



EMPLOYEE HANDBOOK

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ARCTICS LIMITED

EMPLOYEE HANDBOOK

WELCOME

Welcome to Arctics Limited, trading as Igloo (the 'Company').

Igloo consists of four core business divisions which combine to provide a full range of recruitment solutions for all staffing requirements within the logistics and automotive sectors.

We are extremely proud of our organisation and the team that we have assembled to service and promote our business. It is fully understood and readily accepted that our staff are a most valuable asset and the key means by which we can achieve our goals of growth, profitability and ongoing success.

Every employee at Igloo is a member of our team and we are aware that the growth and success of the business is largely down to the skills and commitment of our staff members. Your success is our success and we value your commitment and contribution to the Company.

In order for us to continue providing our clients with the highest quality standard of service and best value for money, it is essential that we all share a common philosophy in the way we approach and perform our individual and collective duties and responsibilities.

This handbook sets out the processes and procedures by which we have attained our present status and with which we will seek to pursue our commitment to maximise and develop the potential of all our staff, whilst maintaining lasting and mutually beneficial working relationships.

We sincerely hope that you will enjoy a long and fruitful career with us.

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1 COMMENCING EMPLOYMENT

1.1 Working together at Igloo

In conjunction with this document you will also be issued with a number of contractual and non-contractual policies which will clarify certain areas of the business. These will include:-

- Anti-Corruption and Bribery Policy
- Capability Policy
- Criminal Disclosure Policy
- Data Protection Policy
- Dignity at Work Policy
- Disciplinary Policy
- Drugs & Alcohol Policy
- E-mail, Internet & Computer Network Policy
- Equal Opportunities Policy
- Expenses Policy
- Family Leave Policy:
 - Adoption
 - Compassionate
 - Maternity
 - Parental
 - Paternity
 - Time off for dependants
- Flexible Working Policy
- Grievance Policy
- Jury Service & Attendance at Court Policy
- Redundancy Policy
- Smoke Free Workplace Policy
- Whistleblowing Policy

This list is not exhaustive.

The information contained in both this Handbook and the Company Policies is important as it relates to working practices within the Company and what the Company expects from you. You are therefore asked to read the provisions carefully and ensure you fully understand them.

These documents will on occasions be updated in line with Company progress and legislative changes, however in the event of such updates, you will be informed accordingly.

It is understood that you will accept these procedures and policies making sure you understand and acknowledge that if they are disregarded, you may cause

inconvenience to your colleagues and disrupt the work of the Company, therefore rendering yourself liable to disciplinary action.

If at any time you require further guidance or clarification on any of the matters contained within the Handbook and/or Policies you should speak to your Manager in the first instance.

2.0 EMPLOYMENT

2.1 Contract of Employment

You will be issued with a personalised Contract of Employment on commencing your employment with the Company. This statement will include the following, although this is not an exhaustive list:

- Contractual benefits
- Date of commencement
- Employing Company
- Holiday entitlements
- Hours of work
- Job title
- Notice period
- Place of work
- Reporting Manager
- Salary

A personnel file will be created which will contain details such as your application form, letter of engagement, Contract of Employment, copy of your identification/eligibility to work in the UK documents, emergency contact details etc.

During the course of your employment any relevant letters/documents relating to your individual circumstances will also be added to your personnel file.

Under Data Protection legislation you have the right of access to your Personnel Records (given reasonable notice), further details of which can be found in the Data Protection Policy.

2.2 Eligibility to Work in the UK and Work Permits

The commencement and continuation of your Contract of Employment is subject to you being entitled to work in the United Kingdom and the ability to perform the role for which you are employed. Work permits will be regularly checked and you will be asked to provide sufficient information to evidence your eligibility to work in the U.K. In the event that a work permit expires during your employment, you should inform your Manager immediately. In these circumstances we may be unable to continue your employment.

2.3 Salary

Basic salaries are either paid monthly or weekly, by BACs into your designated bank account, as detailed within your Contract of Employment.

Any pay queries which you may have should be raised with your Manager at Igloo in the first instance.

It is your responsibility to provide the Company with your P45, bank details and any personal details required, as soon as possible after commencing employment, and with any changes thereafter. Such changes will include things such as:

- Address
- Bank or Building Society (for payment)
- Criminal Convictions
- Driving Licence (endorsements, suspension, disqualification)
- Marital Status
- Name
- Next of Kin
- Telephone Number

Where possible, this information should be supplied on a 'Change to Personal Details Form' prior to the change taking place. A copy of this form can be obtained from your Manager.

It is your responsibility to inform the Payroll Department, in writing, of any changes to your bank/building society account details which will affect payment of your salary. In order that payment can be made into your new account in the current month, notification must be given by the 5th day of that month.

At the end of each tax year you will be given a form P60 showing the total pay you have received from Igloo during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits if this is applicable to you. You should keep these documents in a safe place as you may need to produce them in your dealings with the Inland Revenue and other government departments, or if completing a self assessment form.

2.4 Overpayments

If you are overpaid for any reason, you must immediately inform your Manager. The total amount of the overpayment will normally be deducted from your next salary payment.

2.5 Deductions

The Company reserves the right to make deductions from your salary or to require you to repay monies to the Company in relation to the following:

- Loans made to you by the Company
- Any money due to the Company from you
- Excess of expenses claimed by you
- Excess of any other payment made to you by the Company
- Any money requested in writing to be deducted by you
- Payment for any loss or damage to Company property as a result of your negligence
- Any costs borne by the Company due to unauthorised use of, or wilful damage or neglect to: Company property, Client property or third party property
- Costs owed to governmental bodies i.e. council tax 'attachment of earnings'
- Pension payments in line with the relevant pension scheme
- Holidays paid but not accrued.

