

Information Required for Employee Handbook

Registered Company Name: _____

Company Trading Name: _____

Address: _____

Email Address: _____

Contact number: _____

We have enclosed a standard employee handbook. You should read through the details of this to determine if all sections are applicable to your business.

In addition there are a number of additional optional clauses that may be applicable. Please complete the following indicating if you want to include these sections:

	Yes	No
Performance Management		
Induction Training Policy		
Information and Consultation		
Vehicles		
Disclosure		
Car Parking		
Performance Appraisal		
Close Circuit Monitoring		
Inclement Weather / Emergency Closing		
Recording of Telephone Calls		
Personal Mobile Phones		
Reference Letters		
Study Leave		
Driving for Work		
Conclusion		

Performance Management

Regular meetings will be held with employees to review progress and to plan the future development of *The Company*. Employees will be provided with details of the performance standards necessary in their job and feedback on their individual performance, as appropriate. *The Company* is committed to treating all staff equitably and to assisting employees to perform effectively.

The high standards of work, conduct and appearance of our employees maintain *The Company's* reputation with the public. These policies are to ensure that *The Company's* standards, rules and regulations are upheld at all times by all employees. The disciplinary procedure, outlined in this handbook, defines the process by which failure to meet these standards will be handled.

Increasing numbers of organisations are introducing a formalised performance management system with reports suggesting that an increase in the performance levels of individuals will result in improved organisation performance. This clause would normally complement a separate detailed performance management process.

Induction Training Policy

The purpose of the induction programme is to ensure that all new, redeployed, or promoted employees are given the essential information about their new job and *The Company*, to assist their integration into their new role within *The Company*. This is in order to enhance enthusiasm and to achieve improved efficiency. All new employees will be provided with a short induction itinerary by an appropriate manager or supervisor. This includes being given information on their new role, facilities available to employees, company policies and procedures, conditions and agreements relating to their employment, a copy of this handbook and other relevant information.

It is always advisable that an employer would have a written induction policy and procedure. Induction training allows the employer to ensure that the employee understands the basic company procedures and rules including key health and safety information. Ultimately helping the employee settle into their new role and become productive as quickly as possible.

Information and Consultation

The Company regards effective communications and consultation as intrinsic elements to good employee/employer relations, with positive implications for performance and the workplace generally. In accordance with the provisions of The Information Consultation of Employee Regulations, 2004, *The Company* has established arrangements with employees, for communication and consultation about developments in the workplace.

Any business/organization with at least 50 employees is bound by The Information Consultation of Employee Regulations, 2004. The right to information and consultation does not operate automatically but can be

triggered by a request from a certain percentage of employees in the organisation. This clause should be included if this has been implemented in your organisation.

Vehicles

Depending on the role of your job you may be asked to drive for *The Company*. It may be that *The Company* provides you with a vehicle or asks you to use your own vehicle for company business. It is, therefore, your responsibility to understand *The Company's* vehicle policy. You should understand that using a company car can also have some tax implications for you. Your manager will explain should you be requested to drive for *The Company*. You are expected at all times to adhere to the road traffic and safety laws in the course of driving while on company business.

This clause should be included for all organisations that may require their employees to undertake business travel and/or supplies them with a company vehicle. It is advisable for those organisations to have a separate vehicle policy including a section on the treatment of traffic violations. The Driving for Work policy, provided below, may be appropriate.

Disclosure

It is a fundamental term of your employment that you have made full, accurate and appropriate disclosure in reply to questions asked or information sought at interview or during the recruitment process relating to any child welfare issues. If it transpires, during the course of your future employment, that you have not made such full, accurate and appropriate disclosure, the failure to make such disclosure will be treated as a fundamental breach of this contract of employment, which may lead to disciplinary action, up to and including dismissal.

This clause should be considered for inclusion where employees will be likely to be working or coming in contact with children during the course of their work. It is in addition to any criminal record checking obligations prior to employment.

Car Parking

While car parking facilities may be available in certain circumstances, this is not a term or condition of employment. *The Company* cannot accept responsibility for vehicles or the contents thereof while on company property.

This is entirely optional. It emphasises that it is not a term or condition of employment. It should be noted that in certain circumstances there are taxation implications for employees who are provided with free or subsidised car parking facilities.

