



EMPLOYEE HANDBOOK v5

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INTRODUCTION - EMPLOYEE HANDBOOK

Introduction

Welcome to Clipper Contracting Group's Employee Handbook.

Using the Employee Handbook

This Employee Handbook sets out the main policies and procedures that you will need to be aware of while working for us. You should familiarise yourself with it and comply with it at all times. Any questions you may have regarding its contents or how to comply with it should be referred to Clipper Contracting Group at contactus@clippercontracting.co.uk.

The policies and procedures set out in this Handbook apply to all employees.

The policies and procedures in this Handbook do not form part of your contract with us, which has been provided to you separately. However, your contract requires you to comply with this Handbook, including any amendments.

We reserve the right to amend or replace the policies within the Employee Handbook, from time to time.

Responsibility for the Employee Handbook

The Directors of Clipper Contracting Group have overall responsibility for this Handbook and for ensuring that its policies and procedures comply with our legal obligations.

This Handbook is reviewed regularly to ensure that its provisions continue to meet our legal obligations and reflect best practice.

You should ensure that you take the time to read and understand the contents of this Handbook and act in accordance with its aims and objectives.

SCHEDULE 1 - GENERAL WORK RULES

1.1 Proof of Right to Work

- 1.1.1 Prior to commencing employment, you will be required to provide the necessary documentation that proves your identity and verifies your eligibility to work in the UK.
- 1.1.2 If your immigration status changes during your employment, you must submit to Clipper Contracting Group your renewed eligibility or, where applicable, proof of your Home Office application before the current time period expires. Should you fail to produce these documents or, for whatever reason, have your immigration clearance revoked, the Company reserves the right to terminate your employment.
- 1.1.3 During your employment, the Company may at any time ask to see your right to work in the UK, settlement status and or identity documents, which you will be required to present.

1.2 Deductions From Wages

- 1.2.1 Clipper Contracting Group will make any deductions from your pay as required by law or as authorised by you in writing and reserves the right to make deductions from your pay where an overpayment has been made or e.g to cover unauthorised absence, overpayment of wages etc.
- 1.2.2 You agree that, where you owe any money to Clipper Contracting Group or a deduction is required, the business may make the appropriate deductions from any sums payable to you. In such circumstances, we will endeavor to write to you, providing notice of that deduction.

1.3 Punctuality

- 1.3.1 Punctuality and regular attendance are essential. If, for any reason, you cannot attend work, will be late, or have to leave early, please notify your Manager before your scheduled start / leave time. It is imperative that you speak to someone in person. You must not leave a message on voicemail or send a text or email, as this will not be sufficient.

SCHEDULE 2 - EXPENSES POLICY

2.1 About this Policy

- 2.1.1 This policy provides guidelines and establishes procedures for employees claiming expenses.
- 2.1.2 For those employees on our Clipper Total solution (who are not subject to (or to the right of) supervision, direction and control in the manner in which the work is carried out), our full expenses policy should be referred to. This is supplied upon registration, is available on our website or upon request.
- 2.1.3 Where an employee is claiming expenses, an expense claim form must be submitted. This can be completed through our online portal or by completing an expense claim form. Receipts that substantiate the claim must be provided.

SCHEDULE 3 - DRIVING POLICY

3.1 About this Policy

- 3.1.1 This Driving Policy applies to any employee who drives on Company business.
- 3.1.2 Any failure to comply with this Driving Policy may be dealt with under our Disciplinary Procedure.

3.2 Eligibility to Drive

- 3.2.1 You must provide us with a copy of your Driving Licence before you may use your vehicle for Company business.
- 3.2.2 If requested by us, you must produce a DVLA code at <https://www.gov.uk/view-driving-licence> to permit us to view (i) your driving eligibility and (ii) any penalty points on your Driving Licence.

You must notify us without delay if:

- You incur any penalty points or endorsements on your Driving Licence;
- Your Driving Licence is suspended, disqualified, revoked or lost; or
- Any court proceedings are pending which might result in your Driving Licence being suspended.

