for a period of sickness absence of seven days or less if specifically requested to do so by us. In these circumstances, we will reimburse you for the cost of obtaining a private certificate on submission to us of a receipt.

We would normally consider 3 occasions of absence and/or 5 shifts of absence, over a rolling 12 month period a high level of sickness absence which will result in the absence management procedure being invoked. Please refer to our separate procedure.

LONG TERM SICKNESS ABSENCE

While very sympathetic to long-term absences amongst our employees, we have to be attentive to our operational and business needs at all times. Accordingly, during any long-term absence we shall assess and review periodically with you, your capability to carry out your normal job. This process could ultimately result in a termination of your employment. In these circumstances we will:

- review your absence record to assess whether or not it justifies dismissal;
- fully consult with you and establish your own views and opinions with regard to your health;
- obtain up-to-date medical advice;
- consideration of any reasonable adjustments that could be made to facilitate your return to work;
- advise you in writing as soon as it is established that termination of employment has become a possibility;
- meet with you to discuss the options and to consider your views on continuing employment;
- consider whether there are any other jobs that you could do prior to taking any decision on whether or not to dismiss;
- allow a right of appeal against any decision to dismiss you on grounds of long-term ill health; and
- arrange a further meeting with you to determine any appeal.

CONTACT DURING ABSENCES

During any period of sickness absence, whether short or long term, we reserve the right to contact you in order to be made aware of your current state of health and/or to arrange a medical welfare meeting.

SICK PAY

If you are absent from work due to sickness or injury for four days or more, we will pay statutory sick pay provided you are eligible in terms of the current SSP regulations and have complied with all relevant rules relating to sickness absence and notification.

HOLIDAY YEAR

The Company's holiday year is from January to December.

HOLIDAY ENTITLEMENT

Your Statement of Particulars of Employment details your annual holiday entitlement.

No more than two weeks' holiday may be taken at any one time without the prior written agreement of your Manager.

If you join us part way through a holiday year, you will be entitled to the proportion of your holiday entitlement based on the period of your employment during that holiday year.

HOLIDAY REQUESTS

We operate a system that you must follow for obtaining prior approval for holiday plans. Details of that system and of any changes to it from time to time will be made known to you.

You must give 21 days' notice of the proposed date of commencement of any holiday.

We will try to co-operate with your holiday plans wherever possible subject to the requirements of the Company. However, you must not book holidays until your request has been formally authorised in writing by your Manager. Should you book a holiday prior to receiving the necessary authorisation from us, we will not accept liability for any financial loss resulting from the subsequent cancellation of the holiday.

CARRYING FORWARD ANNUAL LEAVE

You must use all of your holiday entitlement by the last day of each holiday year and, unless there are exceptional circumstances, you may not carry your holiday entitlement forward into the next holiday year.

Holiday entitlement not used by the correct date will usually be lost and under no circumstances will payment be made for holiday entitlement that is lost through not being exercised by the correct date.

- Should you be incapacitated for work during any period of pre-booked holiday (whether in whole or in part) the Company may in its absolute discretion reimburse the period of holiday entitlement lost due to incapacity. You have no contractual right to reimbursement and before considering whether reimbursement is appropriate in the circumstances, you must deliver to the Company a relevant medical certificate covering the period of incapacity.

UNAUTHORISED ANNUAL LEAVE

If you have been refused a request for annual leave but fail to attend work (either saying that you are sick or by making no contact), we shall investigate this as a potential unauthorised absence.

TERMINATION OF EMPLOYMENT DURING THE HOLIDAY YEAR

If you leave our employment during a holiday year, you will be entitled to be paid for any accrued annual leave for that holiday year that you have not taken by the date of termination. We may require you to take any outstanding holiday entitlement during any period of notice, whether that period of notice has been given by you or by us.

If, on your date of termination, you have taken paid holiday leave in excess of your accrued entitlement for that holiday year, you shall be required to reimburse us in respect of this excess. We reserve the right to deduct the appropriate sum from your pay.

In the event that you are summarily dismissed, leave our employment without giving proper notice under your contract of employment or leave before your contractual notice period has expired, your entitlement to pay in lieu of outstanding holiday entitlement will be restricted to the statutory entitlement and you will not be entitled to pay in lieu of any contractual holiday over and above the statutory minimum entitlement

RELIGIOUS CELEBRATIONS

Should any employee wish to request annual leave over any festive or religious period the normal procedures must be adhered to.

FAMILY FRIENDLY ENTITLEMENTS

Maternity Rights

Your maternity rights will be in accordance with the current relevant statutory regulations.

Paternity Rights

Your paternity rights will be in accordance with the current relevant statutory regulations.

ADOPTION RIGHTS

Your adoption rights will be in accordance with the current relevant statutory regulations.

