

WORKING PRACTICES

Table of Contents

<i>Introduction</i>	3
<i>Your appointment</i>	3
<i>Probationary period</i>	3
<i>Employee induction</i>	4
<i>Qualifications</i>	4
<i>Training and development</i>	4
<i>Training agreements</i>	4
<i>Professional qualifications and status</i>	5
<i>Personal details</i>	5
<i>Changes in job details</i>	5
<i>Place of work and travel requirements</i>	5
<i>Payment of salary</i>	6
<i>Hours of work</i>	6
<i>Overtime</i>	7
<i>Employee commission and bonus scheme</i>	7
<i>Commission scheme</i>	7
<i>Bonus scheme</i>	7
<i>Holidays</i>	7
<i>Compassionate leave</i>	8
<i>Leave for bereavement</i>	9
<i>Unpaid leave</i>	9
<i>Jury service and leave for public duties</i>	9
<i>Expenses</i>	9
<i>Pension</i>	10
<i>Conduct / Behaviour</i>	10
<i>Client / Customer service</i>	10
<i>Working from home</i>	10
<i>Our property</i>	11
<i>Handling of confidential information</i>	11

<i>Driving for business purposes (including use of Company vehicles)</i>	12
<i>Use of Company credit cards</i>	12
<i>Use of the internet and email system</i>	12
<i>Our premises</i>	13
<i>Team Meetings</i>	13
<i>Lateness</i>	13
<i>Smoking</i>	13
<i>Private telephone calls</i>	13
<i>Use of mobile phones (including use of mobile phones whilst driving)</i>	13
<i>Use of mobile phones whilst driving</i>	14
<i>Appearance and dress code</i>	14
<i>Personal hygiene</i>	14
<i>Medical reports</i>	14
<i>Personal deliveries at work</i>	14
<i>Our social functions</i>	15
<i>Statements to the media</i>	15
<i>Health and Safety</i>	15
<i>Workstations and working with Visual Display Units (VDU):</i>	15
<i>Workplace security</i>	16
<i>References</i>	16
<i>Leaving our employment</i>	16

Introduction

Each employee has a written Contract of Employment. This document is referred to as your 'Contract' in this handbook and details the terms and conditions of your employment.

As our employee, you also have a duty to observe the working practices set out in this Employee Handbook. These indicate the expectations required of you as well as our obligations as your employer. You should make sure that you follow the rules that apply to you. If you do not comply with those practices, you may be subject to disciplinary action as set out in the Disciplinary Procedure.

Your appointment

Your main duties will consist of those detailed within your offer letter / job description. You may however, be required to undertake other duties that we consider appropriate to your skills and experience. This is to ensure the smooth running of the business and to meet the needs of our clients.

During your normal working hours you are expected to devote the whole of your time, attention and ability to the business of the Company and at all times promote the business' interests and general welfare. We expect all employees to work together to promote the whole range of services that the Company provides.

Whilst working for us, you should not be directly or indirectly engaged with or have any financial interest with any other business. We ask that you disclose to your manager any outside activities. You are also expected to inform us of any activities of spouses and family that may be considered to interfere with, conflict with or compete against the interests of the business.

Your Contract may state that you have the authority to enter into financial commitments on behalf of the Company for marketing arrangements. If this is the case, you have should not enter into any other arrangements on behalf of us.

As well as the terms and conditions outlined in your Contract and the working practices set out in this handbook, your employment may also be subject to compliance with rules of external bodies.

Probationary period

On joining us, your employment will be subject to a probationary period of 3 months. During this time, your performance and conduct will be monitored by your manager who will aim to ensure that appropriate "on the job" training is carried out during this period and that any additional training needs are identified.

Towards the end of this period, your probation will be reviewed. If you are successfully meeting your targets and the business is satisfied with other aspects of your employment, you may be confirmed as an employee in accordance with the terms of your appointment. If there are any concerns about your performance or you are failing to meet your targets, we may extend your probationary period or bring your employment to an end, giving one week's notice as detailed in your Contract.

Employee induction

New employees will be taken through an induction programme. The extent of your induction will vary depending on the complexity and nature of your role.

Qualifications

You may have provided us with information about your education and qualifications, work experience, training and skills. Should it be necessary, we may take copies of certificates as evidence of such qualifications. These copies will be held on your confidential personal file.