3.3 Vehicle Insurance & Tax

- 3.3.1 You must ensure that your vehicle is insured before using it for Company business. Your insurance policy must expressly permit you to use your vehicle for business purposes.
- 3.3.2 You must provide us with a copy of your insurance policy and certificate each year.
- 3.3.3 You must keep your vehicle taxed at all times. If you have not renewed your vehicle's tax for any reason, you must let us know without delay. We may check the tax status of your vehicle from time to time using the online service provided by the DVLA.

3.4 Vehicle Condition

- 3.4.1 Your vehicle must be suitable for use, for business purposes, and project a professional image.
- 3.4.2 Your vehicle must be kept in a clean and tidy condition when used on Company business.
- 3.4.3 You must ensure that your vehicle has a current MOT certificate (where applicable) and that it is kept in a roadworthy condition.

3.5 Driving on Company Business

- 3.5.1 You must comply with all road traffic laws when driving on Company business and not drive under the influence of alcohol or drugs (including prescription medication).
- 3.5.2 Any medical condition affecting you, which is likely to impair the ability to drive must be reported to Clipper Contracting Group immediately.
- 3.5.3 You must not (i) use a handheld mobile device while driving on Company business or (ii) use any hands-free mobile device if such usage would distract you from driving.
- 3.5.4 You must not smoke in your vehicle if you are travelling with a colleague or third party on Company business.
- 3.5.5 The Company shall not be liable for:
- Any damage to your vehicle which is incurred when driving on Company business; or
 - Any penalty points, fines or parking notices which you may incur when using your vehicle on Company business.

SCHEDULE 4 – EQUALITY, DIVERSITY & INCLUSION (EDI) POLICY

4.1 About this Policy

- 4.1.1 We are committed to creating the best possible working environment based on dignity, trust and respect where we value each other's differences. We believe that a culture of equality, diversity and inclusion enables everyone to work better where everyone can be themselves feel that they belong.
- 4.1.2 The purpose of this policy is to promote equality, fairness and opportunities for all in our employment and to prevent discrimination on the grounds of age, disability, gender, gender identity or gender reassignment, marital, civil partnership status, pregnancy, maternity or paternity, race, racial group, ethnic or national origin, or nationality, religion, belief or lack of religion / belief, sexual orientation, part time or fixed term status or caring responsibilities.
- 4.1.3 We oppose all forms of unlawful or unfair discrimination.

4.2 Our Commitment

- 4.2.1 Our commitment is to:
- Ensure an environment in which individual differences and the contributions of our employees are recognised and valued.
 - That every employee is entitled to a working environment that promotes dignity, trust and respect, and free from discrimination, bullying, victimisation or harassment.
 - To take reasonable steps to prevent sexual harassment of its employees in the workplace.
 - For equality in the workplace with good management practise that makes good business sense.
 - To review all our employment policies regularly to ensure fairness.
 - To ensure that breaches of this policy will be regarded as misconduct and may result in disciplinary action being taken.

4.3 Types of Discrimination

- 4.3.1 The Company is committed to creating a work environment where the below types of discrimination will not be tolerated:

Direct discrimination: when a person or a policy intentionally treats a person less favourably than another on the grounds of a protected characteristic (such as race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation).

Indirect discrimination: where a policy, procedure or practice is applied that is discriminatory in relation to individuals who have a relevant protected characteristic such that it would be to the detriment to them compared with people who do not, and it cannot be shown to be a proportionate means of achieving a legitimate aim.

Associative discrimination: when someone is treated less favourably because they are associated with someone who has a protected characteristic.

Discrimination by perception: when treating someone less favourably because they are perceived to have a protected characteristic even if they don't.

Discrimination arising from a disability: when treating someone unfavourably because of something connected with that persons disability and where such treatment is not justified.

Failing to make reasonable adjustments: when an employer or end-client does not make reasonable adjustments which may put a disabled person at a substantial disadvantage.

4.5 Breaches of this Policy

- 4.5.1 We take a strict approach to breaches of this Policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.
- 4.5.2 You must not be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under our Disciplinary Procedure.