PARENTAL LEAVE

Your rights in respect of parental leave will be in accordance with the current relevant statutory regulations.

FLEXIBLE WORKING

Your right to request flexible working will be in accordance with the current relevant statutory regulations. Further information regarding the procedures to be followed and your entitlements can be found in our Flexible Working Policy.

SHARED PARENTAL LEAVE

Your rights to shared parental leave will be in accordance with the current relevant statutory regulations. Further information regarding the procedures to be followed and your entitlements can be found in our Shared Parental Leave Policy.

DEPENDANT INCIDENT LEAVE

You are entitled to take a reasonable amount of unpaid time off during working hours in order to take action:

- to provide assistance when a dependant falls ill, gives birth or is injured or assaulted;
- to make arrangements for the provision of care for an ill or injured dependant;
- in consequence of the death of a dependant;
- because of the unexpected disruption or termination of arrangements for the care of a dependant;
- to deal with an incident that involves your child and occurs unexpectedly while the child is at school/other educational establishments.

You must inform us of the reason for your absence and how long you expect to be absent as soon as is reasonably practicable. Time off work under this right is envisaged as being no more than one or two days in most cases.

A dependant is defined as your spouse, civil partner, child, parent, a person who lives with you other than as your employee, tenant, lodger or boarder, any other person who would reasonably rely on you for assistance if he/she fell ill or was injured or assaulted, or who would rely on you to make arrangements for the provision of care in the event of illness or injury; or in relation to the disruption or

termination of care for a dependant, any other person who reasonably relies on you to make arrangements for the provision of their care.

COMPASSIONATE LEAVE

We will consider all requests for compassionate leave in respect of close relatives.

If you need to take compassionate leave you should raise the matter with your Manager who will consider your request. There is no contractual entitlement to remuneration for absences relating to compassionate leave. Any payment will be made at the absolute discretion of the Company.

RELIGIOUS HOLIDAYS

Subject to the required notice of the holiday dates requested being given to us in the usual way you will normally be able to use your holiday entitlement to observe special religious holidays.

PERFORMANCE AND TRAINING

PERFORMANCE REVIEW

We monitor performance on an ongoing basis. We believe this allows minor issues to be identified at an early stage in order that they can be remedied by either informal counselling or training.

We hope such an approach will resolve most problems. Regrettably, if we continue to have concerns about your performance, we may need to conduct further investigations. We shall consider whether further training or assistance will resolve any difficulties identified but we reserve the right to take disciplinary action if we believe it is appropriate to do so.

Performance appraisal

Appraisals will take place on an annual basis.

The objective of your appraisal meeting will be to review the previous year's achievements and difficulties and to discuss any relevant future training, development and career planning.

The outcome of the discussion should be a clear plan for both parties in terms of the action necessary to ensure that you can achieve your full potential in the work that you carry out for us.

If you feel that your appraisal was unsatisfactory or unfair, you may request that it is reviewed by another Manager.

INTERNAL AND EXTERNAL TRAINING

We appreciate that each of our employees is an asset to our organisation with the opportunity to develop if given suitable training opportunities.

You may be offered a range of training and development opportunities during the course of your employment. Providing training involves an investment of time and/or resources on our part. As a consequence, the offering of opportunities will always be considered in accordance with both your development and our business needs.

Training and team meetings are mandatory. Non-attendance will be managed in the same manner as any other working time issue.

We consider your conduct at training sessions a reflection of the company's attitude and professionalism. Individuals who do not conduct themselves in an appropriate manner may be subject to an investigation.

Arriving late for training will be managed in the same manner as any other episode of lateness.

CONFIDENTIALITY AND SECURITY

CONFIDENTIALITY

In the course of your employment with us, you may come into possession of confidential information.

Confidential information is any information of a confidential nature relating to our business and may include:

- our business plans, business strategy and marketing plans;
- financial information relating to us, our financial results and financial forecasts;
- details regarding our employees and officers including the remuneration and other benefits paid to them;
- incidents and investigations relating to our operations or business;
- information relating to any pitches and tenders contemplated, offered or undertaken by us or on our behalf;
- confidential reports or research commissioned by or provided to us;
- any of our trade secrets including know-how and confidential transactions;
- information relating to research activities undertaken by us or on our behalf;

This list is not exhaustive.

Unless acting in the proper performance of your duties, or required by law, you must not disclose to any person or body, or use, any confidential information that you obtain during the course of your employment. These restrictions apply to disclosure of confidential information to work colleagues apart from certain named individuals. These restrictions shall continue after your employment has been terminated but shall cease to apply to any information or knowledge that subsequently comes into the public domain, other than as a result of unauthorised disclosure by you.

Confidential information, in whatever format made or received by you during the course of your employment is our property.

