

WINNS SERVICES



STAFF HANDBOOK

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Welcome to WINNS Services

Welcome to WINNS Services Limited. I hope that you will find working as part of the WINNS team both interesting and rewarding.

We operate in an extremely competitive marketplace. We depend on the skills of our employees to achieve our business objectives and to uphold our reputation for the quality of the services.

WINNS is committed to helping employees perform well in their present job roles, as well as encouraging and supporting any employees who demonstrate a desire and an ability to progress further within the business.

Please advise the Operations Manager if you require this handbook in a different format or language.

Use of the Staff Handbook

The Staff Handbook is designed to provide you with information about WINNS Services and details of your employment. The Staff Handbook also contains the policies, procedures and rules, which the organisation has adopted and you are expected to follow as a member of WINNS Services.

A number of the policies, procedures and rules included in the Staff Handbook are referred to in your contract of employment. Some form part of your contract of employment with WINNS Services and some do not. The Staff Handbook specifies which policies, procedures and rules are incorporated into your contract of employment. It is important to read the Staff Handbook carefully. If you have any questions about its contents, please raise them with the Contract Managers.

The Staff Handbook will be updated as and when changes occur.

About WINNS Services

WINNS Services has its roots firmly established way back in 1989 and has grown organically and steadily ever since.

The founding Directors still maintain an active role in the family business and recognise that an established business needs to embrace change and, in particular, the latest technologies in connectivity. However, we are in the service industry and people are our greatest asset. They deliver 'at the coal face' so we take great care to induct, train and, above all, respect them as individuals.

Our aim is to develop long term mutually beneficial working relationships with our clients by understanding their requirements and changing needs in order to provide an excellent service.

Equal Opportunities Statement

WINNS Services is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Our aim is that our staff are truly representative of all sections of society and work in an environment where everyone is respected and able to perform to the best of their ability. Our policy is to provide equality and fairness for all in our employment and in our provision of services and not to discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.

WINNS Services opposes all forms of unlawful and unfair discrimination. It is our policy to provide a suitable environment for people with disabilities. All reasonable facilities will be provided for staff and volunteers with disabilities to perform their roles without difficulty or disadvantage.

WINNS will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, clients, suppliers or any other person associated with WINNS Services.

In adopting these principles WINNS Services:

- Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
- Fully recognises its legal obligations under all relevant legislation and codes of practice.
- Will allow staff to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy. If you need to access these procedures, they can be obtained from your Line Manager e.g. Grievance Procedure, etc.
- Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
- Will provide equal opportunity to all who apply for vacancies through open competition.
- Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
- Will provide all employees with the training and development that they need to carry out their job effectively.

- Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.
- Will distribute and publicise this policy statement throughout the company in line with ISO 19001:2015

Dignity at Work

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

What and How of Harassment

Harassment can be defined as conduct that is unwanted, offensive and affects the dignity of an individual or group of individuals.

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

There are many types of harassment:

- Race, ethnic origin, nationality or skin colour
- Sex or sexual orientation
- Religious or political convictions
- Willingness to challenge harassment, leading to victimisation
- Disabilities, sensory impairments or learning difficulties
- Status as ex-offenders
- Age
- Real or suspected infection with a blood borne virus (eg AIDS/HIV)
- Membership of a trade union or activities associated with membership

People can be subject to harassment on a wide variety of grounds. Forms may include:

- Physical contact ranging from touching to serious assault
- Verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on
- Visual display of posters, graffiti, obscene gestures, flags and emblems
- Isolation or non-cooperation at work, exclusion from social activities

- Coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups
- Intrusion by pestering, spying, following someone
- Bullying
- Real or suspected infection with a blood borne virus (eg AIDS/HIV)
- Membership of a trade union or activities associated with membership

If you feel you are being harassed, you are strongly encouraged to seek early advice/support from your Line Manager. If you feel your Line Manager is harassing you, then you should contact their Line Manager.

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

WINNS Services has a formal procedure for dealing with these issues, which you can obtain from your Line Manager.