SCHEDULE 5 - ANTI-BULLYING & HARASSMENT POLICY

5.1 About this Policy

- 5.1.1 We are committed to preventing bullying and harassment of any kind. We expect everyone to treat each other with respect, empathy, dignity and compassion.
- 5.1.2 This Policy complies with the Equality Act 2010 and the Worker Protection (Amendment of Equality Act 2010) Act 2023, reflecting our commitment to preventing bullying and harassment within the business. It also accompanies our Equality, Diversity and Inclusion (EDI) Policy.
- 5.1.3 The policy applies to every aspect of employment, including recruitment and selection, training, disciplinary and conditions of work.

5.2 What is Bullying

- 5.2.1 Bullying is a sustained form of psychological abuse. It includes offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power which is meant to undermine, humiliate or injure the person on the receiving end.
- 5.2.2 Bullying can be physical, verbal or non-verbal conduct. It can be done face-to-face, by email, phone calls, online or on social media.

5.3 What is Harassment

- 5.3.1 Harassment is unwanted conduct relating to the nine protected characteristics which has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.
- 5.3.2 It is important to note that harassment occurs even if the harasser perceives their behaviour as being harmless and without malice, or 'just a bit of fun'. What matters is how the behaviour makes the recipient feel, and not what the perpetrator's intentions were. Also, a person may be harassed even if they were not the intended 'target' of the behaviour, for example, a man may be harassed by sexist jokes about women if the jokes create an environment that is offensive to him.
- 5.3.3 Harassment can be physical, verbal or non-verbal conduct. It can be done face-to-face, by email, phone calls, online or on social media.

5.4 Responsibility

- 5.4.1 Everyone is responsible for upholding this Policy and should refrain from engaging in any form of bullying or harassment.

5.5 What to do if you are being harassed or bullied

5.5.1 Informal Approach

Where possible we always try to resolve any issues informally as we believe that addressing the concerns as soon as they arise is the best solution.

Sometimes people are not aware that their behaviour is unwelcome or upsetting. If you are able to, raise the issue with the person yourself and ask them to stop. Always provide the person with details of what has been said or done so it will help them to recall. If you do not feel up to speaking directly to the person yourself, then request the assistance from your Line Manager or a colleague. Otherwise you may want to raise it to Clipper Contracting Group. You should keep a note of what has taken place, the date and what was said / done.

5.5.2 Formal Approach

If the issue has not been resolved on an informal basis or the situation is too serious, you would need to consider raising a formal complaint to Clipper Contracting Group through the Grievance Procedure.

Under the Grievance Procedure the complaint will be investigated in a timely, confidential and sensitive manner.

5.6 Third Party Bullying and Harassment

5.6.1 If you are experiencing bullying or harassment by a third party, for example by the end client, we encourage you to raise this to your Line Manager without delay so they can advise and support you on the best course of action.

5.6.2 If the issue cannot be resolved on an informal basis or the situation is too serious, you would need to consider raising a grievance to Clipper Contracting Group using the Grievance Procedure, where complaints will be investigated promptly.

5.7 Breach of this Policy

5.7.1 We take a strict approach to breaches of this policy, which will be dealt with in accordance with our Disciplinary Procedure. Serious cases of deliberate discrimination may amount to gross misconduct resulting in dismissal.

5.7.2 You must not be victimised or retaliated against for complaining about discrimination. However, making a false allegation deliberately and in bad faith will be treated as misconduct and dealt with under our Disciplinary Procedure.

5.8 How we can all help to stop bullying and harassment

5.8.1 We all have a shared responsibility to help create and maintain a working environment free of bullying and harassment. You can do this by:

- Considering how your own behaviour may affect others, and changing it;
- Being receptive, rather than defensive, if asked to change your behaviour;
- Treating your colleagues with dignity and respect;
- Taking a stand if you think inappropriate jokes or comments are being made;
- Making it clear to others when you find their behaviour unacceptable;
- Intervening, if possible, to stop harassment or bullying, and giving support to victims;
- Reporting harassment or bullying to your manager or another appropriate officer of the Company;
- Being open, honest and objective in any investigation of complaints.