Training and development

The purpose of our training policy is to ensure that:

- All employees are properly trained in the skills they need to carry out their present jobs at a standard that is acceptable to us;
- Employees are provided with the skills they may need for changes in the way their jobs are carried out and;
- We maintain sufficient manpower resources to cope with the current needs of the business and anticipated change or growth.

Managers are responsible for identifying and monitoring training needs on an on-going basis. These will be identified through discussions at team meetings, informal 1:1 meetings and the appraisal process.

As an employee, you should receive training that is appropriate to your role and responsibilities. Should you wish to undertake training relevant to your role, you should discuss this with your manager.

We may record and monitor the training undertaken by you. This information will be held in your confidential personal file.

Training agreements

All training and development is subject to operational and financial considerations. From time to time the Company may pay for you to attend a training course. In consideration of this, and where deemed appropriate, we may issue you with a Training Agreement.

Your training agreement will detail a repayment schedule should your employment with us come to an end whilst you are undertaking the training or within a specified period of time after the training is complete.

You may be required to confirm your acceptance of the training agreement before funding for the training can be released.

Professional qualifications and status

As part of your role with the Company you may be required to hold a professional qualification or be an active member of a professional body or organisation. If this is the case, you will be expected to hold this qualification or status at all times during your employment.

You should immediately notify your manager if you cease to hold the professional qualification or status during your employment.

Personal details

On starting your employment with the Company, we will ask you to complete an Employee Information Form. This is used to record the personal details of our employees so that we can set up salary payments and contact next of kin should it be necessary.

You should inform your manager immediately of any change to your address, telephone number, next of kin, qualifications, or any other relevant personal circumstances, including details of the Bank or Building Society Account into which your salary is paid, so that our records may be updated accordingly.

Changes in job details

From time to time you may be asked to take on additional or different duties which we believe are appropriate to you.

Where this involves a formal change of job, you will receive written confirmation of any changes to the relevant terms and conditions of your employment.

If your job changes substantially, you may be asked to work a specified probationary period. At the end of this probationary period your performance will be reviewed and if satisfactory, you will be confirmed in the new position. If your manager feels that your performance has not reached the standard required, but that you still have the potential to do so, the probationary period may be extended. If it is felt that your performance has not reached the required standard and is not likely to reach that standard, we will endeavour to return you to a position that fits your capability, where practicable.

Place of work and travel requirements

Your normal place of work is detailed in your Contract. Depending on business and client needs, we may change your place of work to any other Company office whether on a permanent or temporary basis. We will inform and consult with you if such changes are required.

In addition, you will be required to travel to any Company office or client / customer site in order to meet the demands of your role. Should you be unable to travel, you should inform your manager immediately. Any unreasonable refusal to travel may result in disciplinary action.

Payment of salary

Details of your salary/wages are set out in your Contract. You will normally be paid on or around the first working day of each month.

Please note:

- Statutory deductions from pay (including Income Tax and National Insurance contributions) are made automatically
- You will receive an itemised statement of pay, which should be checked on receipt for any discrepancies. Any problems must be reported to your manager immediately
- Changes in bank and/or personal details should be notified to your manager as soon as possible to avoid incorrect payment of salary
- All salary queries should be addressed to your manager in the first instance

If you join the Company after the normal pay day in any month you may receive payment for days worked during the month of joining, at the end of the following month. Should you leave during a month you may not receive payment until the end of the month in which you leave.

Your salary will only be paid directly into a bank or building society account bearing your name. Advances of pay may be granted by the Managing Director, in exceptional circumstances.

Normally, a pay review will be undertaken following a years' service. Dependent on performance and whether targets have been met, this may or may not result in a pay increase. If a pay increase is awarded, the amount awarded will be at the entire discretion of the Company. Following this, any pay review will be at our sole discretion. No pay review will take place if notice is given by either party to end the employment.

If an overpayment is made to you, you should tell your manager immediately in order to make arrangements to repay the amount. If you do not notice the overpayment for some time and, believing the additional funds to be your own, you have spent them, we reserve the right to reclaim the overpayment; possibly on a deferred payment basis and by agreement with you, in order to avoid causing any hardship to you.

We are entitled to deduct from your salary any payments owed to us at any time.

Hours of work

Your hours of work are set out in your Contract. Any formal changes to these hours of work will constitute a change of your terms and conditions and a revised Contract or variation letter will be issued. This may make reference to the changes being subject to a trial period, in which case a review date will be agreed.

There will be times when you will be required to work additional hours, without remuneration, in order for the proper performance of your role.