Joining WINNS Services

Probationary Period

On joining WINNS Services, you will serve a six (6) month probationary period. During this time, you will be thinking about whether you wish to remain working with us. Your Line Manager, at the same time, will be assessing your suitability for your role.

If you do not reach the standards required by WINNS Services, your employment may be terminated at any time during the probationary period with one week's notice. WINNS Services reserves the right to extend the probationary period where required.

The ACAS Code on Discipline, Dismissal and Grievance Procedures do not apply during the probationary period.

Induction

We are keen that you have every assistance to help you settle into your role quickly. Your induction programme sets out what to expect on your first day and the induction process we will follow. You will meet your colleagues and you will receive information on WINNS Services, your terms and conditions of employment, policies and procedures, health and safety.

If there is anything you need to know about WINNS Services or of what is required of you in your role, please ask your Line Manager.

Changes to personal details

To help us to assist you, especially in cases of emergency, it is essential that all information on your personnel records is up to date. Inform your Line Manager as soon as there are any changes to your personal details.

Your personal information is confidential and will not be released to outside sources without your prior authorisation.

Criminal Records Checks

Certain employees of WINNS Services may be required to undergo a criminal records office check (DBS or SIA). This is only in very special circumstances where your employment with us means you are likely to come into contact with children or vulnerable adults (or certain other particular circumstances). Should this be the case, we will discuss the situation with you prior to confirming your appointment (or relevant change to your job).

Pay

Payment of Salaries/Wages

Salaries are paid on the 28th day of each calendar month by BACS transfer.

Hourly paid staff are paid on the 10th day of the following calendar month by BACS transfer.

An individual payslip showing gross pay, fixed and variable deductions and net pay will be emailed to you each month. Your starting salary/wages is that stated in your contract of employment. We will let you know of any subsequent changes to your salary/wages.

Final Pay

Upon leaving WINNS, your final pay will be in the form of a BACS Payment. Your P45 will follow after the next pay period.

If you are provided with a uniform and terminate your employment with WINNS Services within 1 year of starting, you will have the cost of the uniform (£25) deducted from your final payslip.

If you leave within your first 6 months of starting with WINNS Services, there will be an administration charge (£40) to cover Head Office administration costs.

Deductions from salaries

WINNS Services will make any deductions from your pay as required by law or as authorised by you in writing. In addition, WINNS Services reserves the right to make salary adjustments

to your pay where an overpayment has been made or in cases of malicious damage which result in dismissal. WINNS Services will make deductions from your salary should you not clock in/out of Parim correctly for each shift, while at your site of work, using GPS on your mobile phone. It is your responsibility to ensure you have a mobile phone which enables you to do this. A deduction of 15 minutes will be made to your shift for every kilometer you clock in or out away from the location.

Pension Scheme – Stakeholder

WINNS Services provides all eligible and entitled employees with access to a workplace pension (from July 2014) through auto-enrolment and self-election. The scheme is operated by a provider registered within the Pension Regulator's NEST arrangements. The standard contribution rate (from 2018 onwards) is 5% for employees and 3% for employers, based on the relevant band of earnings. Employees can deal directly with the pension administrator in order to obtain pension estimates. You must contact NEST directly for any queries. WINNS Services cannot contact NEST on your behalf.

Hours of Work

Your normal hours are those set out in your contract of employment.

If you are part time and also have a second job, you should be aware of the rules of the Working Time Regulations 1998.

Holidays

Holiday Entitlement

You are entitled to twenty (20) days holiday per year for a full time working week. Part-time employees will have their holiday entitlement proportionate to their actual hours of work as stated in the Contract of Employment. This will include a pro rata entitlement to Public Holidays. If you join WINNS Services part way through a holiday year, you are entitled to the appropriate portion of leave based on the number of completed weeks of service.

Head Office will close for non-operational staff for the period between Christmas and New Year since there is no requirement for our services at that time. Head Office staff must keep up to three (3) days leave for this purpose.

You may take no more than two (2) weeks holiday at any one time except in exceptional circumstances – see below. As far as possible, leave should be taken in blocks of whole working weeks.

