

Welcome to WRB Gas (Contracts) Ltd Employee Handbook

WRB Gas (Contracts) Limited is committed to providing employees with full and detailed information in their Terms and Conditions of Employment.

The Terms and Conditions contained in this Employee Handbook should be read in conjunction with the employees' individual Contract of Employment Statement.

Our aim in producing this document is to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment.

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

I hope you find this a useful guide during your employment with us. However if you are unable to find the answer to your question here, please feel free to contact your line manager who will certainly be able to find an answer for you.



Signed:

Director

Section 1. Starting Work with WRB Gas (Contracts) Ltd

A. About The Company

WRB Gas is a Gas Installation and Maintenance company established in 1979. Our principle business activity is Gas Central Heating installation and maintenance for social landlords and councils.

WRB were the first Company in Scotland to be awarded the UKAS accreditation BS EN 45011, which is CORGI's own Quality Management Assessment Scheme for the medium to large Maintenance contractor. The Company has achieved accreditation in ISO900, ISO14001 and Investors in People.

WRB Gas is a dedicated gas section which is supported by our own NICEIC Electrical Division and our own All Trades company QAPM (Quality Assured Property Maintenance). QAPM provide Joiners, Plumbers, Electricians, Carpet Fitters, Builders, Roofers or any other tradesman that are required.

MISSION STATEMENT

"We aim to offer a service to our customers that no other company can match"

To Achieve this

- We will listen to our client's requirements.
- We shall adapt to our clients requirements
- We shall work with our clients
- We shall keep our clients informed
- We shall be professional in everything we do
- We shall continually improve

We operate throughout the whole of Scotland with the majority of our clients properties being Central & North East of Scotland.

WRB Gas is currently responsible for the annual servicing and maintenance of over 30,000 Domestic Gas Installations, keeping over 100,000 tenants warm throughout the year. We also maintain 38 sheltered housing complexes throughout the country with over 1,000 units.

WRB Gas has registered over 1.1 MILLION service calls on our database over the last 15 years. We record 'Response' and 'Completion' times as Key Performance Indicators (KPIs) and discuss targets at each meeting with the aim of continual improvement.

B. Your Induction

WRB Gas believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee joins the company.

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the organisation.

The content and duration of the induction programme will be dependent on the scope and complexity of your job, and your line manager will outline this in detail to you on your first day with us. Copies of your induction checklist and evaluation sheets will be made available to you by your manager on your first day with us. The company's Induction Policy, Core Values and Mission Statement can be found in the Policy Section of this handbook.

C. Statement of Employment Terms and Conditions

As an employee of WRB Gas, you will have received a document setting out specific terms and conditions of service as they relate to your post (if you have not received this, you will do so within 2 months of your commencement date). This includes details of:

- the names of the employer and the employee;
- the date when the employment (and the period of continuous employment) began;
- remuneration and the intervals at which it is to be paid;
- hours of work;
- holiday entitlement;
- entitlement to sick leave, including any entitlement to sick pay;
- pensions and pension schemes;
- the entitlement of employer and employee to notice of termination;
- job description;
- where it is not permanent, the period for which the employment is expected to continue or, if it is for a fixed term, the date when it is to end.
- details of the existence of any relevant collective agreements which directly affect the terms and conditions of your employment

Further detailed policies and procedures which may not be mentioned as part of this document, but which still form part of your conditions of employment with us can be accessed through your line manager. This handbook also summarises the main terms of your employment.

WRB Gas reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your written statement of particulars of employment, we will give you a written statement of the change within one month.

The terms and conditions will only be changed following consultation and agreement with both parties to the contract.

D. Probation Periods

All new staff are subject to a probationary period of 3 months. Your appointment will be confirmed on satisfactory completion of the 3 month period. During this probationary period you will be given appropriate support and development opportunity to help you reach the required standards. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to do so could result in termination of your employment.

E. Hours of Work

Your normal hours and working pattern will be specified in your Statement of Terms and Conditions of Employment. A daily unpaid lunch break of a minimum of 30 minutes must be taken if you work more than six hours daily.

WRB Gas reserves the right to vary your hours and pattern of working. You may also be required to work additional hours should the need arise.

Persistent poor timekeeping means that colleagues are put under pressure to cover your duties. This is not acceptable and will therefore be treated as a potential disciplinary offence under our disciplinary procedures. The Company Timekeeping Policy can be found in the Policy Section of this handbook.

F. Criminal Records Checks

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

G. Conflict of Interest

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

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

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

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

H. Code of Conduct

WRB Gas expects the following practices to be adhered to when carrying out any work at all premises:

Every WRB Gas (Contracts) Ltd employee, supplier and visitor to each work site will be required to comply with the Site Safety Rules. A copy of these rules will be given to everyone during induction to the work site. The rules will also be displayed at the site offices and head office.

1. General

- Prior contact should be made with the tenant of the premises/property in order to arrange access/confirm attendance prior to the proposed visit.
- Identity badges must be worn at all times.
- Offensive clothing (revealing, dirty or containing offensive graphics or language) is prohibited at all times.
- Whenever practicable, vehicles shall be parked on the street or in such a fashion as to not obstruct customer's access and egress to home/garage. Unloading activity is permitted and shall be completed as expeditiously as possible.
- Service entrances shall be used where practicable. Front doors and formal rooms shall be avoided whenever possible.
- Use or possession of illegal drugs or alcoholic beverages is STRICTLY PROHIBITED at all times during the workday, on or off the job-site.
- All changes in the Scope of Work are to be immediately reported to the office and are not to be executed without office and written customer approval.

2. Daily Protocol

- Customers are to be formally addressed (e.g. Mr. Smith, Ms. Jones, Dr. Davis) unless specifically directed otherwise by customer.
- Children shall not be allowed in areas where working.
- The use of Radios, CD players is STRICTLY PROHIBITED.
- Smoking is STRICTLY PROHIBITED.
- Food debris and wrappers from breaks and lunch shall be immediately placed in appropriate containers.
- Welfare facilities shall be respected and not abused, and the facilities shall be left as clean as found.

- Finished floors in living areas or paths of access/egress shall be covered for protection.
- Job site shall be left broom-clean at the end of each workday. Debris shall be cleaned up and excess debris removed from site. All trades are responsible for the removal of their own debris daily.
- At the conclusion of each business day, tools shall be disconnected, placed in a designated area, and the customer notified accordingly. Every precaution shall be made to prevent customer's children from accessing tools or dangerous items.
- Job sites shall be left secured at the end of each workday. The customer shall be notified if the site cannot be left locked and secured.
- Always leave a customer's property in a clean and tidy condition.

In particular it is the further responsibility of all employees to:

- Familiarise themselves with all aspects of the company's health and safety policy which relates to their own work.
- Undertake the operation of any electrical, mechanical or other equipment only if specifically authorised to do so.
- Adhere strictly to the manufacturers, suppliers and WRB Gas (Contracts) Ltd's instructions when using all forms of electrical and mechanical equipment.
- Use protective clothing, safety guards and all other aids to safety supplied by WRB Gas (Contracts) Ltd.

I. Gross Misconduct

It should be noted that the Employee Handbook gives examples of when dishonesties will render staff to dismissal.

J. Changes in Personal Information for Employment Purposes

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You **must** notify the Finance Department immediately of all changes in the following personal information:

- Name
- Home address
- Home/Personal mobile telephone number
- Bank account details
- Examinations passed/qualifications gained
- Emergency contact
- Driving licence penalties (if you are required to drive on Company business)

- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest
- Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy.

K. Data Protection and Access to Information

WRB Gas will comply with all statutory requirements of the Data Protection Act by registering all personal data held on its computer and/or related electronic equipment and by taking all reasonable steps to ensure the accuracy and confidentiality of such information.