Please note that this list is not exhaustive.

3.0 DURING YOUR EMPLOYMENT

3.1 Hours of Work

The hours that you are expected to work will be detailed in your individual Contract of Employment. You must be present in your area of work during these times unless prior authorisation has been given for your absence.

Good timekeeping is vital for the efficient running of the business. You are therefore required to arrive at work in good time to enable you to be ready to commence work at your official starting time. You are asked to apply the same principal when returning from all rest breaks.

If, due to unforeseen circumstances you know you are going to be late for work then you are required to contact your Manager.

If you wish to leave work during normal working hours you must receive authorisation. Failure to do so will result in such absence being treated as unauthorised.

3.2 Punctuality

You must attend work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your workplace.

Your start and finish times relate to your own role and being available to carry out the duties for which you are employed. This time does not include parking your car, obtaining refreshments etc.

Consistent poor timekeeping may result in disciplinary action being taken against you.

3.3 Flexible Role Duties

There will be times when you may be required to undertake additional tasks, duties and responsibilities within their capabilities. The Company reserves the right to vary your tasks, duties and responsibilities at any time and from time to time according to the needs of the business. However, you will not be assigned to duties which you cannot reasonably perform or which are outside of your normal skills or experience.

3.4 Exclusive Employment

Whilst the Company has no wish to intrude on your activities outside of working hours, if you plan to take up additional employment you will be required to discuss the nature of this employment with a Director. Agreement will not be given where a potential conflict of interest exists i.e. if the role involves any firm, person or organisation which is or has been a client or competitor of the Company.

Restrictions on external employment includes casual or part time work outside of normal working hours (whether paid or unpaid) and employment includes directorships, trusteeships, school governor roles, local authority councillor roles, or provision of services such as a consultant or agent.

3.5 On Call

On call work is required for specific employees. The Company will devise an on call rota which includes weekend on call work. You will be made aware of your on call responsibilities and the required dates in advance. It is your responsibility to ensure that the customer needs are met on your specified dates of on call and that you have the necessary documentation and on call phone in your possession during these times.

3.6 Reporting for Work Procedures

3.6.1 Reporting in/out of work

There are various ways in which to report your arrival and departure from work throughout the business. The specific procedures for each site will be explained to you during your induction, following which you will be required to report in and out of work for your shifts appropriately.

If you leave the premises during your normal working hours, for whatever reason, you must follow the relevant site procedure to indicate your departure. You must then use the relevant site procedure when returning to indicate your return to work. Where any form of reporting in or out procedures apply you must not act on behalf of fellow employees nor must you provide inaccurate information for yourself. By doing so you would be falsely reporting in or out for yourself or another employee and this could constitute gross misconduct in accordance with the Company Disciplinary Policy.

3.6.2 Timesheets

If there are no other recognised procedures in place, for example on a client site, then you may be required to record your hours of work on a timesheet. Time sheets can be obtained from your Manager.

Timesheets should be completed and sent to the Payroll Department by no later than midday of the Monday of the following week.

If you fail to submit timesheets by Monday of each week, you may not be paid until the timesheets/information has been received.

3.7 Working Time Regulations

The Working Time Regulations state that an employee shall not work in excess of the “working week” (currently an average of 48 hours each week over a 17 week period). Employees however may choose to opt out of the working week limit and should this be the case, the relevant form can be obtained from your Manager.

You should be aware that you can cancel the agreement at any time giving three months’ notice.

All employees will be monitored over a 17 week period from their date of joining the Company and assess their working time.

3.8 Expenses

Please refer to the Company's Expenses Policy for further details. Drivers should refer to the Drivers' Expenses Policy for further details.

3.9 Employee Training

The Company is committed to the ongoing and continued development of staff.

In the event that you undergo a course of training you may be asked to sign a Training Agreement, the terms of which will be drafted to meet the needs of the specific training course.

Where any training is undertaken, all details will be recorded by your Manager and details will also be maintained on your personnel file.

3.10 Holiday Entitlement

The holiday year and your entitlement is outlined in your Contract of Employment. Part time employees will receive a pro-rata entitlement in accordance with their hours/days of work.

Holiday pay will be paid at your normal rate of pay and holidays cannot be taken unless they have been authorised by your Manager.

If your employment starts or ends part way through the holiday year, your entitlement to holidays that year will be calculated on a pro-rata basis.

Employees are required to take all of their holiday entitlement in the current holiday year. You will not be permitted to be paid in lieu or to carry over any unused holiday entitlement unless there are exceptional circumstances. In this instance you would require authorisation from a Director.

3.10.1 Conditions Applying to your Annual Holiday Entitlement

The Company will be as accommodating as possible in granting time off for holidays. However, all holiday requests will be considered on a "first come, first served" basis and will be based upon the percentage of staff remaining within each department of the business.

Holiday requests should be made via the Holiday Request Form which can be obtained from your Line Manager. Once complete, this should be submitted to your Line Manager who will consider the request.

You should not book any holiday until your request has been authorised. Any leave which is taken without being appropriately authorised will be deemed to be unauthorised absence and as such will be treated as a disciplinary matter.