There will be no unpaid leave unless in exceptional circumstances.

Holiday Year

The holiday period runs between the 1st January and 31st December.

Leave may not be carried over from one leave year to the next, unless specific permission is given. Leave not taken will be lost, unless specific permission is given.

If you work on a contract that operates during school term-time, important details of how your holiday is allocated across the year will be in your individual contract of employment. If you take holiday during term-time, this must be agreed beforehand by your Line Manager and will be unpaid. Holiday for part-time and term time employees are calculated on a pro-rata basis. WINNS reserves the right to change the allocation of holiday to meet the needs of the business.

For each week's holiday taken, payment will be made at your contracted weekly earning. If you do not have set contracted hours, payment will be based on your average weekly earnings calculated over the fifty two (52) weeks preceding the holiday.

Public and Bank Holidays

You are granted all public holidays with pay if you are scheduled to work. If you are part time, you will receive pro-rata pay. Where time off on a Public Holiday exceeds entitlement, the time must be made up using holiday entitlement.

The days of public and Bank Holidays in England and Wales are:

New Year's Day
Good Friday
Easter Monday
May Day
Spring Bank Holiday
Late Summer Bank Holiday
Christmas Day
Boxing Day

Holiday Booking

Holidays must be authorised in advance. To book a holiday absence, you should complete a Holiday / Absence Request Form, giving the requested dates for holidays and pass this to your Manager. You should give as much notice as possible (minimum twenty eight (28) days' notice) in order to avoid disappointment, as your holiday dates may not be authorised if adequate cover is not available.

It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.

As a guide, you should give a minimum of four (4) weeks' notice to book a two-week holiday and two (2) weeks' notice to book a one-week holiday. Your Manager will confirm to you whether the holiday has been authorised as soon as possible and generally within five (5) working days. You must not confirm any bookings for flights with travel agents, etc., until such time as your holiday has been authorised. Generally, you may not take more than two working weeks holiday in one period. Generally, you may not take holiday during your probationary period.

Important Note:

Holiday requests for the current holiday year must be authorised before 30th September to allow for Christmas scheduling.

On termination of employment, all outstanding annual leave must have been taken prior to the effective date of departure. At the discretion of the Directors, payment may be made in lieu of holiday entitlement. Such payments shall meet the requirements of Regulation fourteen (14) of the Working Time Regulations 1998.

Should you leave within a year and holiday has been taken in excess of any entitlement accrued up to the date of departure, then a financial adjustment will be made to your final payment based on the proportion of the year worked.

Religious Holidays

WINNS Services will not ask about your religion and will not discriminate against anyone wishing to celebrate their festivals. You are required to use part of your normal holiday entitlement to cover time off for these.

Sickness Absence

Sickness Absence Policy

WINNS Services is committed to maintaining the health, well-being and attendance of all our employees. We value the contribution our employees make to our success and we miss that contribution when any employee is unable to work.

Our absence policy is based on the following principles:

- We undertake to provide reasonable payments to employees who are unable to work due to sickness (SSP).
- We will support employees who have genuine grounds for absence for whatever reason. This support includes 'special leave' for necessary absences not caused by sickness, a flexible approach to the taking of annual leave and returning to work after long term sickness.

- We will use an occupational health adviser to help identify the nature of an employee's illness and advise the employee and the Line Manager on the best way to improve the employee's health and well-being.
- We will respect the confidentiality of all information relating to an employee's sickness and information will be held in line with all data protection legislation.

Regular, punctual attendance is an implied term of every employee's contract of employment and we ask each employee to take responsibility for maintaining good attendance and reporting absence according to the procedures set out in this Handbook.

The Disciplinary Procedures will be used if an explanation for absence is not forthcoming or is not thought to be satisfactory.

Absence Reporting

You must report your absence from work owing to illness to your Line Manager by telephone as early as possible, and no later than two (2) hours before the start of work, on the first day of sickness. When possible, notification of absence should be given the previous evening to allow staff cover to be arranged.