The Data Protection Act protects individuals' rights concerning information about them held on computer. Anyone processing personal data must comply with the principles of good practice.

Employees can request access to the information held on them by the Company. All requests by employees to gain access to their personnel records should be made in writing.

Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy.

Section 2 - Employee Benefits and Rights

A. Annual Leave

1. General

The holiday year runs from 1st October to 30th September each year.

Full-time employees of WRB Gas are entitled to a minimum 28 days paid annual leave per year, inclusive of public holidays. A week's leave allows you to be away from work for a week – that is the same amount of time as your working week. Holiday entitlement for part-time employees is pro-rata, based on the number of hours worked compared with those worked by a full-time employee.

The current annual holiday entitlement is set out in your principal Terms and Conditions of Employment.

Engineers' annual entitlement will increase to a maximum of 29 days (including public holidays) after completion of five years' service. From 1st January 2015, engineers' annual entitlement will increase to a maximum of 30 days (including public holidays) after completion of ten years' service.

Office staff's annual entitlement will increase to a maximum of 33 days (including public holidays) after completion of five years' service. From 1st January 2015, office staffs' annual entitlement will increase to a maximum of 34 days (including public holidays) after completion of ten years' service.

The additional holidays will be pro-rata for part-time employees.

Entitlement to the increase in holidays for apprentices will start from the date their apprenticeship is completed.

Additional days' holidays will be awarded in full on the anniversary of your start date.

An absence request form must be completed and given to your manager. Holidays must be agreed with your manager as early as possible. The Company will where possible try to accommodate individual preferences for holiday dates but the needs of the business may have to take precedence, particularly where short or inadequate notice is given. If too many employees require the same holiday period, which is granted, where there would be a negative effect on the operation of the business, management will grant holidays on the basis of the first request, first granted.

All annual holidays of a week or more must be booked by the end of January each year unless approved by a Line Manager. Employees must give at least four weeks' notice of intent to take any holiday period of more than five days duration.

Not more than two weeks can be taken consecutively without special permission from the Line Manager.

Leave for employees who terminate their employment during the leave year is calculated pro-rata for the whole of the period worked in the leave year. If, however, the annual leave entitlement has been exceeded, a deduction calculated on the same basis will be deducted from the final salary payment.

An employee continues to accrue their statutory minimum holiday entitlement as normal while absent from work due to sickness, maternity/adoption/paternity leave. An employee is entitled to

take annual leave while on sick leave, should they wish to. Payment will be made in accordance with legislation.

Unused accrued holiday entitlement cannot be carried forward into the next holiday year, unless there are exceptional circumstances and the employee has the written permission of a director. In any event, all employees must take a minimum of four weeks leave in each holiday year.

2. Public Holidays

Precise holiday dates will be published as early as possible each year.

3. Conditions Relating to Public Holidays

Given the nature of the business it will be necessary for employee's to work on public holidays. In such circumstances employees will be paid at their normal rate. Requests to take annual leave on a public holiday must be made on an absence request form.

4. Shutdown

Employees are required to retain a sufficient number of holidays from their annual entitlement to cover the Christmas shutdown period. The number of days holiday to be retained for this purpose is four for full-time staff and the dates of the shutdown will be notified by way of a general notice.

B. Termination

1. Notice of termination to be given by the EMPLOYER

During the Employee's probationary period, this employment may be terminated by either party giving one week's notice to the other. After the employee's probationary period the Employee's entitlement to notice from the Employer shall be the greater of one week for each complete year of continuous employment (subject to a maximum of twelve weeks).

Should the termination be made by reason of gross misconduct, then no notice would apply.

2. Notice of termination to be given by the EMPLOYEE

Please refer to individual contracts.

These periods of notice will apply if you are dismissed on grounds of inefficiency or if your dismissal is the result of disciplinary proceedings in circumstances where summary dismissal is not justified. Your employment may be terminated without notice where dismissal follows disciplinary proceedings.

3. Working Notice

In all cases the Company reserves the right to enforce your full notice period. Your full remaining annual leave entitlement should be taken during your notice period in agreement with your line manager. Exceptionally, if this is not possible, your manager may agree to make a payment in lieu of this. If you leave any day other than the last working day of that month, that month will not count for annual leave purposes.

If you resign and are in possession of Company property (including computer files), you should make your manager aware of these, and arrange how they will be handed back to the Company. You remain bound by the confidentiality arrangements outlined in your contract of employment during this period.

In exceptional circumstances, if deemed appropriate and as an alternative to working your notice, the Company reserves the right either to transfer you to other suitable duties during your notice period or to require you to accept payment in lieu of any entitlement to notice.

4. Other Conditions on Leaving

On leaving, the Company will deduct from any money due to you such sums as you may owe to the Company. These may include, but are not restricted to, any loans, relocation assistance, court orders and payment made for holidays taken in excess of entitlement.

If you leave without giving notice and without the Company's agreement, you are in breach of your contract. Deductions from your salary may be made for any loss incurred by the company for your failure to give contractual notice. Contractual holidays can also be forfeited in this circumstance.

Before leaving, you must hand over to your manager all articles belonging to WRB Gas including your ID badge and any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

- Solicit or seek to entice away any WRB Gas employees.
- Use or divulge to any person or organisation any confidential information relating to the business of WRB Gas.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis taking into consideration the reasons behind the dismissal.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

5. Garden Leave

Should you resign from employment with WRB Gas and you make it known that your new employer is a competitor, the Company reserves the right to place you on Garden Leave for the duration of your Notice Period. During this Notice Period you will not be required to attend your place of work but since you remain an employee of the Company you are not free to work for another employer. You will, in effect, remain at home during the Notice Period and be on call to work for the Company, should this be deemed necessary. You will not make contact with this Company's customers or any suppliers and will not provide any new or potential employer any such information that may be commercially harmful to this company during the Notice Period.

You will continue to receive salary and other benefits during the Notice Period. At the introduction of the Notice Period you will be required to return your company car or van to the office where you are based.

C. Statutory Sick Pay (SSP)

These should be read and followed in conjunction with Absence Notification Procedure.

1. Qualifications for SSP

There are various statutory qualifying conditions but the main condition is that the employee must be earning enough each week to be paying National Insurance Contributions

2. Notification to the Company

SSP cannot be paid to an employee unless and until the Company receives written evidence of this as follows:

First seven days of absence	A Self- Certification Form, or Doctor's Certificate.
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Thereafter	Doctor's Certificate
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It is important to remember that if there are any intervals of sickness absence not covered by certificate, no payment can be made.

3. When SSP Is Payable

SSP is only paid for a day or days an employee normally works. For example, if an employee works Monday to Friday and not at weekends, SSP will only apply to those five days.

SSP can be paid when an employee is ill whilst on holiday – including public days, if the employee properly reports the absence in accordance with the company's absence reporting procedures.

The Company cannot pay SSP for the first 3 days of an employee's sickness; therefore payment starts on the 4th day, and continues for as long as the employee is absent or until SSP is exhausted (whichever is sooner). This will be paid to employees in exactly the same way as normal wages/salary.

The Government sets the rate of payment and the amount will be shown on the pay statement.

Employees are only entitled to a maximum of 28 weeks SSP in any one period of entitlement. This period will generally end on either when the employee returns to work or, if earlier, the date on which the employee reaches their maximum entitlement to SSP.

If an employee is absent due to sickness within eight weeks of a previous period of sickness, as long as the second absence is for four days or more, SSP will be paid for the whole of the second period of absence, not just after the first three days.

Employees are not entitled to SSP if the employment is terminated, or if Statutory Maternity Pay is being paid. The SSP scheme can be very complex – any employee who thinks they should be paid SSP and has not or has any queries should contact their supervisor.