Performance Appraisal

Performance Appraisals may take place on an annual basis with the employee's manager. Employees will be notified in advance and provided with adequate information relating to the process. The purpose of the appraisal is to enable both parties to review progress, provide feedback and plan for the future.

This clause would normally complement a separate detailed performance management process. It may suit an organisation's requirements to conduct the appraisals on a 6 monthly basis or include review meetings at regular intervals.

Close Circuit Monitoring

If yes, please list the locations of the CCTV cameras.

The Company has close circuit television cameras located at [insert locations]. This is necessary in order to protect against theft or pilferage, for the security of staff and company property. Access to the recorded material will be strictly limited to authorised personnel. Close circuit surveillance will not be used to manage performance.

Monitoring, including employees' e-mail or internet usage, surveillance by camera, video cameras or location data must comply with the transparency requirements of the data protection law. Staff must be informed of the existence of the surveillance, and also the purposes for which the personal data are to be processed. If CCTV cameras are in operation, and public access is allowed, a notice to that effect should be displayed.

Inclement Weather/Emergency Closing

It is *The Company's* policy to remain open for business during times of inclement weather or similar circumstances. Employees are expected to make every reasonable effort to attend for work but *The Company* accepts that in times of inclement weather or similar circumstances, employees may be unable to attend for work due to transport difficulties outside his/her control. In such an event the employee must be in a position to evidence that all reasonable transport options have been exhausted. He/she must notify his/her manager immediately.

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office/plant will be made by *The Company*. When the decision is made to close the office/plant, employees will receive official notification from their manager.

Time off from scheduled work due to emergency closings or inability to attend due to transport difficulties caused by inclement weather or similar circumstances will be unpaid. However, if employees would like to be paid, they are permitted to use annual leave time if it is available to them. If an employee is in a position to work from home, he or she may be requested to do so at *The Company's* discretion.

This clause gives clarity on how the company will treat emergency closures or employees inability to attend work due to adverse weather or similar circumstances.

Recording of Telephone Calls

All telephone calls to the customer service advisors' phones are electronically recorded. The purpose of the call recording is to provide an exact record of the call which can:

- Help identify staff training needs
- Help improve staff performance
- Help identify abusive and nuisance calls and protect staff from same
- Establish the facts in the event of a complaint either by a customer or a member of staff and help to resolve it
- Assist in identifying any issues with the quality of the customer service processes with a view to improving them.

Every caller must be informed that the call is being recorded and the reason why, before the conversation is opened. This will be done through either a pre-recorded message before connection is made to a customer service advisor, or through a script read by the customer service advisor.

Recordings will normally be retained for [insert period] and then automatically deleted. Some recordings may be retained for longer if:

- (a) It is required for a complaint
- (b) It has been identified as valuable for staff training or process improvement purposes
- (c) If it has been identified for record-keeping requirements for *The Company* in dealing with unacceptable behaviour towards staff and/or unreasonably persistent complainants.

Any employer who has a call recording system in place in the workplace must ensure that their employees are aware of this and should have a clear policy on the purposes for which it will be used.

Personal Mobile Phones

Employees using their personal mobile phones in the workplace can be a safety hazard and may cause a distraction leading to reduced productivity and customer service levels, and therefore personal mobile phones should not be used during working hours. Limited use of personal mobile phones is permitted in special circumstances once appropriate permission has been given by your manager.

Various employments have varying attitudes to the use of personal mobile phones in the workplace, from outright bans to limited use. The camera and video recording function on mobile phones creates an added problem, which the employer must also consider. This is a sample clause based on a particular position and the employer should change the wording to suit their own particular requirements.

Reference Letters

Letters of reference will be provided to all employees on request, either at the termination of their contract or during their employment. These letters will confirm the details of the employee's career with *The Company* such as start date, position, job description, working hours and changes to their role over the course of their employment including promotions, location changes and changes to working hours.

Employees will also be provided with letters containing information on the employee's earnings, if requested.

Any employee requesting letters of reference or letters containing information on his/her earnings should contact his/her manager in the first instance. The manager will then refer them to the appropriate person.