In the event that your Line Manager is unavailable, you should leave a message with the Duty Manager who will record the absence. When reporting your absence, you should give a clear indication of the nature of your illness and the likely date of your return to work.

The first day of your sickness absence will then be added to the payroll system and will be on-going until a return to work date has been added.

Certification

A self-certification may be made for the first seven (7) calendar days of absence. From the 8th day onwards, a Fit for Work note is required.

A final Fit for Work note, giving the date on which you will be fit to resume work, must be given to your Line Manager prior to your return to work.

If your absence is not continuously covered by a self-certificate, Fit for Work note or in-patient certificate, it may be treated as an unauthorised absence and dealt with using the Disciplinary Policy.

Return to Work

A 'Fit for work' certificate is required should you wish to return to work before your medical certificate runs out.

On return to work, your Line Manager will have an informal discussion with you in order to establish:

- The reason for and cause of your absence
- Your fitness to return to work
- Whether you need any support to return to work

Sent Home

If, while you are at work, you decide that you are unwell and need to go home, for health and safety purposes you must inform your Line Manager or Head Office before you leave the building.

If you have worked less than 50% of your working hours for that day before going home, the remaining hours will be classed as absence and form part of your absence record and entered on the payroll system.

Sickness Absence Whilst on Annual Leave

If you fall sick during a period of annual leave, you may be able to reclaim your entitlement. You must notify your Line Manager, or in his/her absence the Operations Manager, by telephone on the first day of illness and then follow all the stages of the sickness reporting procedure. You must obtain a Doctor's report about your medical condition, even if this is less than seven (7) days, if you wish to reclaim your annual leave.

Medical, Dental or Optician Appointments

Where possible, medical appointments should be made outside of working hours. Where this cannot be arranged, they should disrupt your working schedule as little as possible, e.g. made early or late in the day. You will be asked to provide satisfactory evidence of appointments such as an appointment card or hospital letter.

Where attendance for a medical or hospital appointment necessitates a complete day's absence from work, this will be treated as sick leave and the procedure for self-certification should be followed.

Absence During Pregnancy

Pregnancy related absence will be dealt with separately from sickness absence in accordance with the Statutory Maternity Pay regulations.

Sick Pay

Statutory Sick Pay

In accordance with the eligibility requirements of the Inland Revenue, you may be entitled to Statutory Sick Pay (SSP) when you are absent from work due to sickness. The main features of the scheme are:

- The first three (3) days of incapacity are unpaid (called 'waiting days')
- SSP is paid for up to twenty eight (28) weeks
- Once SSP is exhausted, an employee normally transfers onto benefits paid directly by the Department for Work and Pensions

Information on statutory sick pay can be obtained from the Inland Revenue.

Company Sick Pay

Sick Pay will be paid at the discretion of the Directors.

Where company sick pay is payable, the amount paid under Statutory Sick Pay will be deducted from employee's pay.

Time off

Special Leave Arrangements

Sympathetic consideration will be given to any hardship, difficulty or special circumstances which might necessitate a request for absence from work on compassionate grounds. Such circumstances might include bereavement or severe illness of a close relative or dependant. Whilst you are expected to use your annual leave as far as possible for attending to personal affairs, special leave in excess of any statutory entitlement may be allowed in exceptional circumstances at the discretion of the Directors. Each request will be considered on its merits, but as much advance notice as possible must be given.

Requests for unpaid leave will not normally be allowed except where they relate to the special circumstances described above.

Antenatal Care

All pregnant employees are entitled to time off with pay to keep appointments for antenatal care. Antenatal care may include relaxation classes and parent-craft classes made on the advice of a registered medical practitioner, midwife or health visitor.

Except for the first appointment, you must show your Line Manager, if requested, a certificate from a registered medical practitioner, midwife or health visitor, confirming the pregnancy together with an appointment card or some other document showing that an appointment has been made.

Maternity, Paternity and Adoption

All qualifying employees are entitled to statutory maternity, statutory paternity, and statutory adoption leave and pay. A qualifying employee must request and take leave according to the statutory procedure. For further information about statutory entitlements and current rates visit <https://www.gov.uk/maternity-pay-leave>.