IMPORTANT

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

D. Working Parents

The following statutory rights are potentially available to eligible employees:

- Maternity leave and pay.
- Parental leave.
- Paternity leave and pay.
- Adoption leave and pay.
- Flexible working.

The Company will comply with current legislation in relation to these rights. Further details are available on request from the Personnel Manager.

E. Retirement

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

You should ensure that, in line with the statutory notice period required for termination, you inform your line manager of your intention to resign, to ensure all appropriate arrangements are made (e.g. sourcing a replacement, mobilising your Company pension etc.).

F. Shortage of Work and Redundancy.

The Company will consider any alternatives to redundancies depending upon the particular circumstances. If it is necessary to make compulsory redundancies, the Company will adopt such selection criteria as deemed appropriate by the management for the particular redundancy situation.

In the event of a temporary cessation or shortage of work, the Company reserves the right to temporarily lay you off (i.e. not provide you with any work) or put you on to short time working (requiring you to work fewer hours or days than normal). During any period of lay off or short time working, your entitlement to wages/salary for the time you have not worked will cease. This will not affect any entitlement you may have to a statutory guarantee payment, where you satisfy the qualifying conditions. Should this become necessary, full consultation will be carried out unless the above conditions are expressly included within your contract of employment.

Due weight will be given to each of the above criteria. The overriding consideration at all times will be the future viability of the business.

G. Personal Development Planning

The Company recognises the need for employees to be trained to handle the changing requirements of their work. Employees should also be encouraged to develop themselves effectively in order to meet the challenge of the future workplace.

One of the best ways to achieve the above is by constant contact and feedback between management and employees. Individuals require an indication of their progress and assistance with preparing for future needs. At the same time their own views and experiences are of vital importance to the Company.

1. Introduction

The Company has a Personal Development Scheme. The aims and purposes of the Scheme are:

- To help managers and staff to make effective arrangements to identify and meet learning needs
- To develop the skills, knowledge, values and behaviour that staff need to do their current jobs well

This will only be achieved, however, if everyone supports the aims of the scheme. It is recognised that each employee's Supervisor or Manager is the person best placed to carry out an appraisal or review. This is because of his or her close contact with the individual and their familiarity with the work performed.

2. PDS - The Process

There are 3 stages in the process:

- Preparation – where you and your manager prepare separately for the interview using the appropriate documentation.
- The Personal Development Plan Discussion – where a personal development plan is agreed by you and your manager.
- Monitor & Review – the method and timescale for monitoring should be agreed at the discussion stage and implemented throughout the year.

3. Training & Assessment (Gas Operatives)

The company shall cover the cost of non-attendance at work during training and assessment periods for the Accreditation Certification Scheme. The company is not liable for any costs relating to the training and assessment of the scheme.

The Personal Development Planning documentation is available from your line manager. The Employee Development Policy is available in the Policy Section of this handbook.

Section 3 – Working Procedures

A. Absences and Timekeeping

WRB Gas recognises that certain levels of absence due to illness are inevitable. It is the Company's policy to deal with cases of genuine illness sympathetically and supportively. The Company also recognises that non-attendance can have a disruptive and damaging effect on the business. It is the Company's right and responsibility to ensure that attendance levels are monitored and managed effectively to meet the needs of the business.

The Company has clear procedures and standards for monitoring and managing absences due to illness. These are set out below. The Company will deal with all such cases, whether long or short-term, in accordance with these procedures and standards. Every effort will be made to deal with individuals sensitively, consistently and fairly whilst at the same time taking into account the detrimental effects of any long period of absence or any persistent and frequent short-term absences on the business. The company will take full consideration of the Equality Act 2010.

All employees have a responsibility to attend work unless they are genuinely incapacitated. The Company requires employees to comply with its procedure for notifying absence. Failure to do so, without good reason, will be regarded as a disciplinary matter. Frequent, unexplained or unauthorised absence will also be regarded as disciplinary matters. Employees are also required to provide medical evidence of incapacity for work. Failure to do so may result in sickness payments being stopped or suspended. The Absenteeism and Timekeeping Policy is available in the Policy Section of this handbook.

Employees are not entitled to use their holiday entitlement to cover any periods of sickness unless at the discretion of a director.

Other absences

Sleep Time

If any employee is working between the hours of 12 midnight and 6 am they will be entitled to "paid" time off the next morning but they must contact the supervisor at the earliest opportunity. Alternatively if in agreement with the supervisor they can be paid at double time, however the employees has the final say on which of the two options they choose.

Appointments

Employees are normally expected to ensure that any appointments made to visit doctors, dentists, opticians etc, are made in their own time, and outside normal working hours. In the event that this is not reasonably practicable, time off will be allowed to attend such appointments that: -

- The employee allows his/her manager or superior to have a sight of the appointment card.
- The timing of the appointment causes as little disruption as possible, i.e., at the beginning or end of the working day.
- Prior permission is obtained.

Payment may be made for his/her time off at the discretion of the Company

Public Duties

Under current employment legislation employees who hold certain public positions are entitled to reasonable time off during normal working hours to perform the duties associated with the position. The amount of time off you are granted for these duties will depend upon the amount of time requested and your work commitments. If you already have or are about to take on such duties, you should consult your manager. Such positions include Magistrates, Local Councillors, and Statutory Tribunal Members etc.

Employees are not however entitled to payment for this time.

Jury Service

Employees are entitled to time off work to fulfil their obligations with regard to Jury Service. In the event of an employee being summoned to attend for Jury Service, they must notify their manager or supervisor immediately on receipt of the Jury Summons, giving details of dates they are required to attend the Court.

Where an employee is retained on Jury Service for a prolonged period, the employee has an obligation to keep in regular contact with their immediate supervisor throughout the period.

Employees are expected to return to normal working immediately following their release from their duties.

Employees are reminded to ensure that expenses claims are submitted to the Court in accordance with the available allowances.

Although employees are not entitled to payment for this time off, the Company will pay the difference between expenses and compensation for loss of earnings claimed from the Court and basic earnings for a maximum period of two weeks.

Employees are obliged to submit reimbursement from the court for loss of earnings to the Company.

Bereavement Leave

In event of the death or funeral of an employee's relative, time off work will be granted in accordance with the following provision: -

Five days which will be paid at normal salary rate for immediate family defined as spouse or child.

One day will be paid at normal salary rate for other relative defined as parent, grandparent, brother, sister, or parent in law but the amount of time off work can be extended where the employee is in charge of funeral arrangements.

Any further time off required will be at the discretion of the Company and will be taken as unpaid leave or as part of the annual holiday entitlement.

Compassionate Leave and Time Off For Dependents

Employees are entitled to take reasonable time off to deal with an emergency involving a dependant. Employees must tell the Company as soon as they know they will require time off

work. Dependants will include an employee's spouse/partner, child or parent, or someone living with them as part of their family. Others who rely solely on the employee for help in an emergency may also qualify.

An emergency is when someone who depends on the employee:

- Is ill and needs their help.
- Is involved in an accident or assaulted.
- Needs the employee to arrange their longer-term care.
- Needs the employee to deal with an unexpected disruption or breakdown in care, such as child-minder or nurse failing to turn up.
- Goes into labour.

To 31st December 2014, Employees are not contractually entitled to payment for this time off, and any payment made will be at the absolute discretion of the Company.

From 1st January 2015, employees will be contractually entitled to payment for a maximum of 3 days per year, taken from their annual holiday entitlement, to cover these circumstances.

The right is to take time off for emergencies only. Any further time off required will be at the discretion of the Company and will be taken as unpaid leave.

Extended Leave

Employees may, at the discretion of the Company, be eligible to take a period of extended leave. Applications for such absence must be made in writing. Employees will be expected to take the total flexible annual leave days available to them in a 12-month period, coupled with the amount of unpaid leave authorised.