In order to plan our holiday rota effectively, the Company requires at least one weeks' notice of intent to book holidays of a duration up to three days and four weeks' notice of intent to book holidays of three days or more up to a maximum of two weeks. However, we appreciate that there are times when you may need to take a holiday at short notice and will therefore consider such requests on a case by case basis.

Employees will not be permitted to take annual holidays in excess of two consecutive working weeks, except in exceptional circumstances such as once in a life time opportunities.

Time off for attendance at religious festivals for the religious observance of the faith to which you belong may only be taken by agreement with your Manager. All holiday leave is approved where possible and in line with the needs of the business, employees will not be discriminated against for requesting time off for religious holidays. Employees must retain the required amount of leave to cover such times.

Up to fifteen days of your annual entitlement may be allocated to you in line with the needs of the business; however this may vary depending upon the contract worked.

Annual leave will not be authorised during the month of December due to business commitments.

3.10.2 Leaving During the Holiday Year

If your employment terminates part way through the holiday year you may be able to take holidays that you have accrued but not taken before you leave; however the needs of the business may make this impracticable.

If you have taken more holiday leave than you have accrued up to the time of you leaving the Company, we reserve the right to deduct the excess days already paid from your final salary payment.

4.0 INCAPACITY FOR WORK

4.1 Sickness Absence

High levels of sickness absence has a significant cost implication for the Company

The Company will investigate fully any instances of prolonged or repeated sickness absence. Fraudulent claims under the scheme will be treated as gross misconduct, which will almost certainly lead to immediate dismissal without notice or pay in lieu of notice.

4.2 Notification

If you are absent from work on account of sickness or injury, you must notify the Company of the reason for this on the first day of absence. You should contact your Manager at the earliest opportunity by telephone at least two hours before your normal start time.

If your Manager is unavailable then you should leave a message with another Manager or the relevant Director.

You will need to inform your Manager of the facts of your absence, the full reasons for it and likely duration of your absence on each working day until you have provided the Company with a Fit Note.

Any such notification should be made personally by you (except in unusual or extreme circumstances) and should be made by telephone. **Text messages, answer-phone messages and emails are not acceptable.**

All periods of sickness absence will be recorded and details maintained on your personnel file.

Failure to comply with these requirements without good reason will render you liable to forfeit payments including but limited to, any contractual or Statutory Sick Pay (SSP) in respect of each and every day of absence and may render you liable to disciplinary action.

4.3 Self Certification and Return to Work Interviews

On your return to work, following absence for sickness or injury, you will be required to attend a return to work interview, the purpose of which will be to discuss the reason for your absence, your compliance with notification procedures, your fitness to return to work and resume your duties and your attendance record in general.

You may only self-certificate for up to seven consecutive days (including Saturdays and Sundays).

Unless you have submitted a Self Certification Form during your initial absence, you will be required to complete the Self Certification Form upon your return to work. It is your responsibility to ensure that this is completed. A copy of this form can be obtained from your Manager.

If you are absent from work for longer than seven days you must forward a 'Fit Note' (statement of fitness to work) from your doctor/medical professional. Should you wish to return to work before the fit note has expired you will be required to provide a note from your Doctor stating that you are fit and able to return to work.

The statement may identify suitable temporary support which your doctor or medical professional believes would allow you to return to work sooner. If we are unable to provide such support, we will treat the situation as if your doctor had advised that you remain 'unfit fit for work'.

In situations where absence is likely to extend for some time, we would ask that you keep us notified at frequent intervals and continue to supply the Company with consecutive medical certificates to cover the entire period.

In situations whereby you fail to comply with these rules your absence will be treated as unauthorised and the Company will almost certainly not exercise its discretion to pay you. Failure to keep the Company informed of an absence may result in disciplinary action being taken.

4.4 Access to Medical Records

The Company reserves the right to request that a health questionnaire be completed upon commencement of employment. Where employees are required to work night shifts, the Company reserves the right to request that you complete an additional health questionnaire which will be reviewed every 12 months. It is your responsibility to notify the Company at the earliest opportunity where your state of health changes significantly from that originally disclosed upon commencement of employment.

In certain circumstances it may be necessary to obtain a medical report from your doctor or medical professional in order to obtain details of your current state of health and your fitness to continue to undertake your duties and responsibilities of your role. It is therefore a condition of your employment that you agree to a medical examination when the Company requires it. In the event that this becomes necessary, your written consent will be sought and the Company will bear all costs relating to such.

4.5 Statutory Sick Pay

Provided that you comply with the absence reporting procedures and provide the necessary sickness documentation you may be eligible to receive statutory sick pay (SSP).

There are specific qualifying regulations for the payment of SSP (laid down by Government) and provided that you qualify, you will be entitled to payment. Such payment will be made through the usual pay procedure and will be subject to the normal deductions (N.I. and Income Tax).

SSP is only payable on 'qualifying days' which are days you would normally be at work. However, the first 3 qualifying days of sickness absence do not attract SSP and these are called 'waiting days'. Where there are linked periods of sickness

absence of 4 days or more (i.e. more than one such period of absence within a 56 day period) then only one period of 'waiting days' is served.

If you have been in receipt of Incapacity Benefit (IB) or Severe Disablement Benefit (SDB) within eight weeks of being sick, you will not be entitled to SSP.

Any days of contractual sickness payments which qualify for SSP will be offset against SSP on a day to day basis. You will be informed prior to your entitlement to SSP being exhausted and an SSP1 form will be provided which will enable you to claim SSP from the Benefits Agency.

Any further entitlement to payment will be at the absolute discretion of a Director.