It is recommended that employers take a consistent approach to providing letters of reference in order to help protect against potential claims of unfair treatment. This clause sets out how this process will be managed within the organisation and clarifies the format of the letter so that employees will know what to expect.

Study Leave

The Company may provide study leave for approved relevant courses. This will be afforded at *The Company's* absolute discretion on a case by case basis.

The provision of study leave can assist in motivating employees who want to up-skill. Under this provision the employer does not have to agree to allow the study leave if he/she determines that the subject is not relevant.

Driving for Work

Purpose

This policy has been put in place to safeguard both employees and the general public and seeks to minimise the risks associated with driving. An employee is "driving at work" or "driving for work" if they are driving for any company purpose. Commuting to and from the normal place of work will not be considered driving for work. For the purpose of this policy "driving" includes the use of motorcycles, bikes, etc.

Scope

This policy applies to employees driving company vehicles and private vehicles for any company purpose.

Driving License's

Employees operating or driving company vehicles must have the appropriate driving licence for the company vehicle being driven. This licence must be held by the employee at all times on their person while driving the company vehicle, ready for presentation on request by the authorities' and the Road Traffic Acts.

Employees who drive for work purposes (and their partners who may drive the company car) are required to submit up to date copies of their driving licences to *The Company* annually and whenever there is any change to the details on the licence, such as the addition of penalty points, a photocopy may be taken for company records.

If an employee (or their partner) is charged or convicted of driving offences, or has their driving licence endorsed, the employee must report this fact to their line manager at the earliest opportunity.

Rules of the Road and Road Traffic Offences

Employees are expected to comply with all relevant traffic laws or rules, including local parking rules.

The Company will not cover the cost of road traffic offences including fines received under the penalty points system. These costs will be borne by the employee regardless of whether the vehicle was being used for private or business use at the time the offences occurred. If an employee fails to pay a driving related fine on a company car, *The Company* will deduct the cost of paying this fine from their pay. Only in exceptional circumstances will *The Company* consider paying a fine on behalf of an employee.

An employee who has been disqualified from driving for any reason may be subject to disciplinary action up to and including dismissal. In addition any breach of this policy could result in disciplinary action up to and including dismissal.

Company Cars

The Company will be responsible for obtaining MOT certificates, insurance and arranging regular servicing for company cars. This does not however affect the employee's legal liability for any such matters, as the driver of the vehicle. Employees must report any defects with company vehicles that they become aware of, including if the vehicle has exceeded its regular servicing mileage limit. Details of the mileage limit before the vehicle must be serviced should be kept within the vehicle.

Personal use of Company Cars

Employees (and their partners) are permitted to use a company car for personal purposes subject to the needs of the business.

Where applicable, details of any payment for fuel and other costs incurred by employees in respect of private mileage, where permitted, will be provided to the employee separately.

The value, mark and model of car that is provided to the employee are entirely at the discretion of *The Company*. *The Company* reserves the right to vary or withdraw the use of the company car at any time.

Where a car is provided for the main use of an employee *The Company* reserves the right to require the employee to make the car available to other employees from time to time for other business use.

Private Cars for Company Use

Employees using a private vehicle for company use are responsible for ensuring that the vehicle is suitable, safe and legal for the purpose. This will include ensuring that there is a valid MOT certificate, that the vehicle is roadworthy and that there is suitable insurance in place (i.e. to cover business use). If an employee is required to drive for work then *The Company* will pay any additional insurance premium in respect of business use. Expenses for mileage accrued in a private car should be claimed through *The Company's* expenses policy.

Driving on Company Business

Employees are required to drive in a safe, lawful and efficient manner, in all weather and traffic conditions, observing the recommendations of the Highway Code.

The image that *The Company* presents to its customers is influenced by the cleanliness and appearance of its cars. Employees are required to wash and clean the car as often as it is necessary to maintain a smart professional image.

Employees are required to use the most direct routes when carrying out company business.

Employees are required to advise their line manager of any problems or delays which could affect the scheduling for that day.

Employees must always lock and alarm the car when they leave it unattended. The safety and security of the car, passengers or loads is the responsibility of the driver.

Maintenance

Employees must not take a car onto the road if they know or suspect that it has a serious defect. Any defects in the vehicle should be notified immediately to the relevant manager and anything in urgent need of repair has to be taken care of immediately, especially where safety could be compromised. Legal responsibility for the safety and legality of use of a vehicle remains with the driver.