Time off to Deal with a Family Emergency

All employees are entitled to a reasonable time off work without pay, to deal with an emergency involving a dependant. For example, if a dependant falls ill or is injured, if care arrangements break down, or to arrange or attend a dependant's funeral.

Parental Leave

Employees who have completed one year's service are entitled to thirteen (13) weeks' unpaid parental leave for each child born or adopted. The leave can start once the child is born or placed for adoption with the employee or as soon as the employee has completed a year's service, whichever is later.

It may be taken at any time up to the child's fifth birthday (or until five years after placement in the case of adoption). Parents of disabled children can take eighteen (18) weeks up to the child's 18th birthday.

Procedure

Parental leave may be taken in blocks of a week, unless it is taken to care for a disabled child, when it can be taken in days. The employee can take no more than four (4) weeks parental leave in any year. Part of a week counts as a full week in calculating parental leave taken for that year. For example, if a full time employee takes three (3) days parental leave and then returns to work, one week is deducted from the thirteen (13) week entitlement.

An employee requesting parental leave is required to give a minimum of twenty one (21) days' notice, specifying start and end dates. WINNS Services will agree to the request unless it would be detrimental to the organisation to do so, in which case the organisation will seek to postpone the parental leave.

A decision to postpone parental leave will be notified to the employee no more than seven (7) days after the employee's notice was given.

WINNS Services will not seek to postpone parental leave when it has been requested to

coincide with the birth or adoption of a child.

Parental Leave will not be postponed for any more than six (6) months from the date on which the employee requested it to start.

Flexible Working

Parents of children under the age of six (6) or disabled children under the age of eighteen (18), have the right to apply to WINNS Services to work more flexibly. The request can cover hours of work, times of work and place of work and may include requests for different patterns of work. Carers of adults also have the right to apply for flexible working.

Whilst WINNS Services can give a commitment to seriously consider any application made, the Company cannot guarantee to accommodate requests if such requests would be detrimental to the commercial needs of the business. Any changes must meet the needs of both the employee and WINNS Services and its clients.

Time Off for Public Duties

Employees who hold certain public positions will be allowed reasonable time off with pay to perform duties associated with that position. The amount of time off allowed will be at the discretion of the Directors and will take account of time off already received and the effect of the absence on the satisfactory running of the organisation.

Trade Union Membership and Duties

All employees shall be free to join an appropriate trade union. Reasonable time off with pay will be allowed to recognised trade union representatives to enable you to undertake duties concerned with industrial relations within the organisation.

Evaluations and Appraisal

All employees are part of a staff supervision and appraisal process. These are positive exercises designed to encourage and assist staff in their professional and personal development.

It is our policy that employees should have regular evaluations with their Line Manager or Supervisor and an Annual Appraisal or evaluation. It is the responsibility of the employee to arrange these meetings and send the appropriate preparation information to their Line Manager in advance. A record of the evaluation or appraisal will be kept on the individual's personnel files. These files will be kept for one year following the resignation of the employee, after which, only summary information will be retained to provide references for potential employers if requested by the employee.

Training, Development and Promotion

WINNS Services places the highest value on training and development for its staff. We are committed to investing in the training of our staff in order to achieve our business objectives.

Initial and longer-term training needs will be agreed with your Line Manager to enable you to perform your job as effectively as possible. This process will continue as part of your regular performance reviews.

Communications

Your prime source of information about your role or the organisation is your Line Manager. It is part of his or her job to inform, answer questions and listen to constructive opinions, comments or suggestions.

In addition, we have regular staff meetings and team meetings.

It is your responsibility to read all staff communications and to keep up to date with company policy and procedures. Failure to do so, may result in disciplinary action.

Performance and Behaviour at Work

Appearance

WINNS Services does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

If we have supplied you with a uniform or other apparel, then you must wear this at all times when required to do so. It is your responsibility to ensure that this is clean and presentable.