All original fit notes will be provided to you to enable you to make your claim with the Benefits Agency; however copies will be retained by the business for your personnel file. All fit notes should continue to be provided to the Company for the duration of your sickness absence.

4.6 Recouping Sick Pay from Third Parties

In the event that you are incapable of attending work by reason of injuries sustained wholly or partly as a result of actionable negligence, nuisance or breach of any statutory duty on the part of any third party, all payments made to you by the Company, whether salary or sick pay, shall constitute as a loan by the Company to you and shall be repaid when you recover compensation for loss of earnings from the third party.

4.7 Long Term or Persistent Sickness & Medical Reports

The efficiency of the Company depends upon all employees regularly attending work. Any long term or persistent absence therefore jeopardises the Company's efficiency. The Company also has a duty of care to ensure attendance at work does not damage any employee's health or cause them an unreasonable amount of stress.

For these reasons the Company may wish to request a medical report on an employee, either from the individual's own Doctor or by a Doctor nominated by the Company. This could involve the employee attending a medical examination. Employees have a number of rights under the Access to Medical Records legislation which include a right to see the report or refuse consent for a report altogether.

In cases of long term or persistent sickness the Company will arrange regular welfare meetings to discuss your progress, the likely duration of the absence and any support that the Company can provide to assist you in your return to work.

In certain circumstances in the case of long term and/or persistent sickness absence the Company may have to consider whether an employee's employment should be terminated. Before reaching a decision on such a serious issue, the Company

obviously requires all the information it possibly can about the nature of the individual's illness or incapacity. If an employee refuses to give their consent for a medical report, the Company may have to take a decision about the employee's future without the benefit of medical evidence.

4.8 Other Absences

Absences from work for reasons other than sickness or arranged holidays will be considered in conjunction with the following guidelines.

We recognise that there will be occasions when employees will request time off for medical, dental appointments etc, or indeed for domestic reasons. Such requests will only be granted at the discretion of your Manager.

In the interests of business efficiency, such requests should be kept to a minimum. Where possible, medical and dental appointments should be arranged outside normal working hours or at the very least at the very beginning or very end of the working day to minimise disruption. You may be asked to produce an appointment card or letter confirming your appointment. Any time off will be without pay, unless you are asked to work additional hours to recover the time lost.

If you become ill whilst working away on Company business, the Company will do everything possible to get you home in order for you to make an appointment with your own GP or Dentist.

Appointments in connection with pregnancy are exempt; please refer to the Maternity section of the Family Leave Policy.

Should you find you need to leave work during the working day, you must first obtain the permission of your Manager. You must state your reason, destination and expected time of return and complete any signing in/our procedures in place.

Failure to adhere to this procedure will be regarded as a disciplinary offence, as potentially dangerous situations may arise in the event of an emergency such as a fire whereby it would be impossible to determine if all personnel were safely evacuated from the premises and accounted for.

If you are found to be in contravention of this procedure then any period of unauthorised absence may be deducted from your pay. In the event of the period of absence not being determinable, the time elapsed between the last known time of attendance prior to the period of absence prior to the period of absence and the first known time of attendance after the period of absence will be used to calculate the value of time to be deducted from your pay.

In the event of inclement weather which causes a major disruption to transport links, all employees have the following responsibilities for making their own arrangements to get to work on time:

- All employees are expected to make all reasonable attempts to attend work in order for services to be maintained, such as utilising public transport, even if this means arriving late. In these circumstances employees must contact their Manager to advise them of the situation and reason for delay;
- If applicable, employees who are prevented from attending their normal place of work should attempt to get to an alternative location; if closer and more accessible. In these circumstances arrangements to work at an alternative location must be discussed and agreed with their Manager first;
- Each situation will be assessed on a case by case basis and the most appropriate means of recording the absence will then be made, which may include unpaid leave, annual leave or making the lost time up when back at work.

Failure to attend work, or attend work late due to 'bad weather' will not be accepted as an excuse. You are expected to make your best effort in all circumstances to attend work.

You may be given the option to take holiday to cover the absence in such circumstances; otherwise it will be considered unpaid leave. If you fail to attend work due to bad weather and, after further investigation it is felt that you could have in fact attended, then you will be subject to disciplinary action.

4.9 Non Notified Absences

If you are absent from work without subsequent explanation your absence will be deemed as unauthorised. This could lead to disciplinary action.

4.10 Leave Policies

Please refer to the Family Leave Policy and other contractual policy documents for absences relating to:

- Adoption leave
- Compassionate leave
- Family leave and time off for dependants
- Jury service / attendance at Court as a witness to a work-related issue.
- Maternity leave
- Parental leave
- Paternity leave

5.0 SECURITY

5.1 Site Security

You are requested to comply with all security arrangements in place at your place of work whether this be at the Company's premises or at a client's site.

You are required to report any breaches of security as soon as they become apparent.

5.2 CCTV/Security Cameras

You are requested to comply with all security arrangements in place at your place of work whether this be at the Company's premises or at a client's site.

You should be aware that you may be observed via CCTV or security cameras whilst at work. Any information gained by CCTV or security cameras may be used as evidence at a later date if considered appropriate. The Company complies with all legislative requirements in relation to the use of CCTV. Should you have any queries about this please speak with your Manager in the first instance.

Please refer to the Data Protection Policy for further information relating to CCTV cameras.

5.3 Key Holders

If you are a key holder you are responsible for the keys at all times and must not allow them to be out of your possession without prior authorisation from a Director. Furthermore you should not make any copies of the keys without the prior consent of a Director.