Whether in a vehicle provided by *The Company* or otherwise, the employee must ensure that the car is maintained in a safe and roadworthy condition at all times, complying with all existing legal requirements.

The costs of maintaining and repairing company cars will normally be met by *The Company* where those costs arise in the course of normal use of the car.

Employees are wholly responsible for ensuring the proper maintenance of the car in accordance with the manufacturers' recommendations and the requirements of UK Law.

Car Allowances On occasion *The Company* may offer employees the option of a car allowance instead of a company car. Where this has been agreed, *The Company* will pay the employee a monthly car allowance to allow the employee to purchase a car of their own choice. The allowance is designed to cover costs while using the car on company business only. Details of any car being purchased must be forwarded to management for approval prior to purchase, and must not be older than two years old.

The Company will, on receipt of proper claims, reimburse fuel costs of journeys undertaken on behalf of *The Company*. The Company will meet no other expenses incurred in using the car.

Employees are required to make the car available for the execution of their duties and must undertake to extend their car insurance accordingly.

Accidents and Damage

Employees must immediately report to their line manager all damage to a company car. A full written report of the circumstances in which the car was damaged should be submitted thereafter.

In addition to reporting any accidents or incidents to *The Company*, employees should comply with any legal obligations in this regard, including reporting incidents to the police and exchanging suitable details with any other party to an accident.

If damage to a company car is incurred as a result of an employee's negligence, the employee will be liable for the total cost of repairing the car.

Safety Whilst Driving

- Driving under the influence of alcohol or drugs: Any use by an employee of alcohol or drugs (prescribed or otherwise) while in charge of a company car, where that alcohol or drug use has any potential effect on the employee's fitness to drive, will render the employee liable to disciplinary action.
- Smoking: Employees are not permitted to smoke inside company cars. Employees in breach of this rule will be subject to disciplinary action.
- Tiredness: Employees should be aware of tiredness when driving, and should stop as soon as it is safe to do so if they feel sleepy. Employees must rest for fifteen minutes after two hours of driving, as soon as it is safe to do so. Where an employee feels that a journey is excessively long, they should raise it with their manager so that due consideration can be given to alternative solutions.
- State of Health: It is the employee's responsibility to ensure they are in the appropriate state of health to drive, including that their eyesight meets the requirements of the Highway Code. Employees should not drive against medical advice.
- Mobile telephones and driving: It is a criminal offence to drive (or have another person drive) a motor car while using a 'hand held' mobile telephone.

For the purposes of the legislation, 'driving' will include sitting in a stationary car with the engine running and a 'hand held' mobile telephone will include any 'hands free' mobile telephone if it is held at any point during the call. Using a 'hands free' mobile telephone while it is in its holder will not be an offence.

With the exception of blue-tooth or similar devices, in-ear devices are also illegal and cannot be used at any time whilst driving.

Passengers in cars are not prohibited from using hand held mobile telephones; however, they must not hold it for the driver to use in a moving car.

With regard to hand-held mobile telephones, employees must:

- Never use a hand held phone while driving;
- keep the phone switched off while driving;
- only use the phone once the car has been parked in a safe place and the engine has been switched off.

Even a hands free phone can cause distraction and it should not be used for making calls while driving. Employees who wish to make a call while driving should only use the telephone once the car has been parked in a safe place and the engine has been switched off.

Miscellaneous

Employees must request permission from management in advance if they wish to take the vehicle abroad.

Where an employee requires a device to be fitted in their company vehicle (e.g. hands free kit) in order to comply with The Road Traffic Acts, they should first speak with management before taking any action.

The company vehicle remains the property of *The Company* at all times. *The Company* reserves the right to change the vehicle without notice. *The Company* reserves the right to commandeer the vehicle in exceptional circumstances as deemed necessary by the Manager.

Conclusion

Breach of this policy will be considered a disciplinary offence which could result in a disciplinary sanction, up to and including dismissal.

With regard to the above, *The Company* reserves the right to insist on the immediate return of a company vehicle if such an offence occurs.

This policy should be included for organisations that may require their employees to drive for work purposes, whether in company or private vehicles.