SCHEDULE 6 – SEXUAL HARASSMENT POLICY

6.1 About this Policy

- 6.1.1 We are committed to preventing sexual harassment of any kind. This means freedom from sexual harassment, feeling safe and supported and having access to redress if such behaviour does arise.
- 6.1.2 Sexual harassment takes many forms, it can be physical, verbal or non-verbal conduct. It can be done face-to-face, by email, phone calls, online or on social media, but whatever form it takes it is unlawful under the Equality Act 2010.
- 6.1.3 The policy applies to every aspect of employment, including recruitment and selection, training, disciplinary and conditions of work.
- 6.1.4 Sexual harassment or victimisation of any member of staff during the course of their employment, is unlawful and will not be tolerated. The law requires employers to take all reasonable steps to prevent sexual harassment. We will take active steps to help prevent the sexual harassment and victimisation of all staff.
- 6.1.5 Instances of sexual harassment or victimisation may be subject to disciplinary action up to and including termination of employment.

6.2 What is Sexual Harassment

- 6.2.1 Sexual harassment is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. It also covers treating someone less favourably because they have submitted to, or refused to submit to, unwanted conduct of a sexual nature or in relation to gender reassignment or sex.

Someone may be sexually harassed even if they were not the target of the behaviour. Examples of sexual harassment include, but are not limited to:

- sexual comments or jokes, which may be referred to as “banter”
- displaying sexually graphic pictures, posters or photos
- suggestive looks, staring or leering
- propositions and sexual advances
- making promises in return for sexual favours
- sexual gestures
- intrusive questions about a person's private or sex life or a person discussing their own sex life
- sexual posts or contact in online communications, including on social media
- spreading sexual rumours about a person
- sending sexually explicit emails, text messages or messages via other social media
- unwelcome touching, hugging, massaging or kissing

6.3 Third Party Harassment

- 6.3.1 Third-party harassment occurs where a person is harassed or sexually harassed by someone who does not work for, and who is not an agent of, the same employer, but with whom they have come into contact during the course of their employment. Third-party harassment could include, for example, unwelcome sexual advances from a client, customer or supplier visiting the employer's premises, or where a person is visiting a client, customer or supplier's premises or other location in the course of their employment.
- 6.3.2 Third-party sexual harassment can result in legal liability and will not be tolerated. The law requires employers to take all reasonable steps to prevent sexual harassment by third parties.
- 6.3.3 Any sexual harassment by a member of staff against a third party may lead to disciplinary action up to and including dismissal.

6.4 What to do if you are being sexually harassed

6.4.1 Informal Approach

Where possible we always try to resolve any issues informally as we believe that addressing the concerns as soon as they arise is the best solution.

Sometimes people are not aware that their behaviour is unwelcome or upsetting. If you are able to, raise the issue with the person yourself and ask them to stop. Always provide the person with details of what has been said or done so it will help them to recall. If you do not feel up to speaking directly to the person yourself, then request the assistance from your Line Manager or a colleague. Otherwise you may want to raise it to Clipper Contracting Group. You should keep a note of what has taken place, the date and what was said / done.

6.4.2 Formal Approach

If the issue has not been resolved on an informal basis or the situation is too serious, you would need to consider raising a formal complaint to Clipper Contracting Group through the Grievance Procedure.

Under the Grievance Procedure the complaint will be investigated in a timely, confidential and sensitive manner.

SCHEDULE 7 - ANTI-CORRUPTION, TAX EVASION & BRIBERY POLICY

7.1 About this Policy

- 7.1.1 It is our policy to conduct our business in an honest and ethical manner. We take a zero-tolerance approach to bribery, tax evasion and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.
- 7.1.2 We are committed to complying with all anti-bribery and anti-corruption legislation including, but not limited to, the Bribery Act 2010 (“the Act”) and ensures that no bribes or other corrupt payments, inducements or similar are made, offered, sought or obtained by us or anyone working on our behalf.
- 7.1.3 Anyone or any organisation found guilty of bribery under the Act may face fines and/or prison terms. In addition, high legal costs and adverse publicity are likely to result from any breach of the Act.
- 7.1.4 Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. Any contractor or independent consultant who breaches this policy may have their contract terminated with immediate effect.