You may be required to work on Saturdays. We will try to notify you of this as far in advance as possible. If you work a Saturday, you will be entitled to time off in lieu which should be taken within 2 weeks of the Saturday being worked and in agreement with your manager.

Overtime

The Company requires every employee to work the hours needed to undertake the full duties of their role and will not require any employee to work overtime.

Any exceptions to this rule will be agreed between the employee and their manager and only on a temporary basis. Payment for any overtime worked will be agreed at this point.

Employee commission and bonus scheme

Commission scheme

The Company may pay you a discretionary commission payment, based on the successful achievement of monthly targets. You are not entitled to receive a commission payment if you do not achieve your specified targets. Any commission scheme does not form part of your Contract and may be changed or removed by us at any time.

Any commission payment will be made at our sole discretion and you have no contractual right to receive such payment. Should the placement of a client fall through, your targets and figures will be reviewed and your commission payment may be reduced accordingly. Should we decide to award you a commission payment, it will be paid in arrears, and will be based on meeting the previous month's targets. Should you work part time or not be at work for any reason during the month in question, your targets and possible commission payment will be reviewed and may be reduced on a pro rata basis.

No commission payment will be made after notice is given by either party to terminate the employment unless with the agreement of the Managing Director.

Bonus scheme

The Company may, at its absolute discretion, pay you an annual bonus of a discretionary amount. This will be subject to such conditions as the Company may determine from time to time and may be withdrawn by us at any point.

Any bonus payment will be purely discretionary and does not form part of your Contract. The decision to award an annual bonus payment will be based on the overall financial performance of the business and individual performance and contribution.

Should you work part time or not be at work for any reason during the year in question, any bonus payment will be reviewed and may be reduced on a pro rata basis.

Holidays

The purpose of this guidance is to ensure:

- A fair and consistent process is established for all employees
- All employees take their holiday entitlement
- Holiday is recorded and monitored so that the needs of the business are met throughout the year

The Company's holiday year runs from 1 January to 31 December. Your full holiday entitlement must be taken by the end of each holiday year. Any holiday not taken in the holiday year may not be carried forward to the following holiday year (unless by special arrangement). No payment in lieu of untaken holiday will be made in these circumstances.

You should give at least 4 weeks' notice of your intention to take holiday of 2 days or more. A maximum of 10 working days holiday can be taken at any one time unless your manager gives you prior agreement.

You are entitled to 8 public or bank holidays as single day paid holidays. There is no requirement to request these days as holiday.

There may be a requirement for employees to take annual leave on certain days on which there is an office close-down (i.e. Christmas). All employees will be notified in advance of the dates and the number of days holiday to be reserved for this office close-down.

If previously approved holiday is not taken, your manager should be informed so that your holiday record can be amended accordingly.

All employees will have an individual Holiday Request Form for the purposes of recording and monitoring individual holiday requests. You will keep this form and should store it in a safe place.

To request holiday:

- Write the dates you wish to take as holiday on your holiday request form. You should check to see if you have sufficient holiday entitlement before making a request.
- Send the form to your manager. You may email the form if you are not based in the same office as your manager. Your manager will check your request against the Company holiday calendar to ascertain whether your request can be accommodated by the business.

Your manager will endeavour to respond to your holiday request in writing, within 48 hours.

If agreed, your holiday request will be recorded on the Company holiday calendar and approved by your manager on your individual holiday form. Your holiday request form will then be returned to you.

If you do not follow this procedure, the dates of your holiday request may be refused for valid business reasons. Due to the nature of the business, requests for holiday may be refused if they coincide with peaks in client work or if it conflicts with holiday time reserved by other employees.

You should not assume that your holiday request has been agreed until you receive written confirmation from your manager.

Compassionate leave

Compassionate leave is designed to help you where you need to deal with necessary arrangements for or assist a close relative who is seriously or critically ill. If you need to take time off for compassionate reasons, you should discuss this with your manager.

The Company will allow reasonable time off for compassionate reasons where business needs permit. Pre-determined periods of leave are not set as we recognise that the circumstances of each employee

are different, but we aim to apply consistency and fairness when considering each request for leave. All absences for compassionate reasons should be taken with mutual agreement.

Unless specifically stated compassionate leave will be unpaid.

Leave for bereavement

Paid leave for bereavement may be taken in cases involving the loss of a husband or wife, partner, child, parent or sibling. Depending on the circumstances, between 1 and 2 days leave may be taken in any 12 month period. You should speak with your manager in the first instance to agree the amount of time to be taken as leave for bereavement.