When considering authorisation of extended leave, the employee's timekeeping, attendance and disciplinary record, as well as the needs of the business, will all be taken into account.

Employees must undertake to return to work by an agreed date. Failure to return as agreed (unless in exceptional circumstances) would be considered to be a fundamental breach of employee's Contractual Terms of Employment, which will result in dismissal.

B. Staff Purchases

The Company is prepared to sell any goods carried in stock at Net Price plus Vat with an additional 10% charge to any Member of Staff providing the following code if observed.

- I. Goods are for the Employee's **own** use only.
- II. Before the purchase is made the employee must have permission to make the transaction from their Line Manager or in the case of a Line Manager, by a Director.
- III. Directors must also get any purchases authorised by another Director.
- IV. All purchases shall be on a Cash Sale Basis with the goods being paid for and the receipted Cash Sale Document attached to the delivery note. The Manager/Director authorising the purchase is responsible for ensuring that the cost price is a genuine normal cost price and not a pure token price.

- V. The Manager/Director authorising the purchase shall appoint a member of staff other than the one making the purchase to process the sale and make up the order.
- VI. Any order being placed on a supplier for a staff purchase must be authorised and signed by a Manager/Director.
- VII. Any goods purchased by an employee, which are not for their own use will be charged at Full Price as determined by the Manager/Director authorising the sale.
- VIII. No member of staff is permitted to enter an agreement with a supplier or manufacture to obtain goods at a special discounted price, or free of charge, for his own personal gain.

C. Expenses

The Company will reimburse employees for approved expenses wholly and necessarily incurred in the course of their work.

It is not the purpose of expense payments to provide an incentive or reward for non-standard duties. The amount of any expenses payment will be the additional costs incurred as a result of the employee undertaking a work assignment.

Expenses will be paid in accordance with the regulations and interpretation of the Inland Revenue or suspended if necessary at their instruction. Receipts and/or invoices as far as practical should support expenses.

Any special ad-hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

The following claims will be reimbursed so long as they are reasonable and the appropriate documentation has been completed. Expense claims must be submitted at least on a monthly basis and be accompanied, for company cars holders, by the Business Mileage and Fuel Cost record form.

- **Cars** Mileage at the rate notified.
All necessary parking charges.

Note: - Employees are responsible for any fines or penalties.

- **Trains** Second class fare.
- **Accommodation** Hotels: - cost of room and all necessary meals.
- **Meals** Whenever necessary and reasonable whilst on authorised business. Alcohol purchases will not be re-imbursed unless for business entertainment purposes.
- **Airfares** Cost of airfare.

Employees are expected to use the most effective transport, methods and routes in conducting business.

IMPORTANT

Payment of expense claims will be delayed or withheld where those are not properly substantiated. Fraudulent claims will be treated as gross misconduct under the company disciplinary rules and procedures and may result in dismissal.

The Business Expense Report and Business Mileage and Fuel Cost Record forms must be completed accurately and approved by the employee's manager/supervisor before reimbursement by the company will be considered.

D. Use Of Vehicles

Employees are reminded that the vehicle in their possession is an expensive piece of equipment and in order to safeguard it and to ensure it is correctly used, the following procedures must be adhered to at all times:

All users

- a. A vehicle is only available to employees who hold a current and valid driving licence. As all vehicles are insured through the Company any conviction for driving offences, any driving endorsements and any fines incurred whilst employees are in possession of the vehicle must be reported immediately. The Company will also require employees to produce their current licence for inspection periodically.
- b. Any employee who is considered to be acting carelessly or recklessly in their use of vehicles will be subjected to disciplinary action (and this may involve the withdrawal of the vehicle where appropriate). The Company reserves the right to deduct the cost of any repairs required as a result of careless or reckless driving from the employee's salary.
- c. In the event of an employee being prosecuted or convicted of a driving offence which results in disqualification for any period and the holding of a licence is an essential requirement of the job, this may result in the employee's dismissal.
- d. Any and every accident or incident, in which a vehicle in an employee's charge becomes involved, regardless of fault and whenever person or property are affected, must be reported immediately.
- e. In the event of an employee being prosecuted or convicted of a driving offence which results in disqualification for any period and the holding of a licence is an essential requirement of the job, this may result in the employee's dismissal.
- f. A driver of the Company vehicle must avoid the consumption of alcohol or drugs prior to or during the course of driving. Infringement of this rule may result in the employee's dismissal.
- g. No employee shall drive or be a passenger in any vehicle prior to, during or after working hours if the driver is, or is reasonably believed to be under the influence of alcohol or drugs.
- h. Only authorised persons may drive the Company's vehicles and Company Vehicle Authorised Driver Request form must be completed.
- i. Authorised persons must be over 17 years of age and have held a valid driving licence for a minimum of one year, although some exceptions may be granted with the prior authority of a Director.
- j. All vehicles must be serviced in accordance with the Company's Policy and/or manufactures recommendations. Services must be done on time and the service record

must be completed and stamped by the garage. Servicing should be booked and carried out whenever possible at a time when it will cause least disruption to the employee's working day.

- k. Any employee who has the use of a vehicle is responsible for ensuring that any service, maintenance and repair is carried out. Employees in general must ensure that the vehicle is kept in good and trustworthy condition. This includes keeping it clean and ensuring that the tyre pressure, lights, oil, water etc., are up to the required standard. Failure to adhere to these requirements will result in disciplinary action. The employee may be required to pay for any repairs required to a Company vehicle, where such repairs are necessary due to the employee's failure to keep the vehicle in a roadworthy condition. Employees must physically check on a regular basis tyre pressure, oil and water levels and not rely on vehicle warning indicators to alert them. In such circumstances the Company reserves the right to deduct the cost of any repairs from the employee's salary.
- l. Drivers must only use mobile telephones whilst driving in accordance with the company mobile phone policy.
- m. No vehicle is to be driven in an un-roadworthy condition. Any defects must be reported immediately. The vehicle must not be driven without the fault being rectified or prior approval given.
- n. Company vehicles must not be used for personal gain.
- o. If it is necessary to hire a replacement vehicle whilst repairs are being carried out, the employee must not do this without prior permission.
- p. The Company reserves the right to require an employee to surrender any vehicle they have been issued with at any time in the event of absence from work.
- q. The Company reserves the right to withhold £200 from an employee's final salary where the employee is the company vehicle holder. Where the vehicle has been returned to the company in a clean and reasonable condition the £200 will be released to the employee immediately. Where the company vehicle has not been returned in a clean and reasonable condition the £200 will be used to offset the costs to the Company of returning the vehicle in a clean and reasonable condition.
- r. Personal use of company vehicles is prohibited, unless prior authority has been granted by a Director.

E. Commercial Vehicles

All drivers of commercial vehicles will receive a copy of a drivers' guide on their first day of work prior to commencing employment, detailing the responsibilities of the drivers of commercial vehicles.

All drivers and in particular new starts will undergo familiarisation training i.e. actually driving the vehicle concerned (including vans) under supervision of an experienced driver, prior to driving the vehicle on his/her own.

F. E-mail, Internet, PC and Related Facilities

All employees who have access to Email, Internet, PC and other related or associated facilities are requested to adhere to the procedures below.

It is the Company's policy to comply with all laws regulating IT and data protection. It is therefore important that all employees minimise exposure to legal liability through inappropriate or illegal use of IT and data.

The Facilities are provided for the use of employees in order to perform their duties of employment. Where access to the Facilities is provided to individual users by means of a unique user name and/or password, these must not be disclosed to anyone else. Do not keep passwords written where they are accessible to others.