You must return to us, on our request or upon termination of your employment, any confidential information which belongs to us and is in your possession or under your control. You must delete, on our request, all confidential information in your possession and destroy any other documents and/or items which are in your possession or under your control and which contain or refer to any confidential information.

You must not retain any copy/copies of any confidential information belonging to us. At any time during your employment, or following termination of your employment, we may require you to provide a written undertaking that you have returned all property belonging to us including confidential information and that you have not retained any copy/copies of confidential information belonging to us.

DATA PROTECTION

You understand the need for the collection, storage and processing by us, or by any associated Company, or by our third party representatives of any personal data, including special categories of personal data, relating to you as necessary as part of this employment relationship for various reasons. We will keep a record of our processing activities in respect of personal data in accordance with the requirements of the General Data Protection Regulations.

Special categories of personal data relating to you, as an example, may include but is not limited to self-certificates, doctors' certificates, medical reports or other health data, financial information and details of trade union membership.

We shall review any personal data held by us on a regular basis to ensure that it is accurate, relevant and up to date.

MEDIA STATEMENTS

Only a Director is authorised to make statements to the media concerning any matters relating to our business.

RIGHT TO MONITOR

We reserve the right to monitor and any monitoring will be legally compliant, and details of any monitoring would be made available to you.

TERMINATION OF EMPLOYMENT

RESIGNATION

If you wish to terminate your employment you are required to give your notice in writing to your Manager. Your letter should provide clear reasons for your decision. The notice given should be in accordance with the period of notice detailed in your Statement of Particulars of Employment.

We may require you to attend an exit interview prior to your departure.

NOTICE OF TERMINATION

Should you fail to give us proper notice of termination or fail to work your full contractual notice without our prior agreement, we may withhold or deduct from any owed to you a sum equal to any loss suffered by us in consequence of your failure.

The sum deducted/withheld may be in part satisfaction of our claim only. Accordingly, we reserve the right to claim damages from you in excess of the sum deducted or withheld.

By mutual agreement, these notice periods may be waived or varied.

PAYMENT IN LIEU OF NOTICE

We reserve the right, at our absolute discretion, to make a payment in lieu of notice for all or any part of your notice period upon the termination of your employment (rather than your working out your notice period). This provision applies whether notice to terminate the contract is given by you or given by us.

GARDEN LEAVE

If you have resigned with notice, or you have been given notice of termination of your employment by us, we reserve the right, at our absolute discretion, to require you not to attend your place of work for all or part of the notice period.

In these circumstances, your contract of employment will continue in force until the end of your notice period and you will continue to receive full pay and any contractual benefits to which you are entitled in the normal way. You will also remain bound by all the obligations and restrictions set out in your contract of employment, save the duty to attend work. You must remain available to be contacted by us during this period.

You are not permitted to take up employment elsewhere during the notice period.

RETIREMENT

We do not operate a compulsory retirement age for our employees.

We believe that you should, wherever possible, be permitted to continue working for as long as you wish to do so however, we operate a flexible retirement policy and you may voluntarily retire at any time.

If you wish to retire voluntarily, you should inform your Manager in writing as far in advance as possible and, in any event, in accordance with your notice period as set out in your Statement of Particulars of Employment document. This will assist us with our succession planning.

We will then write to you acknowledging your notice to retire and arrange a meeting with you to discuss arrangements for retirement, including the intended retirement date, succession and handover plans, pension details and phased retirement, if applicable.

You should consider any pension provision you hold, and ensure you take independent financial advice before making any decision in relation to your retirement.

REDUNDANCY

We may face circumstances when factors such as changes in our market, changes in technology or changes in our organisational requirements may result in a potential redundancy situation.

We shall take all possible steps to avoid redundancies including the consideration of:

- the reduction of overtime to a minimum;
- whether we can reduce the numbers of casual staff, temporary staff and contract staff;
- whether a temporary ban can be placed on recruitment into any posts that become vacant;
- whether measures such as short-time working and/or lay off can be implemented.

We will ensure that potentially affected employees are notified at the earliest possible opportunity whenever it appears that a redundancy situation may exist. Full consultation over any proposals involving possible redundancies will take place as soon as reasonably practicable and no final decision will be taken without full consideration of any suggested alternatives.

RETURN OF OUR PROPERTY

Prior to your official leaving date, you must return to us all documents (including copies or summaries and whether in eye readable or machine readable form), software, hardware, books, office equipment, keys, uniform, security passes, credit or charge cards, car and any other property belonging to us.

We reserve the right to specify an earlier date for the return of such property. You must also return to us any property that may come into your possession or control after the termination of your employment.

If you fail to return our property by your leaving date, or by any other specified date, we shall be entitled to withhold the whole or any part of any wages due from us to you up to the current market value of the property not returned. We also reserve the right to issue civil proceedings against you and claim compensation to the extent that any outstanding pay fails to cover the current market value of the property not returned.