Key holders to the premises shall only access the premises outside of normal working hours for legitimate business reasons. Where applicable, all key holders must ensure that they know how to disarm and reset the security system correctly and must ensure that the premises are completely secure upon leaving the building.

Should you lose the keys, or they be stolen from you, it is imperative that you inform a Director immediately.

5.4 Right of Search

The Company reserves the right to conduct random checks of employees and on the property of all employees whilst they are on the Company premises or engaged on Company business.

Where such random checks are conducted, care will be taken to ensure that a third party accompanies the employee concerned at the time of the check. In such

circumstances you will be asked to remove the contents of pockets, bags, vehicles etc. The random aspect of the check does not by definition imply suspicion against the individual concerned.

You may of course refuse to co-operate with a random check but such refusal may lead to inferences being drawn which could result in disciplinary action.

Should we come across any unauthorised alcohol, drugs, controlled or illegal substances or any materials associated with the use of such substances then these items will be seized, labelled, dated and carefully sealed. They will be locked in a secure place by a senior member of management.

We reserve the right to call in the police at any stage. This includes inviting the police to obtain a warrant to search on the Company premises and/or people suspected of possession of drugs or who are suspected of having committed any other criminal offence such as theft.

It is your duty to co-operate fully with the police in the event of any criminal investigation.

5.5 Company Property

It is imperative that all Company property (such as premises, equipment and facilities) are treated with care and in accordance with instructions or common usage. Wilful damage or damage caused by gross negligence will render those concerned liable to disciplinary action and possible prosecution. Additionally, the Company property of whatever description must not be taken away from the premises without express written consent from your Manager. Failure to obtain this permission may give the Company cause to believe dishonest intent and render an employee liable to disciplinary action and/or criminal prosecution.

Any damage to Company property must be reported immediately to your Manager. Failure to do so may result in disciplinary action being taken.

Upon your leaving the Company, all Company property, client property, or third party property (including keys, security passes, mobile phones, laptops, uniforms etc.) must be returned. The Company reserves the right to deduct from an employee's final payment, the costs of any assets withheld or damage incurred.

5.6 Personal Property

The Company cannot accept any responsibility for loss or damage to personal property, vehicles or valuables, including cash on Company premises or in Company vehicles.

You are encouraged not to bring personal items of value onto Company premises, and in particular not to leave any items on Company premises overnight.

If you do lose or suffer damage to anything belonging to you, you should report it to your Manager immediately.

Should you find any lost property, this should be handed to your Manager.

6 CONFIDENTIALITY

6.1 Confidential Information

In order to protect the confidentiality of information of a sensitive nature belonging to the Company or the client and without prejudice to every other duty to keep secret all information given to you or gained in confidence, you must agree to:

- a) Not at any time whether during or after the end of your employment by the Company (unless expressly so authorised in writing by the Company or as a necessary part of the performance of your duty or as a requirement of law), disclose to any person, or make use of, any information of a sensitive nature belonging to the Company or a client;
- b) Deliver to the Company before the end of your employment (or where employment ends without notice immediately after its end) all documents belonging to the Company or client which are in your possession including documents made by you in the course of your employment;
- c) Cease relationships with any clients, suppliers or any other professional with whom you made contact with during the course of your employment. This includes contacts made on any social or professional networking site;
- d) Not at any time transfer any Company or third party (client) information via any social or professional networking site;
- e) Not at any time make any copy, extract, summary or précis of the whole or any part of a document belonging to the Company or a client except when required to do so in the course of your employment, in which event the documents will remain the property of the Company or the client;

Every employee is responsible for ensuring that unauthorised persons do not have access to confidential and classified information, and that no confidential information is passed on to unauthorised persons both during employment and after employment has ceased.

6.2 Copying of Documents/Information

Only authorised persons are able to copy confidential documents. Care should be taken to ensure that such documents are not left on or in the copying machines and unusable copies are shredded.

Under no circumstances may you copy onto a PC or use any software that has not been provided or authorised by the Company.

6.3 Destruction of Documents

It is imperative that all sensitive documentation is destroyed by yourself at work and to the extent that it would be illegible to unauthorised readers.

It is important for you to understand the need for treating client information and communication in the strictest confidence.

6.4 Transferring information

Confidential information should only be transferred via electronic systems such as email, fax, telefax etc and only when there is a requirement to do so in relation to a work situation.

Employees must not transfer or provide Company information to any individual when they are not acting within the parameters of their role.

Your attention is drawn to the E-Mail, Computer Network and Internet Access Policy and also the Data Protection Policy, which form part of your contract of employment.

6.5 Inventions/Discoveries/Intellectual Property

Under the terms of the Patents Act 1977, an invention or discovery made by and Employee will become Company property if it was made:-

- In the course of your normal duties or in the course of duties specifically assigned to you; or,
- In the course of your duties, and at the time of making the invention, because of the nature of the duties and the particular responsibilities arising from those duties, you had a particular obligation to further the Company's interests.

6.6 Cameras

You must not use any form of camera or photographic device (including camera phone, iPad etc.) whilst on duty or on work premises, unless you have the express authorisation of your Manager. Unauthorised use of such equipment may, depending upon the circumstances, be viewed as gross misconduct.

6.7 Non-Solicitation

It is a condition of your employment that you will not solicit, contact or approach any client of the Company in order to obtain or attempt to obtain their business for yourself or others or divulge the details of any client or client of the Company to a competitor for the period of one year from the effective date of termination of employment. Furthermore, you will not directly or indirectly induce or seek to induce any staff member to leave the employment of the Company.