Employees must not allow unauthorised persons to gain access to the Facilities. Employees must not transmit data out-with the Company unless authorised to do so. Employees must comply with all management instructions relating to the protection of the Facilities from viruses. Only hardware and software supplied, approved or installed by the IT department should be used for business purposes and in no circumstances should files or software be loaded onto Company equipment, other than with approval from the IT Manager.

"Usage": The Facilities are provided by the Company for the purpose of allowing employees to perform their duties of Employment. Reasonable personal use of the Facilities will be tolerated but this should not be to the detriment of business usage and should not be conducted in the presence of customers, suppliers or third parties. Reasonable personal use is defined as occasional transmission or receipt of Email messages or visits to Internet sites for non-business purposes during lunch and tea breaks, which does not prevent the employee meeting his/her work requirements and which does not adversely affect the Company's operations (excessive email usage can affect the company's computer operation). Managers or supervisors requiring clarification on what is meant by reasonable personal use should contact the IT Manager.

The Company reserves the right to monitor employees' usage of the Facilities, including content of emails and attachments, and monitoring of website access for the purpose of administering and policy document and to ensure usage reflects good and acceptable business practice. The IT department will carry out monitoring of the Facilities.

Employees are responsible for protecting sensitive, confidential or proprietary data and information content on the Facilities from disclosure to other employees without authority and from disclosure to any third party without permission to do so.

Users with access to Email should use this for business related purposes only subject to the comments under "Usage" above. Employees should also be aware that the exchange of e-mails could create legal liabilities on the part of the Company. All employees must take care to ensure that material transmitted by email is lawful, accurate and does not bring the company into disrepute. The use or inclusion of obscene, abusive, racial, or other language offensive to any co-worker, or similarly defined electronic attachments in any email communication is expressly prohibited. The Company will monitor messages at any time. Recipients of offensive material from internal or external sources should report this immediately to their supervisor who should report it to the IT Manager.

Carrying out email exchanges/conservations, generating or forwarding obscene or offensive diagrams or pictures or cartoons to large distribution lists or using shorthand (replacing conventional language with symbols) to make offensive language are regarded as misuse of the Facilities.

Users with Internet access are responsible for using the Internet for business purposes subject to the comments under "Usage" above. Users are expressly prohibited from visiting gambling or chat-room sites and ones that contain pornographic, obscene, abusive, racially offensive or otherwise offensive material. The uploading or downloading, holding or distribution of any files containing such material is expressly prohibited and contravention of this will be treated as Gross Misconduct.

Licensing – No software should be copied or downloaded other than by Informat, the Company's I.T. consultants. No subscription to bulletin boards, news groups or any similar Internet services of any kind should be entered into.

No screen savers, cursors, wallpapers etc should be used which contain pornographic, obscene, abusive, racially offensive or other material that is potentially offensive to any co-workers. In addition, do not leave your terminal logged in when you leave your workstation. All transactions carried out by your log on will be deemed to have been carried out by you.

The Company's telephone systems and mobile phones should not be used for calling premium rate phone or fax numbers or used for unreasonable level of personal calls. Telephones are critical to the Company's business and personal calls must not take priority over business calls.

Employees not complying with this email, internet, PC and related facilities policy will be subject to disciplinary action, up to and including dismissal without notice.

Any items of IT equipment must not be disposed of without prior authority from the Office Manager.

G. Mobile Phones

Employees are prohibited from using a hand held mobile phone whilst driving.

The use of hands free mobile phone kits will be limited to the following job categories:

- Managers
- Gas Service Operatives
- Employees with express written permission to use hands free kit from the Directors

1. Employees NOT permitted to use hands free kits

The following rules apply to all employees except those authorised to use hands-free kits (see above):

- All mobile phones must be programmed to "Incoming Call Alert – Ring Once" whilst driving and the memory function used to take any messages.
- Drivers should check their phones regularly for messages (e.g. on arriving at a customer's premises or parking in a lay-by).
- Employees may only make and receive calls and or check for messages when their engine is switched off.

The use of the Incoming Call Alert function should be used in vehicles without hands free-kits, as it will ensure that the phone will only ring once upon receiving a call, thus alerting drivers to the fact

that somebody is trying to contact them. Drivers can then stop when it is safe to do so to check their messages.

NB – ON NO ACCOUNT ARE THE PHONES TO BE ANSWERED WHILST DRIVING

Phones can be programmed to ring once upon receiving a call as follows:

Menu – Profiles – General – Personalise – Incoming Call Alert – Ring Once

2. Employees permitted to use hands-free kits

The following rules apply only to those who have been authorised to use hands-free kit (see above):

- Only “approved” hands-free kits can be used whilst driving on Company business.
- For those employees already in possession of a hands-free kit, the kit must be “approved” by the Health and Safety Manager before use. The Health and Safety Manager will hold a register of “approved” hands-free kits.
- Until your hands-free kit has been added to the register of “approved” hands-free kits, your mobile must remain switched off whilst driving and the memory function used to take any messages.
- Those employees requiring a new hand-free kit should contact Mr Philip Martin who will arrange for an “approved” hands-free kit to be fitted in their vehicle.

3. Safe Driving and the use of hands-free kits

All employees are encouraged, where practical, to keep mobile phones switched off whilst driving and make use of their phone’s memory function to take any messages.

However, in providing some hands-free kits for commercial reasons, the following guidelines must be followed to ensure safe driving practices:

- Only use hands-free telephones when it is safe to do so.
- Hands-free should only be used for receiving call.
- Keep calls brief and to the point and return to 100% concentration on your driving as soon as possible.
- If a call is going to last for more than a brief exchange, pull over and park somewhere safe to complete the call.
- Calls out should not be made whilst driving.
- Never punch or dial in a number whilst driving.
- Never take notes whilst driving.

Remember: Any use of hands-free equipment is likely to distract your attention from the road. At all times you may be liable to prosecution for not exercising proper control of your vehicle or driving without due care and attention. If you are involved in an accident, the Telephone Company may be required to provide court evidence as to whether your telephone was in use at the time.

H. Alcohol and Drug Misuse

1. Alcohol

While for many people, drinking alcohol is a positive part of life and does not cause any problems, the misuse of alcohol can lead to reduced productivity, taking time off work, and accidents at work.

WRB Gas had adopted an alcohol policy. Included in this policy are matters such as:

- how the Company expects employees to limit their drinking;
- how problem drinking will be recognised and help offered; and
- at what point and in what circumstances you will treat an employee's drinking as a matter for discipline rather than as a health problem.

2. Drugs

Drug and other substance (e.g. solvent) misuse is everyone's concern. In the context of work, not only does it damage the misuser's health, but it can cost employers through absenteeism and reduced productivity. It may also increase the risk of accidents. WRB Gas has adopted a substance misuse policy. This policy aims to support affected employees rather than punish them, although possession or dealing in drugs at work will be reported immediately to the Police.

The Alcohol and Drug Misuse Policy is available in the Policy Section of this handbook.

3. Search

The Company reserves the right to search an employee or any of an employee's property held on Company premises at any time, if the Company has reasonable grounds to believe that its Alcohol and Drug Misuse Policy is being or has been infringed, or that an employee has committed a criminal offence.

- Where an employee is required to submit to a search, the following procedure will be used:
- The search will be conducted in a private room.
- The employee may be accompanied by a colleague provided that the colleague is available without unreasonable delay.
- The search will be conducted by a senior manager. The employee may request that the person conducting the search is of the same sex as him/herself.
- The search will be witnessed by another member of the management team. The employee may request that the witness is of the same sex as him/herself.

An employee who unreasonably refuses to allow a company search will be subject to disciplinary action.

Where an employee is found to be in possession of prohibited substances or there is evidence to suggest that he/she has committed a criminal offence, he/she will be suspended on full pay pending a further investigation, which may result in disciplinary action, including dismissal.