Should you require further time off, you may use your holiday entitlement or agree with your manager to take unpaid leave.

Unpaid leave

If you wish to take unpaid leave, you should discuss this with your manager and make a request in writing, as far in advance as possible. It is important to note that due to business needs, such leave may not always be granted.

If we do grant unpaid leave, it is important for you to:

- keep in touch with your manager during your leave, so far as possible
- give prompt notice if there is any change in your return date

Please note that during any period of unpaid leave of more than 1 month, we will not consider that period as contributing to your continuous period of employment. You will not be entitled to receive any of your benefits during that time.

Jury service and leave for public duties

You may be called by the Courts to carry out Jury Service from time to time. You will be released for that service, unless you are exempt or excused attendance by the Court.

You must tell your manager as soon as you receive a Jury Summons, so that necessary arrangements can be made. You must also make sure that you claim all expenses and loss of wages from the Court.

Expenses

To claim reimbursement of any expenses which you incur in connection with Company business, you must complete, date and sign the appropriate Expense Claim Form. One form must be completed for each calendar month and should be submitted to your manager by the 20th of each month, together with all relevant receipts for authorisation.

Reimbursement of expenses will be paid into your bank / building society account along with your usual monthly salary.

Permission should be sought from your manager before any expenses are incurred above £100.

Please note that submitting of any fraudulent expense claims will be considered as gross misconduct. Any suspicion that a fraudulent expense claim has been made will be dealt with under our Disciplinary Procedure.

Pension

The Company offers a pension scheme that complies with the auto enrollment requirements in relation to both employer and employee minimum contributions. You will be automatically enrolled onto this scheme and must opt out if you do not wish to receive this benefit.

Details of which are available from your manager. We reserve the right at any time to amend the rules of the scheme, substitute it for another scheme or to terminate the scheme completely.

As an employee, should you wish to take advantage of the pension scheme, your participation shall be governed by the rules of the scheme, which may be subject to change from time to time.

Conduct / Behaviour

The Company requires the highest standards from you in your performance at work and your general conduct. In particular you must:

- be diligent, honest, efficient and ethical in the performance of your duties and during working hours devote the whole of your time, attention and abilities to the Company
- behave towards fellow employees, managers, clients, associates and all other people you deal with in the course of your duties with courtesy and consideration at all times
- act wholeheartedly in the interests of the Company at all times
- provide your services in a professional and competent manner, in willing co-operation with others and at all times conform to the reasonable directions of your manager or the Managing Director
- conduct your personal and professional life in a way which does not adversely risk the standing and reputation of the Company

Any conduct, whether during or outside working hours which appears to us to be detrimental to our interests, is likely to be dealt with in accordance with our Disciplinary Procedure.

Client / Customer service

We take pride in our high levels of client / customer service. We ask that all employees look to maintain this level of service, always dealing with the client or customer as a priority, acting in a respectful and courteous manner and ensuring our client's needs are met.

We expect external telephone calls to be answered within three rings of the phone and all email enquiries to be dealt with within 24 hours of receipt.

Working from home

Due to the nature of our business, it is not normal practice for employees to work from home. This is

because it is important for our employees to be accessible to clients and colleagues when required and to create a sense of consistency and collaboration.

Our property

Employees are responsible for all property, equipment, materials or information issued to them, including mobile phones, Company documents, computer files and client details.

You agree to maintain in good condition all of our equipment and property and to ensure that all reasonable steps are taken to prevent their loss or theft. Failure to do so may result in action being taken in accordance with our Disciplinary Procedure.

You are not permitted to remove (either physically or by email) property or equipment from our premises or any other place of work without the prior permission of your manager. You must also not use any of our property, equipment or materials for any purposes other than our business unless you have the permission of your manager.

On or before your last day of work you must return all of our property in your possession to us. We may withhold from your final salary the cost of any items that are not returned when required. We may also take any action deemed appropriate to recover or protect our property.

Handling of confidential information

Unless required in the course of your duties, by law or if authorised by the Managing Director, it is expected that all employees shall not:

- use any confidential information; or
- make or use any copies; or
- disclose any confidential information to any person, company or other organisation

This applies to confidential information belonging to the Company, our clients or associate businesses and applies both during and after your employment with the Company.