If your work brings you into contact with the general public, then you must remove all visible piercings with the exception of a single set of earrings (or one single earring), and you must ensure your dress and grooming standards reflect the values of your employer.

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

Company/Clients Premises

You will be issued with an identity badge and possibly appropriate keys, fobs and PIN codes allowing access to your workplace. These remain the property of WINNS Services and its clients. Loss of your ID badge / PIN code (or accidental disclosure to someone) must be reported immediately to your Line Manager. You are required to return all ID Badges, fobs, keys, etc. to your Line Manager when requested, failure to do so may affect your final pay.

You must not bring any unauthorised persons onto WINNS Services/Client's property without prior agreement from your Line Manager, unless you are authorised to do so as part of your role. In these circumstances, you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or company property inappropriately.

You must not remove WINNS Services/clients property from the organisation's premises unless prior authority from your Line Manager has been given.

Personal Property

Any personal property, such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on WINNS Services/client's premises is done so entirely at your own risk.

You are strongly advised not to leave any valuables unattended, either on our or the client's premises, company vehicles or in your own vehicle.

WINNS Services does not accept liability for loss or damage to any personal property whatsoever.

Telephones & Correspondence

Company telephone/mobile phone or postal facilities must not be used for private purposes without prior permission from your Line Manager. If, for any reason, personal use is made of these items, then arrangements must be made to pay the cost price of all services used. Abuse of these facilities will be considered a potential disciplinary matter.

Use of Computers and Tablets

The organisation's IT, Internet and E-mail Policy, is designed to protect the organisation's computer equipment, prevent inappropriate use and protect confidential data stored on computer files. Every employee must ensure that his/her conduct conforms to the standards set out in this policy.

Internet access and E-mail for personal use is permitted during unpaid break times only.

Data Protection and Confidentiality

You must be aware of, and comply with, all elements of the Data Protection Act 1998 and the GDPR Regulations 2016. No employee should disclose any confidential information either while employed or after having left WINNS Services, unless specifically given permission to do so. Any breach of confidentiality will be dealt with either under the disciplinary procedures, which may lead to dismissal, or through criminal court proceedings.

Smoking

In the interests of the health, safety and comfort of employees and customers and to comply with legislation, the organisation operates a no smoking policy. Any employee found to be smoking on the premises or in company vehicles will be subject to disciplinary procedures.

Consumption of Alcohol and Drug Abuse

The organisation forbids the consumption of alcohol and use or storage of drugs on its premises, nor will it permit any employee to work whilst under the influence of alcohol or drugs. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

Professional Conduct and Public Statements

All employees have a responsibility to act in good faith and to promote the good name and effectiveness of their employer. You are expected to be trustworthy and to conduct yourself reasonably at all times. No employee is permitted to give press or other media interviews or assistance with or be involved in the publication of any article relating to the business affairs of the organisation or in relation to the organisation's intellectual property, without prior consent from the Directors.

Conflict of Interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in WINNS Services' best interest.

Generally, a conflict of interests exists when an employee is involved in an activity:

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

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

Bribery and Other Corrupt Behaviour

WINNS Services has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business, this will be considered gross misconduct. Similarly, accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

Mobile Phones

In order to preserve the smooth running of the office and client sites and to avoid disruption to employees, personal mobile phones should not be used except in the case of emergencies. Mobile phones should either be switched off or silenced during working hours. The office number may be given out to friends and relatives for use in emergencies.

Expenses Policy

WINNS Services recognises that no member of staff, paid or unpaid, should be placed at financial disadvantage as a result of their work for the organisation. Equally, there should be no financial gain.

The Expenses Policy provides guidance on the types of expenses which can be claimed and at what rates. The Policy also ensures that all claims are treated consistently and appropriately.

Disciplinary Procedure

WINNS Services wishes to ensure high standards from its employees. The Disciplinary Procedure enables the organisation to take appropriate action against you where your performance or conduct is unsatisfactory.

Depending on the severity of an incident, you may be subject to disciplinary proceedings without any previous written warnings being issued.