6.8 Level of Authority

Your level of authority will be clearly set out by your Manager and, where applicable, as part of your job description. There are transactions which cannot be entered into without the permission of a Director and it would be considered a disciplinary matter to act with ostensible authority in these transactions. You should seek guidance from your Manager in any area of uncertainty.

7.0 HOUSEKEEPING

7.1 Work Areas

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

At the end of each working day all employees are expected to tidy their desk and to tidy away all office papers and files. It is imperative that client data is cleared off desks so that client confidentiality is maintained. Designated drawers/cabinets are provided for this purpose.

All personal mobile phones, iPod's or MP3 players must be locked away with all valuables in your designated drawer which must be kept locked at all times. The Company does not accept any responsibility for items lost or stolen.

Where food is eaten at your desk, all wrappers and cartons must be disposed of responsibly and all crockery and cutlery must be returned to the canteen area. Should spillages or marks occur on or around the desk area you are expected to ensure that the spillage is cleaned immediately and that the area is left clean and tidy.

Consideration of colleagues is imperative whilst eating hot food at your desk and odorous foods are not permitted to be eaten at your desk.

No animals or pets are allowed on Company premises, with the exception of guide dogs.

7.2 Kitchen Facilities

A designated area has been provided for your use. It is expected that all employees will be responsible for keeping the kitchen area clean and tidy after use.

All crockery and cutlery must be washed, dried and put away in the cupboards provided after use.

All food products stored in the refrigerator must be checked by the person providing them to ensure that they are in date and fit for purpose. All out of date products must be disposed of responsibly in the bin provided which must be emptied regularly when full.

All employees have a responsibility to ensure that the bins are emptied regularly to reduce odours in the kitchen area.

7.3 Company Vehicles

It is expected that drivers of Company vehicles will be responsible for maintaining the cleanliness of their vehicle at all times. All food and drink products and wrappings must be disposed of responsibly.

Failure to abide by these Company housekeeping rules may result in disciplinary action being taken.

8.0 OTHER IMPORTANT COMPANY RULES

8.1 Personal Presentation and Dress

As a Company we believe it is important that we present a professional image with regard to appearance, standards of dress and personal hygiene. As it is likely you will come into contact with clients and members of the public on a daily basis you should always ensure your work wear is kept clean and tidy.

All Office based employees are required to attend work in smart business attire. Non-office based employees are required to wear any uniform or suitable work-wear and protective clothing that are deemed to be necessary for the performance of your duties.

Where protective clothing or equipment (PPE) is issued to you, this is done for your protection and must therefore be worn or used at the appropriate times.

The Company will replace uniforms and PPE in a timely period if through general wear and tear this is required; however should the items be lost or damaged then these will be replaced at the individual's own cost. It is your responsibility to inform your Manager when replacement items or repairs are required.

8.2 Professional Behaviour and Conduct Outside of Work

Employees are reminded that they are ambassadors of the Company and therefore should conduct themselves in a professional manner at all times. All employees should be courteous and respectful to colleagues at all times both during working hours and outside of working hours.

The Company will not tolerate any unlawful, anti-social or other conduct during or outside of working hours which may affect the employees' ability to carry out his or her job, jeopardise, or bring into disrepute the Company's reputation. Such activity will result in the employee being dealt with through the disciplinary procedure.

8.3 Parking

There is no automatic entitlement to car parking at your place of work or on site. Where spaces are provided all employees are required to park responsibly in the designated or allocated spaces.

Whilst working at a customer site you must follow their site specific rules at all times and you will be advised at induction the location of the allocated spaces.

No liability is accepted by the Company for damage to, or theft of a private vehicle however it may be caused, or theft of personal belongings from private vehicles whilst parked in the Company car park or on client sites.

8.4 Communication

The Company aims to keep employees informed about items of interest by means of memos, emails team meetings and briefings. It is your responsibility to regularly check the notice boards for any items of interest and keep up to date.

We believe in open communication and would welcome any reasonable suggestions as to how improvements can be made within the business. Such suggestions may be submitted in writing to your Manager who will ensure that these are passed onto a Director.

8.5 Mail

All mail received by the Company may be opened, including that addressed to employees. Private mail, therefore, should not be sent care of any Igloo site or head office address.

No private mail should be posted at the expense of the Company except in those cases where a formal re-charge arrangement has been made.

8.6 References

All reference requests should be made to a Director. It is Company policy to only provide the following details; Name, Start Date, Leave Date and Job Title in any employment reference.

Please refer to the Reference Policy for further details.

8.7 Ownership of Client Complaints/Queries

Employees are required to take ownership of any complaint or query being made by a client/client and are expected to deal with the complaint as a priority. Please speak with your Manager if you require assistance on how to resolve the complaint.

Any complaints information should then be passed on to the relevant Director.

8.8 Telephones and Mobile Telephones

All personal mobile phones must be switched off or be on 'silent' and not on 'vibrate' during working hours. You are not permitted to have a personal mobile phone on the desk during working hours; therefore all mobile phones must be kept in the desk drawer provided which should be locked at all times. Mobile phones must be used on designated breaks only.

Personal calls on the Company telephone should only be made/taken in an emergency situation.

8.9 Company Mobile Phones

Where a mobile phone has been issued, it is for business use only and at all times will remain the property of the Company. A mobile phone is provided to enable and assist you to carry out your role. It is your responsibility to ensure that the mobile phone is kept charged and switched on whilst you are on duty, including on-call periods.