The Company reserves the right to inform the police of any suspicion it may have with regard to the use of controlled drugs by any of its employees on Company premises or with regard to any other criminal offence.

4. Smoking

Passive smoking/second-hand smoke (breathing other people's tobacco smoke) has been medically proven to cause lung cancer and heart disease in non-smokers, as well as many other illnesses and minor conditions.

In provisions made under the Health Act 2006, all enclosed and substantially enclosed workplaces and public places will be legally required to be smoke free.

WRB Gas has a duty in common law to take reasonable care to protect the health of employees. An employer who receives a complaint about the effects of smoking, but ignores it, could be sued for any resultant damage to health. Under health and safety legislation, employers may find themselves liable for damage to an unborn child if a pregnant employee has been exposed to passive smoking. Tobacco smoke has also been proven to cause asthma and migraine attacks.

WRB Gas has adopted a policy to take all possible steps to protect employees from second-hand smoke exposure and to comply with legislative requirements.

The Smoking Policy is available in the Policy Section of this handbook.

Section 4 – Rules and Disciplinary Procedures.

This section should be read in conjunction with the Company's working Procedures and the employee's principle statement of Terms and Conditions of Employment.

It is every employee's duty to observe the following general rules to behave in a reasonable way towards fellow employees, the Company, its customers and the general public.

Where the General Rules are not followed employees will render themselves liable to disciplinary action as outlined in the Disciplinary Procedure.

A. General Rules

Employees have an obligation to ensure that they conform to the requirements of the Company's Equal Opportunities and Harassment Policies, and must not act in a manner which could be considered to be of an unlawful discriminatory nature against fellow employees, customers or the other people with whom they come into contact on the Company's business.

Employees are expected to achieve and maintain a good standard of work and cleanliness and to show a conscientious approach to the job or to the detail of that job to a standard that may reasonably be expected.

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

To ensure maximum efficiency, employees are engaged on the basis that they must be prepared to undertake reasonable duties other than those for which they have been specially engaged.

Personal hygiene and appearance must be of a very high standard.

The telephone or postal services must not be used for private purposes without prior permission.

Visitors are not allowed onto the premises at any time without prior authority.

An orderly and courteous manner must be maintained in front of customers at all times.

It is not permitted to remove material or equipment of any kind from the company or any other place of work without prior written permission.

The Company's or customer's time, material or equipment must not be used for any unauthorised work.

All authorised notices displayed are expected to be read and observed.

Employees are expected to act wholeheartedly in the interest of the Company at all times. Any conduct detrimental to its interests or its relations with its customer, suppliers, the general public or damaging to its public image shall be considered to be a breach of the Company's Rules.

Employees must not perform, arrange or carry any work or activity, which could be considered to be in competition with or which adversely affect in any way the Company's interests.

Confidential or secret information must not be disclosed at any time, either during or after employment.

Employees should take due care of their personal property. The company will not accept any liability in this aspect.

Any uniforms or company clothing provided should be worn at all times whilst on duty.

The company reserves the right to require employees to agree to submit their person or property to being searched whilst on the company's premises. Refusal to consent to such a request will be regarded as a refusal of a reasonable management request and will be regarded as a breach of these rules. The Employee is entitled to have a witness present at the time that the search is being made.

Any change to the employee's personal details e.g., address or emergency contact number should be notified to the Company immediately.

This is not an exhaustive list.

B. Disciplinary Procedure

This procedure is designed to help and encourage employees to achieve and maintain standards of conduct, attendance and job performance.

1. Investigation

A full investigation will be undertaken into the circumstances of the matter complained of prior to implementation of any disciplinary action. The company reserves the right to refer to CCTV footage and/or vehicle tracking records to aid any investigation. It may be necessary, dependent upon the nature of the offence, to suspend the employee on full pay whilst the necessary investigations are completed. Any such period of suspension will be as short as possible. During the period of suspension, the employee may be refused access to the Company and subject to such conditions as the Company may impose. Suspension in these circumstances is not considered disciplinary action.

In all cases, before any disciplinary action (including warning) is taken a disciplinary meeting will be held with the employee. Throughout the Disciplinary Procedure the employee will be given every opportunity to respond to any complaint before any decision in disciplinary action is taken and will be entitled to be accompanied at the meeting. Employees have the right to appeal against any disciplinary action against them.

2. The Procedure

- I. The employee must be informed in writing, of the allegation(s) against him or her and the basis of the allegations.
- II. The letter will invite the employee to a disciplinary meeting to discuss the allegation(s) and make him or her aware of the right to be accompanied at this meeting.
- III. At the outset of the disciplinary meeting the person chairing the meeting will confirm those at the meeting and why they are present. The employee will be advised of the nature of the allegation(s) or complaint.
- IV. The employee will then be allowed to respond to the allegation(s), and will be given the opportunity to state his or her case.

- V. Where the employee's companion cannot attend the meeting advised by the Manager or Supervisor, then the employee may propose an alternative time for the hearing to take place which must be both reasonable and within five working days of the original proposed meeting date.
- VI. It is normal practice for a discipline meeting to be adjourned, in order that the Manager or Supervisor can consider the appropriate action to be taken.
- VII. The employee will be advised (at the reconvened meeting, or alternatively, in writing) of the decision, and, if the complaint is upheld, of the disciplinary action to be taken. Such advice will contain:
- VIII. The reason for the disciplinary action.
- IX. The level of disciplinary action.
- X. The period of the discipline action will remain in force.
- XI. Details of the appeal procedure.

The disciplinary action will be confirmed in writing.

3. The Disciplinary Action

Disciplinary action may take one of the following forms. The Procedure may be implemented at any stage if the alleged misconduct or performance warrants such action:

I. A Verbal Warning

In cases of a minor, a record of the verbal warning will be placed in the employee's personnel file for a minimum period of six months. The employee will be advised that this is the first formal stage of the disciplinary procedure. The nature of the offence and the likely consequences of further offences or a failure to improve will be explained to him/her.

II. A Written Warning

In the case of more serious offences or a repetition of earlier minor offences, a written warning will be issued to the employee and a copy in the employee's personnel file for a minimum period of six months. The employee will be informed of the precise nature of the offences, likely consequences of further offences and specify, if appropriate, the improvement required and over what period.

III. A Final Written Warning

In the case of further repetition of earlier offences, if the employee still fails to improve or if the offence, whilst falling short of gross misconduct, is serious enough to warrant only one written warning, a final written warning will be issued to the employee and a copy placed in the employee's personnel file. Upon the issue of a final written warning the employee will be advised that any further breaches of the Company's rules and policies may result in dismissal or whatever other penalty is considered appropriate and specify, if appropriate, the improvement required and over what period. The warning will remain in the employee's personnel file for a minimum period of 12 months.

IV. Dismissal

In the case of gross misconduct listed at 7.3, or if all appropriate previous stages of the warning procedure have been exhausted, the employee will be normally be dismissed. Dismissal may be with or without notice depending upon the circumstances. Such circumstances can be the consideration of the employees length of service, value to the company, the time effect on making alternative replacements and other relevant matters.

The Company may at its discretion institute disciplinary action as an alternative to dismissal including (without limitation); demotion or transfer, whether or not this results in any reduction of wages and or loss of benefits and or loss of privileges consequent upon demotion; loss of seniority or salary increment; suspension (with or without pay). These actions may be imposed in conjunction with a warning or as an alternative to dismissal.

Employees are entitled to appeal against any disciplinary decision taken against them, such appeal being held in accordance with the Appeals Procedure set out in 7.4.

WRB Gas reserves the right to modify, adapt or dis-apply this procedure from time to time without notice.