All employees are expected to be responsible for protecting the confidentiality of the Company and client / associate businesses and shall:

- use their best endeavours to prevent the use or communication of any confidential information
- inform the Company immediately on becoming aware, or suspecting, that any person, company or organisation knows or has used any confidential information

All confidential information and copies containing confidential information is the property of the Company or the client / associate business. We therefore ask that it not removed (either physically or by email) from our premises.

At the end of your employment or at the request of your manager at any time during employment with the Company, you shall:

- hand over all confidential information or copies to your manager;
- delete any confidential information stored on any computer memory, including personal

computer networks, personal e-mail accounts or personal accounts on websites.

Driving for business purposes (including use of Company vehicles)

If a personal vehicle is used for work purposes, you should record the journeys that qualify as business travel and claim for any expenses. We recommend that you consult your insurance company to ensure your personal vehicle is covered for business journeys.

In exceptional circumstances, you may be provided with a Company vehicle. Your offer of employment letter or Contract will contain specific information relating to the use of the vehicle. The main purpose of this will be for work matters though, with written permission of the Managing Director, you may use the vehicle for personal use. The Company reserves the right to amend or completely remove the agreement to use a Company vehicle at any time.

All employees who drive for business purposes, whether in their own or a Company vehicle, should note the following:

- In the interest of safety, you are reminded to take regular breaks whilst driving
- Only drivers that have permission to do so may use the vehicle on company (and personal) business. The vehicle should be used safely and be kept in roadworthy condition
- You must not drink alcohol whilst driving or preparing to drive for business purposes. If you are found driving after drinking alcohol (even if you are below the legal limit), you may be subject to action under our Disciplinary Procedure. Please remember that you may still be under the influence of alcohol if you have been drinking the previous evening.
- If you use your own vehicles for business purposes, we may request that you supply a copy of your car insurance policy to confirm cover for the use of that vehicle on our business and evidence of renewal of cover. We may not pay travelling expenses until we have received copies of your insurance documents
- You must produce your driving licence to us whenever we ask
- You must tell your manager immediately about any accidents you are involved in when on business or involving one of our vehicles. You must also inform your manager if you are being prosecuted for any motoring offence that may result in a fine, points on your licence or disqualification

Use of Company credit cards

Only employees who have a genuine business need to charge purchases will have access to a Company credit card. Employees who have been approved to use the Company card will be notified and given clear instructions about its acceptable business usage by their manager.

Permission to use a Company credit card is a privilege that will be withdrawn if misused. Under no circumstances should a Company credit card be used for personal use.

Use of the internet and email system

Our electronic communications systems and equipment are intended to enable effective communication and working practices within our business.

Use of the internet and email system should be in accordance with our Computer Use Policy.

Our premises

All employees are expected to contribute towards keeping our premises clean and tidy. When working in shared accommodation, employees are asked to consider other businesses operating in the same premises and to be respectful of their working requirements.

You must comply with all health and safety regulations that relate to our premises. Any action on your part which endangers the health or safety of yourself or another person whilst at work may be regarded as gross misconduct. Any allegation that an employee has endangered the health or safety of themselves, a colleague or any other client or visitor to our premises will be dealt with under our Disciplinary Procedures.

Team Meetings

Your manager or the Managing Director will hold team meetings from time to time to ensure that all employees are kept up to date with developments within the Company.

Team meetings are also an important opportunity for employees to input their ideas, ask questions and give feedback.

Lateness

Your working hours are set out in your Contract. Should you fail to attend work in accordance with the working hours set out in your Contract or be persistently late to attend work, this may be dealt with in accordance with our Disciplinary Procedure.

Smoking

All of our workplaces (including client sites) are smoke-free and all employees and visitors have a right to a smoke-free environment. Smoking is only prohibited where there are designated smoking areas.

Employees who use a Company vehicle are also asked not to smoke when using this vehicle.

Private telephone calls

Our telephone system has been provided for the benefit of our business and the needs and requirements of our clients.

In order to ensure the needs of the business are met at all times, we ask that you do not use our telephone system for personal calls.

Use of mobile phones (including use of mobile phones whilst driving)

We recognise that from time to time you may need to make or receive personal calls on your mobile phone whilst you are at work, for example when there is an emergency.

We ask that where possible, mobile phones are switched to “silent” or “vibrate” and that personal calls are kept to a minimum during work hours.

Use of mobile phones whilst driving

Mobile phones must not be used whilst driving unless you have a hands-free kit installed or you are using a suitable hands-free earpiece.