In order to ensure that you are treated fairly and consistently, WINNS Services will adopt the following procedure:

Written Warning

A written warning may be given immediately if it is felt that the matter is serious, if there has been no improvement in standards following a verbal conversation highlighting the issues or if a further incident of a similar kind occurs. Your Line Manager or Director will invite you to a hearing at Head Office to discuss the problem and may give you a written warning. The first written warning will state that any recurrence of the offence, or further misconduct of a similar nature within six (6) months will result in a final written warning or further disciplinary action. First written warnings will be kept on your personnel file, but will be disregarded after six (6) months.

Final Written Warning

A final written warning may be given if an initial offence is very serious or if conduct, performance or attendance remains unsatisfactory following a verbal or written warning. It may also be given if an incident of unsatisfactory performance or conduct occurs following a previous verbal conversation or written warning. Your Line Manager or Director will invite you to a hearing at Head Office to discuss the problem and may give you a final written warning. The final written warning will state that any recurrence of the offence, or further misconduct of a similar nature within twelve (12) months will result in further disciplinary action that may lead to your dismissal. Final written warnings will be kept on your personnel file, but will be disregarded after twelve (12) months.

Dismissal

If an incident has occurred that is very serious or your performance, conduct or attendance does not improve significantly after a verbal, first or final written warning, you may be dismissed.

Dismissal will be authorised by Directors or Operations Manager in the Directors' absences.

Your Line Manager or Director will invite you to a disciplinary investigation hearing at Head Office to discuss the problem, informing you that the disciplinary meeting may lead to your dismissal. Should the meeting result in dismissal, you will be given an amount of notice equivalent to that specified in your Contract of Employment or pay in lieu of such notice. You will receive a letter and email confirming your dismissal within two (2) days of the dismissal hearing.

You will have the right to appeal against the decision within two (2) working days of receiving the decision in writing, via email. but where the notice period would expire before the outcome of the appeal is known, you will be suspended without pay until the appeal process is completed.

At all stages of the disciplinary procedure, you will have the right to be accompanied by a Trade Union Representative or a work colleague. You will also be given the right to appeal against all written warnings and disciplinary action.

Gross Misconduct

Gross misconduct includes any action which threatens WINNS Services, its work or its reputation, the people or organisations connected with WINNS Services or members of the public or which destroys our trust in you. Examples include, but are not limited to; theft, damage to property, fraud, incapacity to work due to being under the influence of alcohol or illegal drugs or other substance abuse, physical assault or threatening behaviour, gross insubordination, negligence, harassment or any other discriminatory behaviour or conduct which endangers others, failure to follow the correct grievance procedure and involving other members of staff or the client in any dispute. It would also cover breaches of confidentiality or professional conduct and inappropriate or misuse of office equipment, including computer, e-mail or internet access and unacceptable conduct on social media.

This list is not exhaustive and actions not listed above may also constitute gross misconduct. If you are accused of an act of gross misconduct, you will be suspended on full pay for up to ten (10) working days whilst an investigation takes place. If, after investigation, it is decided that you have been found to be negligent or have committed an act or acts of gross misconduct, you will be subject to summary dismissal, without notice and without pay in lieu of notice.

Suspension

If the Line Manager considers that the matter may result in your dismissal, with or without notice, or that your presence may result in a witness, in any disciplinary proceedings, feeling intimidated, you may be suspended on full pay. The fact of such suspension will not be taken into account in any disciplinary proceedings.

Appeals

You are entitled to appeal against any disciplinary warning or decision to dismiss. To do so you must notify the Operations Manager or, in his/her absence, one (1) of the Directors, in writing within two (2) working days of receiving the written warning or other written notification of any disciplinary action. Your letter must specify the issues you wish to appeal against or contest and all new relevant evidence to support your appeal.

Grievance Procedure

WINNS Services' aim is always to encourage employees to have an open and honest relationship with their Line Manager and colleagues and to raise any concerns about any aspect of their employment in an appropriate manner. This procedure should be used to settle all disputes or grievances which you may wish to raise concerning other employees or volunteers, your work, the organisation or other matters relating to your employment or volunteering. The purpose is to settle any grievance fairly, simply and quickly. Failure to correctly follow this procedure and involve other members of staff or the client in any dispute, will be considered gross misconduct and processed accordingly.