C. Gross Misconduct

The following acts are examples of Gross Misconduct offences, which will normally render employees liable of Summary Dismissal (i.e., dismissal without notice). These examples are not exhaustive or exclusive, and offences of a similar nature will be dealt with as gross misconduct.

- Physical violence or assault on another person (either actual or threatened)
- Wilful disregard of duties or instructions relating to employment.
- Gross insubordination or the use of aggressive behaviour.
- Deliberate and serious damage to company property
- Theft of property belonging to the Company or other employees.
- Serious negligence resulting in serious loss, damage or injury.
- The consumption of alcohol or illegal drugs during working hours or on Company premises or reporting for work under the influence of alcohol or drugs. The exception for consumption of alcohol is at designated social and business activities ***where approval in advance by senior management has been received.***
- Acts of gross negligence or misconduct involving careless or reckless driving.
- Breach of safety rules, regulations or legislation and/or any action, which seriously endangers the health or safety of another person whilst at work.
- Dishonesty or falsification of documents in the records of the Company.
- Knowledge giving false information or deliberately omitting relevant information on the job application form or curriculum vitae.
- Smoking in company buildings.
- A serious breach of any company policy or procedure

- Any allegation of discrimination, victimisation or harassment on the grounds of sex, sexual orientation, disability, race, religion or belief, colour or ethnic origin, that is found to be without foundation and malicious
- Receipt of bribes to effect the placing of the business with a supplier of goods and services.
- Misuse of email or the Internet (including downloading or transmission of material which is defamatory, offensive or obscene, malicious or discriminatory).
- Inaccurate or fraudulent recording of financial transactions.
- Falsification of reports, accounts, expense claims or self-certification forms.
- Unauthorised disclosure of confidential information subject to the Public Interest Disclosure Act 1998.
- The use, for personal ends, of tools, equipment, supplies or other property belonging to the Company.
- The use, for personal ends, of confidential information belonging to the Company or its clients obtained in the course of employment.
- Deliberate and serious breach of confidence relating to the Company's or its client's affairs.
- Bullying and/or harassment and all other forms of discriminatory behaviour towards a member of staff, student or member of the public including any discriminatory actions based on race, gender, sexual orientation, religious belief, disability or age.
- Unacceptable behaviour when representing the company out with the office. This can be at a social event or any other event where you are representing the company

D. Grievance Procedure

This procedure is available to all employees in respect of any work related grievance they may have other than the following: -

- a grievance in connection with a matter when the employee has been notified of the date of an interview or disciplinary hearing concerning an alleged act of misconduct; and
- a grievance in connection with allegedly unsatisfactory performance by an employee when the employee has been notified of the date of an interview or formal hearing concerning that matter.

Where there is a grievance relating to any aspect of employment (except as stated above), and the problem (s) cannot be solved informally, the following procedure should be adopted.

- The grievance should be raised in writing with the line Manager. The Manager will make all necessary investigations.
- The Manager will then invite the employee to a grievance meeting to discuss the grievance and advise the employee that they have the right to be accompanied by a colleague or trade union representative.

- The employee should take all reasonable steps to attend the meeting. If the employee's choice of companion is not available to attend at the time proposed for the grievance hearing in question, then the employee may propose an alternative time for the hearing to take place. The proposed time must be reasonable and must be within **five** working days of the initial date of the hearing.
- At the meeting, the employee should explain the complaint and state how they think it should be settled. Should the Manager reach a point in the meeting where they are unsure how to deal with the grievance or feel that further investigation is necessary, the meeting will be adjourned to get advice or make further investigations.
- The Manager will respond in writing to the employee's grievance within 5 working days, where reasonably practical, to let the employee know the outcome and to advise that if the employee is not satisfied with the decision, that they have the right to appeal.

Note: -

Abuse of this procedure by employees making false or malicious allegations will be regarded as a serious offence. Employees making false accusations will be subject to disciplinary action up to and including summary dismissal. This does not in any way prevent an employee seeking redress at law against anyone making false accusations against him or her.

If a grievance contains allegations, which are lacking in detail, the particular manager dealing with the grievance shall have the discretion to request that the employee provides further particulars of the complaint within a period of seven days as a condition to proceeding further with the matter. If the employee does not provide sufficient specification of the grievance to the satisfaction of the manager dealing with the matter, the grievance may, at his discretion, be dismissed.

Written records and notes will be held for each grievance meeting. These notes will include the nature of the grievance raised, a copy of the written grievance, and the company's response to each grievance meeting, any action taken as a consequence of a grievance meeting and the reason for it.

E. Rights of Appeal

All employees have the right to lodge an appeal in writing against any disciplinary/grievance decision made by the Company.

An appeal against a disciplinary or grievance decision must be notified to the senior manager in writing within **five** working days of the disciplinary action being notified to the employee.

As far as is reasonably practical, a member of senior management who is not involved with the case will conduct an appeal meeting as soon as possible at which the employee will be given an opportunity to state his or her case.

Any decision of the senior manager, which will be communicated in writing to the employee, will be final and binding. There is no further right of appeal.

Employees may be accompanied at any stage of the Appeal process by a colleague or trade union representative.

The outcome of any appeal, together with copies of all correspondence, will be retained on the Personnel File.

Section 5 - Harassment

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

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

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

If you feel you are being harassed you are strongly encouraged to seek early advice/support from your line manager. If you feel your line manager is harassing you, then you should contact his / her immediate line manager.

The Harassment Policy can be found in the Policy Section of this handbook.

Making a Complaint

Wherever possible, an employee who believes that he or she has been the subject of harassment should, in the first instance, ask the person responsible to stop the harassing behaviour, as it is unacceptable to them. Person to person discussions at an early stage will often be sufficient to stop the behaviour, which is causing the offence without involving anyone else.

If the harassment continues the employee should report the alleged act to their Line Manager or the Personnel Manager.

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

- All complaints will be handled in a timely and confidential manner. Employees shall be guaranteed a fair and impartial hearing and the matter will be investigated thoroughly. Investigations will be carried out with sensitivity and with due respect for the rights of both the alleged victim and the alleged harasser. All those interviewed will have the right to be accompanied. Confidentiality will be stressed to all those interviewed. Breach of confidentiality may give rise to disciplinary action.

- If the investigation reveals that the complaint is valid, prompt attention and disciplinary action designed to stop harassment immediately and prevent it happening again will be taken.
- Employees shall be protected from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation. Retaliating against an employee for complaining about harassment is a disciplinary offence.
- Any employee who raises a complaint, which upon investigation is proven to be deliberately false or misleading, will themselves become the subject of disciplinary proceedings.

Section 6 – Health & Safety

The Company believes in the active prevention of accidents and ill health and it is accordingly the Company's policy to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees.

It is your duties as an employee of WRB Gas not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

The Company Health & Safety Policy is available in the Policy Section of this handbook.

a. Procedure in the event of an accident

An Accident Book is available from your line manager and it is the responsibility of each individual employee to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your line manager.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

For any employee who suffers an injury at work which results in them being away from work, or unable to do their normal work, for seven days or more (including weekends, rest days or holidays) it is important that your manager is informed as the Health and Safety Executive also need to be informed by the Company. Form 2508 (available from www.riddor.gov.uk/f2508.dot) should be completed in conjunction with your line manager. Employees are not expected to complete these forms themselves.

The Company Accident Policy is available in the Policy Section of this handbook.

b. First Aid

The Company believes that best practice is to ensure staff has access to a trained First Aider or Appointed Person (someone who can take charge in the event of an accident). Details of these trained staff will be displayed on your local notice board or from your line manager and you should familiarise yourself with names and contact details.

The Company First Aid Policy is available in the Policy Section of this handbook.

c. Fire Safety

Employees should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc are not damaged.
- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and ensure that your waste bin is accessible to the cleaners at the end of each day.