Appearance and dress code

The Company encourages everyone to maintain an appropriate standard of dress and personal appearance at work and to conduct themselves in a professional manner so that:

- We promote a positive image;
- Employees look professional;
- We respect religious, racial and gender-specific clothing requirements and those of employees with disabilities where possible;
- We take account of health and safety requirements

Where necessary, we expect all employees to dress in suitable office attire, appropriate to the nature of their role and duties. We ask that you do not wear flip flops, shorts and other items of clothing that do not promote our image and may not satisfy health and safety requirements.

Please speak to your manager if you have any enquiries regarding the operation of our dress code, including whether an article of clothing is suitable to wear to work.

Personal hygiene

In the interests of your colleagues and our clients, you are expected to take care of your personal hygiene.

Medical reports

If, at any point during your employment, we have any concerns about your health or your ability to perform your duties, we may ask you to provide information about your medical history. This information must be provided promptly and be true and accurate to the best of your knowledge.

In addition and as set out in your Contract, we may require you to undergo a medical examination or consultation should we have concerns about your health and your ability to perform your job. It may be necessary to discuss the outcome of the report with yourself and the doctor / Occupational Health Advisor as necessary.

All medical records or reports will be held on your personal file and will be handled with the strictest of confidence.

Personal deliveries at work

We ask that you do not use our business addresses for personal deliveries and that alternative arrangements are made where possible.

Our social functions

Our social functions (including team building days) are designed to be for the enjoyment and benefit of all employees.

You should remember that these social functions are also work events. This means that any excessive drunkenness, violence and/or harassment of colleagues or guests may result in action being taken under our Disciplinary Procedure.

Drunkenness will not be an acceptable excuse for misconduct.

We will take every step to ensure that entertainment organised for social events is not likely to offend any attendee.

Statements to the media

You should refer to the Managing Director, any request for a statement about anything to do with the Company from newspapers, radio, television or any other media.

You must never give a statement yourself unless you have received permission from the Managing Director to do so.

Health and Safety

All employees are reminded of their obligation to follow the Company's Health and Safety policy.

We will make every effort to keep office equipment in excellent condition and make sure that all safety devices are working properly. You should raise any concerns that you may have about office equipment with your manager in the first instance.

If, in spite of our efforts to ensure safe working conditions, an employee has an accident or becomes ill on the job, it should be reported to their manager immediately. Their manager will see that they receive prompt medical attention.

Workstations and working with Visual Display Units (VDU):

It is important that your workstation (desk) is appropriate to enable you to carry out your work to the best of your abilities. When working at a workstation please ensure:

- seat back rests support the small of the back. Should this not be the case, you may require a foot rest. Please discuss this potential requirement with your manager;
- work surfaces are at a sensible height;
- there is easy access to controls on equipment.

When working on a VDU for prolonged periods of time it is important to ensure that:

- the VDU is well positioned and properly adjusted;
- workplace lighting is suitable, making adjustments to avoid any glare if necessary;
- your chair is adjusted properly;
- you have enough space to work, taking into account any documents or equipment required;
- the mouse is placed close by so it can be used with a relaxed arm and straight wrist;
- short breaks are taken;
- boxes and equipment are not causing an obstruction under the desk.

If you experience any aches or pains above the norm that you feel are as a result of incorrect workstation / VDU usage, please speak to your manager.

Workplace security

The Company is committed to maintaining a safe and secure workplace. We strictly prohibit employees and visitors from bringing any dangerous or potentially dangerous items onto Company property. Failure to comply with this may result in disciplinary action.

References

We will normally supply a prospective new employer with a verbal or written reference if requested, although we have no contractual duty to do so.

Any references we give are confidential between us and the recipient of the reference. As a matter of policy, any reference given:

- Will only be provided in our name by the relevant manager or Managing Director;
- May be limited to fact only, including start date, termination date, job title and main job duties;
- May contain the following wording at the end of the reference:

“Please note that the Company does not as a matter of policy, always provide references expressing views or opinions as to the performance of their former employees in post, or their suitability or otherwise for the post with your organisation for which they have applied and nothing in this reference should be taken as expressing such an opinion.”

Leaving our employment

We encourage open discussion regarding career development and your future with us. Should you be thinking of leaving our employment, we would be grateful if you would discuss this with your manager so that we can plan business needs and requirements though in such circumstances, we will not accept your resignation until it is received in writing.

After your employment with us comes to an end, however that may be, you are reminded of your on-going obligations to us, as detailed in your Contract.