You are responsible for the safekeeping and condition of the mobile phone at all times. In the event that the mobile phone is lost or stolen please ensure you notify your Manager immediately.

You agree that upon termination of your employment, should you not return your mobile phone or should your mobile phone be returned in an unsatisfactory condition, the cost of the replacement or a proportionate amount of this, as decided by the Company will be deducted from any final monies owing to you, or you will otherwise reimburse the Company.

Inappropriate or potentially offensive text messages, picture messages, videos and/or confidential Company information are forbidden from being transmitted on Company mobile phones. The Company reserves the right to monitor and/or intercept communications on any Company mobile phone without the prior notification of the author, sender or intended recipient.

8.10 Using Phones Whilst Driving and/or Working

Mobile telephones in vehicles have considerable benefits, such as the ability to call the emergency services, weather and traffic information, and security for lone drivers etc. However, it is a criminal offence to use a hand held mobile telephone or similar device when driving unless you are safely parked with the engine switched off. The only exception to this is when calling the emergency services in response to a genuine emergency.

The Company care about your safety and will never ask you to use a mobile telephone whilst driving unless it is via a hands free facility. This means that the sending of text messages, picture messages or use of any other facility on your mobile telephone is a criminal offence and should not occur.

If a work related call is made to you on a Company mobile phone in working hours, you should stop what you are doing when it is safe to do so, put down any equipment or machinery you are using and move to a safe, quiet area to take or return the call.

8.11 Social Networking

Under no circumstances either whilst employed by Igloo or post-employment should you discuss or disclose confidential matters concerning the Company, its' clients or other issues relating to colleagues on any social networking websites or blogs such as LinkedIn, Facebook, Twitter, Instagram or clients own sites. If you are found to have done so you will be liable to serious disciplinary action being taken against you, which could result in the termination of your employment on the grounds of gross misconduct.

For the sake of clarification a non-exhaustive list of examples includes:

1. Making defamatory (i.e. offensive, slanderous, libellous) comments about Igloo or an employee or client of the Company.

2. Making comments or posting photographs which may bring the Company or the client into disrepute.
3. Making detrimental comments or remarks about the Company, an employee or a client of the Company.
4. Uploading photographs of other staff members without their express permission.
5. Referring to employees or clients by name.
6. Discussing or disclosing confidential internal matters such as matters pertaining to individual employees, rates of pay, bonuses, working practices and/or procedures etc.

Please note that the list of websites or blogs outlined above is not exhaustive.

This policy applies to all computers and other electronic communication devices with internet access either personally owned and/or those owned by the Company.

It is expected that you disperse of any LinkedIn contacts relating to the business when you leave the Company.

8.12 Statements to the Media

Any statements to newspapers, radio, television, internet, advertisers, etc. in relation to the Company will be given by the Directors only.

9.0 SAFETY AND WELFARE

9.1 Safety Policy

It is your responsibility to make yourself aware of our Health and Safety Policy and to adhere to this. You have a duty of care in respect of the health and safety of not only yourself, but of other employees, clients and members of the public.

Whilst working on site it is imperative that you adhere to site specific safety rules at all times.

All accidents, no matter how minor are to be reported without delay and must be accurately recorded in the Accident Book. Where there may be an Igloo accident book as well as a client accident book (if on site) then you must report the accident in both books.

Under no circumstances should you present yourself for work whilst under the influence of alcohol, intoxicants, drugs or other substances. Any attempt to work whilst in such a condition will be regarded as a serious breach of the rules and may render you liable to disciplinary action.

9.2 Using Visual Display Equipment

The Company understands that it has a clear responsibility for the health and well-being of employees whilst they are at work which includes a statutory duty under the Health and Safety (Display Screen Equipment) Regulations 1992 to take practical steps to safeguard the health and safety of those employees who are defined as VDU 'users' within the regulations.

The regulations define a 'user' as being an employee who habitually uses display screen equipment as a significant part of his/her normal work. The company is obliged to determine which members of staff are users and ensure that their workstations are appropriately assessed.

The following information will be considered to determine whether you are defined as a user:

- Do you use the VDU equipment frequently and continuously for periods of an hour or more for a total of 51% of the working day?
- Is use of the equipment essential to the job or are alternative means readily available for achieving the same results?
- Is the fast and or accurate transfer of information an important part of your tasks?
- Is special training and/or particular skills required to carry out the task?
- Does the task demand high levels of attention and concentration?
- Do you have any discretion on using the equipment?

Health problems relating to VDU work can be due to poor posture and/or poor ergonomic layout. Careful consideration must be given in attempting to fit the individual employee to the work environment. Consideration should be given to the following:

- The chair should have adjustable seat height, backrest and backrest tilt. The backrest should offer adequate lumbar support. The seat height should be adjusted so that the user can sit with their shoulders in a relaxed position and their elbows at a 90-degree angle, with the upper arms vertical and forearms horizontal whilst keying and using the mouse. Hands should just rest on keyboard, in a neutral position avoiding excessive flexion, extension or deviation of the wrists;
- The mouse should be positioned so that the user can operate it whilst maintaining their elbow at 90-degree angle. There should be space in front of the keyboard for the user to rest their hands in between keying;
- The Screen should be positioned directly in front of the user and be at a height so that the user's line of vision is approximately 5 cm from the top of the screen;
- The chair seat should have sufficient depth to accommodate the user without pressure on the backs of the thighs or knees. The angle of the seat should enable the user to sit with their hips raised slightly above

their knees, so that their pelvis is rotated forward thereby helping the spine to maintain its natural 'S' shaped curve. The user's feet should be able to rest flat on the floor or be provided with a footrest;

- There should be sufficient space on the work surface to accommodate any equipment or items the user may need to perform their job. There should be sufficient space under the desk or workstation for the user's legs to enable them to change position as required.