Stage 1

If you have a grievance about a matter concerned with your employment, you should set out your grievance in writing and send the statement or a copy of it to your Line Manager.

Stage 2

Your Line Manager will invite you to a hearing to discuss the grievance. You have the right to be accompanied at this hearing by a work colleague or by a Trade Union Official or Representative.

After the hearing, your Manager will inform you of WINNS Services' response to your grievance.

Stage 3

If you wish to appeal against WINNS Services' response to your grievance, you should contact the Operations Manager within two (2) working days of receiving the decision in writing, via email. You have the right to be accompanied at this hearing by a work colleague or by a Trade Union Official or Representative.

Where reasonably practical, the appeal will be dealt with by a more senior manager than the Line Manager who attended the first hearing.

Full details of WINNS Services' Disciplinary and Grievance Procedures are available on the Company website.

These Disciplinary and Grievance procedures are not legally binding, but they do form part of your Contract of Employment and must be followed accordingly.

Whistleblowing

If you have any concerns about WINNS Services and its work, these should be raised with the Operations Manager. If the Operations Manager isn't available or the issue raised concerns the Operations Manager, the issue should be raised with one (1) of the Directors. All employees are protected by the Public Disclosure Act.

Equal Opportunities

The Equal Opportunities Policy aims to promote equality, harmony and respect amongst individuals and to eliminate discrimination, harassment and victimisation of all kinds. Every employee must ensure that his/her conduct conforms to the standards set out in the policy statement.

Health and Safety

WINNS Services has a legal duty to protect the health and safety of its employees and

others. We take this responsibility seriously and have made health and safety a management priority. We expect our employees at all levels to take care to avoid injury to themselves and others and to cooperate with the implementation of the company's health and safety arrangements.

WINNS has adopted a Health and Safety Policy which contains details of these responsibilities and arrangements. All employees are required to be proactive and familiarise themselves with the Health and Safety Policy. Acceptance of, and adherence to, the company's Health and Safety Policy forms part of the contract of employment.

Termination of Employment

If you wish to resign, you must give the required written notice to your Line Manager as stated in your contract of employment. If WINNS Services decides to terminate your employment you will be notified in writing.

Unless your written statement of your main terms and conditions of employment specifies longer periods of notice, the minimum periods of notice are:

Length of continuous service

More than one (1) month but less than two years
More than two (2) years but less than three years
More than three (3) years but less than four years
and so on with an extra week for each year up to
twelve (12) years
More than (12) years

Notice entitlement

One (1) week
Two (2) weeks
Three (3) weeks

Twelve (12) weeks

Notice Entitlement

WINNS Services may give the equivalent pay in lieu of notice.

On leaving WINNS Services, you must return all items of WINNS Services or its clients property e.g. mobile phone, laptop, tablets, documentation, ID cards, access card and uniforms. Failure to do so may incur a deduction from, or delay of, your final payment.

Your final pay will not be processed until Head Office is in receipt of your ID bag, keys, fobs, etc.

Any deductions for uniform, holiday taken in excess of entitlement or other monies owed will be taken from your final pay.

If you are provided with a uniform and you terminate your employment with WINN's Services within one (1) year of starting, you will have the cost of the uniform (£25) deducted from your final payslip.

WINNS Services may require an employee to take garden leave and the organisation has no

obligation to provide work during this time, but all contractual benefits will continue to apply.

Retirement

In line with current legislation, WINNS Services does not have an age where it expects employees to retire. It is however our policy to have regular workplace/appraisal discussions with all our staff where they can discuss performance and any development needs they may have, as well as their future aims and aspirations. Staff and their managers can also use this opportunity to discuss retirement planning should the employee wish to do so.

You should ensure that you inform your Line Manager at least six (6) months before you plan to retire to ensure all appropriate arrangements are made (e.g. sourcing a replacement, mobilising your pension etc.)



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