1. Action to take when the fire alarm goes off:

Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.

Follow the instructions of your designated Fire Warden.

Direction signs should indicate the route to your fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.

Do not use a lift to leave the building - always use designated stairs.

Make your way to the appropriate assembly point.

Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.

Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

2. Action to take if you discover a fire:

RAISE THE ALARM! This can be achieved by breaking the glass on the call points or by shouting the instruction "Fire – call the fire brigade".

Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.

Call the fire brigade at the earliest available, and safe, opportunity and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g. a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

d. Personal Safety

Generally, you should try to avoid working alone whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in Company premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

Section 7 – Equal Opportunities.

WRB Gas is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

WRB Gas will not tolerate direct or indirect discrimination against any person on grounds of:

- age,
- disability,
- gender / gender reassignment,
- marriage / civil partnership,
- pregnancy / maternity,
- race, religion or belief,
- sex, or sexual orientation,

whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

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

In adopting these principles WRB Gas:

- Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
- Fully recognises its legal obligations under all relevant legislation and codes of practice.
- Will allow staff to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy. If you need to access these procedures they can be obtained from your line manager e.g. Grievance Procedure, Dignity at Work Procedure etc.
- Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
- Will offer opportunities for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.
- Will provide equal opportunity to all who apply for vacancies through open competition.
- Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
- Will provide all employees with the training and development that they need to carry out their job effectively.
- Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We

will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.

- Will distribute and publicise this policy statement throughout the Company.

The Company Equal Opportunities Policy and Diversity and Equality Policy is available in the Policy Section of the Handbook.

Section 8 - Pension Scheme

WRB Gas (Contracts) Limited operate a Group Personal Pension Plan for our employees. Whilst the State will continue to provide pension benefits it is becoming increasingly apparent that these on their own may not fulfil most employees' needs.

After considering research and having taken the appropriate advice we have decided to set up a Group Pension Plan with Scottish Life. This plan has the advantage that you can decide where contributions are invested and can take your plan with you if you change employment. The letter sets out the details of the plan.

The terms offered by Scottish Life combined with the investment results they have achieved in recent times provides the security that we wish to offer.

Eligibility Conditions

You will be eligible to join the scheme after thirteen weeks of continuous service. You must have successfully completed your probationary period.

Plan Details

Your details will be referred to under the Plan will be your 65th birthday. This does not suggest that the company will expect you to retire at this age.

Contributions

We will contribute a minimum 2.0 % of your basic pensionable pay per annum. We would encourage all employee's to contribute to this plan but this is not compulsory.

Investments

You have a choice over the fund(s) in which your contributions can be invested by Scottish Life. The Scottish Life investment fund choice guide provides further information about the choice of investments funds available for you to select from. Your choice of fund(s) will depend on your attitude to investment risk and how much risk you are prepared to take over the remaining period to your retirement.

In the event that you do not wish to make a specific investment fund choice your contributions will automatically be invested in the Scottish Life Balanced Tracker Lifestyle Strategy which has been designated by us as the default fund choice for this scheme. Details of this fund can be found in the investment fund choice guide enclosed with your joining pack.

Please be aware that past performance is not a guide to future performance and the value of your pension fund can fall as well as rise. It is important to review your pension benefits on a regular basis to ensure that you have adequately planned for your retirement needs.

Benefits at Retirement

The benefits under your plan will normally be payable from your normal retirement date. However the plan is extremely flexible and it is possible to draw benefits from your plan from your 55th birthday. You do not have to retire to start drawing income from the plan.

The amount of pension will depend on the contributions that are made on your behalf, the investment growth achieved on these contributions and the annuity rate available at the time you retire.

Benefits before Retirement

If you were to die before retirement, the value of the fund which has been built up will be payable to your nominated beneficiaries. If you have not selected any specific beneficiaries the value of the benefits on death will be paid to your estate. For more information please contact Thomson Associates on (01382) 772550.

The Next Step

A decision to join a Pension Plan is an important matter since you hope to provide for your retirement. This needs careful consideration, particularly concerning the amount of pension that you hope to provide for. This clearly affects the amount of contribution you should be making. You should also take into account any existing personal pension arrangements you have when deciding to join the pension plan.

Our Financial Adviser Steven Thomson (01382 772550) is available to answer any questions you may have on the proposed plan, provide you with advice on the plan or on your general financial circumstances or to simply assist you in completing the necessary paperwork to join the plan. If you have made up your mind to join and do not have any queries then simply complete the enclosed application form. Alternatively you may want to seek advice from another Financial Adviser in which case you will have to bear the cost, if any, of their advice.

Future Changes

New legislation is being introduced from October 2012 that requires all employers and employees to contribute to a pension plan. Information on this change will be communicated to all staff as it becomes available.

Section 9 - Quality Policy

As customers become more sophisticated, better informed and their expectations grow, the only way WRB Gas can survive and prosper is by offering a commitment to quality.

WRB Gas operates a quality management system to ensure the quality of service offered to its customers. The Company is committed to implementing and maintaining its quality management system as a way of continually improving the effectiveness and efficiency of the company's performance by considering the needs of its customers and other interested parties.

We have gained accreditation in ISO9001 and ISO14001, which reflects our commitment to quality. Not only can it help distinguish us from our competitors, but many large businesses and public sector organisations require suppliers to be ISO 9001 certified. It's a globally recognised achievement, so it will lead to a higher profile and increased business..

The ISO Quality management system standards establish a framework for how WRB Gas manages its key processes. To comply with the standard you'll first need to implement a QMS. Implementing a QMS can help WRB Gas to:

- achieve greater consistency in the activities involved in providing services.
- reduce expensive mistakes.
- increase efficiency by improving use of time and resources.
- improve customer satisfaction.
- market the company more effectively.
- exploit new market sectors and territories.
- manage growth more effectively by making it easier to integrate new employees.
- constantly improve our services, processes and systems

A quality manual has been written to reflect the requirements of the EN 4501 standard.

Operational Procedures and Management Procedures Manuals have been written to document the company's policy and procedures for Gas Engineers and Managers. The application of these manuals constitutes a commitment by senior management to comply with the standards required to manage quality in a systematic and visible manner.

The quality management system is continually reviewed in the light of new conditions and/or changing circumstances. A formal review takes place annually and the company's commitment to quality management is re-stated.

Senior management will ensure that quality objectives are established at the relevant functions and levels within the organisation. These objectives will be measurable and consistent with the quality policy.

Section 10 - Security Policy

It is the duty of every employee to protect the company assets and as such be always **vigilant to prevent theft, fault, mistakes, etc.** Some examples of how this can be done are as follows:

a. Protection of Property

Non-staff should only have access to the offices when accompanied by a member of staff, so keep all doors closed and limit access as appropriate.

The accuracy of documents is paramount to what we do so all staff must examine the accuracy of all documents they deal with, and in addition they must receive proof of delivery/handling over of any goods (i.e. usually a signature from the person receiving goods.)

Company vehicles, mobile phones and other company equipment should be secured at all times when not in use.

b. Protection of Cash Sales

The utmost care must be taken in all cash sales transactions. Signatures are required at every stage of the process. And the slightest discrepancy or variation from these very strict guidelines must be reported to a manager immediately. All staff who are likely to participate in cash sales will be issued a numbered receipt book, cash envelopes and a procedure on how to deal with cash sales.

c. Personal Protection

Staff must always be aware of their personal safety when:

- Handling cash at the office or in the field.
- Taking cash to the bank.
- Intimidated by customer to break company rules.
- Attending an alarm call at Company premises and on many other occasions.

CCTV cameras are fitted at the Head Office in an effort to prevent any unwanted incidents occurring.