Foot rests; document holders; screen height adjusters and arm/wrist/mouse rests etc. are not always essential but may be considered necessary in certain cases.

The quality of VDU work is often affected because of distracting glare or reflections on the screen. Careful selection of artificial lighting, blinds on windows and non-reflective wall paint will in the vast majority of cases overcome the problem. Visual fatigue, headaches can result from incorrect, position of the screen in relation to lighting and solar glare.

There is no legal requirement to provide VDU type furniture and suitable lighting for non-user work stations.

To prevent user fatigue, frequent breaks away from the screen are important and must be planned. Work routines can often be altered (centrally placed printer, filing tasks etc.) to help facilitate this.

The Company has an obligation to offer appropriate eye and eyesight tests to employees defined as VDU users. It is the responsibility of the employee to request and arrange such a test and the intervals between tests will be at the discretion of the competent person carrying out the eye examination. An eyesight test cannot be provided against an employee's will.

If an eligible employee requests an eye test, they will be granted paid time off to attend the test and the Company will contribute £12.50 towards the cost of the eye test. Where a test reveals the need for spectacles or contact lenses for VDU use only, the Company will make a contribution of up to £50.00 towards the cost.

9.3 Responsibilities of the Employer

The Company has a responsibility to do everything that is reasonably practical to provide and maintain:

- a) Plant and equipment in a safe and satisfactory condition.
- b) Safe systems of work, and the absence of risk to health in connection with the use, handling, storage and transport of articles and substances.
- c) A safe workplace and healthy environment.
- d) Suitable safety devices, protective clothing and equipment.

- e) Such training and instruction as is required to enable employees to perform their duties safely and efficiently.
- f) Up-to-date written health and safety procedures.

9.4 Responsibilities of the Employee

Each individual employee has a duty to:

- a) Co-operate with the Company in matters relating to health and safety at work.
- b) Take reasonable care for the health and safety of themselves and any other persons who may be affected by their acts or omissions.
- c) Work safely and efficiently.
- d) Not misuse any articles or equipment provided in the interests of health, safety and welfare.
- e) Carefully read and follow the instructions on all products, especially if there are hazard-warning labels on the container.
- f) Follow all safety instructions provided.
- g) Use any protective equipment and clothing provided.
- h) Report accidents, dangerous occurrences and faulty equipment to their Manager.
- i) Report if they are suffering from an infectious or contagious disease or illness such as rubella or hepatitis whereby they must not report for work without clearance from their doctor.

The tools and equipment you use at work and some of the materials you come into contact with can cause injury or harm to health if adequate care is not taken. It is your legal responsibility to ensure your own health and safety and that of others. You should not attempt to use any machinery for which you have not received the appropriate training.

In accordance with Health and Safety procedures, employees must not engage in horseplay or fool around whilst at work. Employees may be liable to disciplinary action which may result in dismissal if it is found that your actions result in injury to other colleagues, clients or damage to machinery and/or equipment.

9.5 Accidents at Work

If you have an accident or receive an injury, you must adhere to the following procedure:

- a) If you are at the Company premises, you must report the accident immediately to the Safety Officer or your Manager, who will organise any necessary medical attention.
- b) Any accident resulting from physical activity resulting in damage to plant, injury to yourself or others should be reported immediately to a Director.
- c) If you are involved in an accident whilst driving a Company vehicle you should not comment on liability at the scene, but should exchange your name, address, and the vehicle details with any third party.
- d) As soon as possible after any accident, an Accident Report Form must be completed a copy of which can be obtained from your Manager. As outlined above, should the accident occur on a clients' site then you must complete an accident report in the clients' own accident book and the Igloo accident book.
- e) If you have an accident at site away from the Company's premises you must complete the on-site form and complete a further form when you return to the Company's premises.

Any exposed cut or burn must be covered with a first aid dressing available from the Company or clients' first aid box.

In all instances where an employee is hospitalised for more than 24 hours, or requires more than seven days absence from work, a Director must be informed who will then ensure the correct health and safety procedures in relation to accident are carried out.

Absences resulting from accidents at work are treated as sickness absence and the Company's normal rules apply to such absences. Please refer to section 4 of the handbook for further information.

9.6 Fire Procedure

All employees must make themselves familiar with the fire precautions relative to their place of work. Information will be provided upon commencement of employment, and details are repeated on wall plans around the premises.

Upon discovering a fire, the following actions should be taken, without exception:

- a) Sound the fire alarm (if safe to do so) by breaking the nearest fire alarm call point.
- b) Leave the building immediately, via the nearest exit, and report to the assembly point.
- c) Ensure that the fire service is called.

An employee should only ever attempt to tackle a fire if they are competent and trained to do so, if the fire is small and is not between the employee and the exit, and they have the necessary assistance.

Upon hearing the fire alarm, the following actions should be taken, without exception:

- a) Leave the building immediately, via the nearest exit. Do not run. Do not stop to collect belongings.
- b) Report to the assembly point.
- c) Do not leave the assemble point, or re-enter the building, until instructed to do so.