7.2 Who must comply with this policy?

- 7.2.1 This policy applies to all employees working for us in any capacity.

7.3 Definition of Bribery

- 7.3.1 A bribe is a financial or other advantage offered or given:
- To anyone to persuade them to or reward them for performing their duties improperly.
 - To any public official with the intention of influencing the official in the performance of their duties.
- 7.3.2 All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with Clipper Contracting Group.

You must not:

- Give or offer any payment, gift, hospitality or other benefit in the expectation that a business advantage will be received in return, or to reward any business received;
- Accept any offer from a third party that you know or suspect is made with the expectation that we will provide a business advantage for them or anyone else;
- Give or offer any payment (sometimes called a facilitation payment) to a government official in any country to facilitate or speed up a routine or necessary procedure; or
- Threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

7.4 What is Tax Evasion?

- 7.4.1 Tax Evasion means (i) an offence of cheating the public revenue or (ii) an offence of being knowingly concerned in, or in taking steps with a view to, the fraudulent evasion of tax.

- 7.4.2 It is an offence for any business to facilitate tax evasion of any kind. We therefore take a zero tolerance approach to any conduct which might be regarded as encouraging, supporting or assisting any person or company to evade tax.

7.5 Gifts and Hospitality

- 7.5.1 This policy does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships.

- 7.5.2 A gift or hospitality will not be appropriate if it is unduly lavish or extravagant, or could be seen as an inducement or reward for any preferential treatment (for example, during contractual negotiations or a tender process).

- 7.5.3 Gifts must be of an appropriate type and value depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers) or be given in secret.

7.6 How to Raise a Concern

- 7.6.1 If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, tax evasion, corruption or other breach of this policy has occurred or may occur, you must notify Clipper Contracting Group or report it in accordance with our Whistleblowing Policy as soon as possible.

SCHEDULE 8 - WHISTLEBLOWING POLICY

8.1 About this Policy

- 7.1.1 We are committed to conducting our business with honesty and integrity and we expect all staff to maintain high standards. Any suspected wrongdoing should be reported as soon as possible.

8.2 What is Whistleblowing?

- 8.2.1 Whistleblowing is the reporting of suspected wrongdoing or dangers in relation to our activities. This includes sexual harassment, bribery, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations.

8.3 How to Raise a Concern

- 8.3.1 You should speak to Clipper Contracting Group in the first instance.
- 8.3.2 We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

8.4 Confidentiality

- 8.4.1 We hope that you will feel able to voice whistleblowing concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

8.5 External Disclosures

- 8.5.1 The aim of this Policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases, you should not find it necessary to alert anyone externally.
- 8.5.2 The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage you to seek advice before reporting a concern to anyone external. Protect – Speak Up Stop Harm operates a confidential helpline. Their contact details are at the end of this policy.

8.6 Protection and Support for Whistleblowers

- 8.6.1 We aim to encourage openness and will support whistleblowers who raise genuine concerns under this policy, even if they turn out to be mistaken.
- 8.6.2 Whistleblowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform Clipper Contracting Group immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure.

- 8.6.3 You must not threaten or retaliate against whistleblowers in any way. If you are involved in such conduct, you may be subject to disciplinary action. In some cases, the whistleblower could have a right to sue you personally for compensation in an employment tribunal.
- 8.6.4 However, if we conclude that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.
- 8.6.5 Public Concern at Work operates a confidential helpline. Their details are:

Helpline: (020) 3117 2520

Website: <https://protect-advice.org.uk/>

SCHEDULE 9 - DISCIPLINARY PROCEDURE

9.1 About this Procedure

- 9.1.1 This procedure is intended to help maintain standards of conduct and performance and to ensure fairness and consistency when dealing with allegations of misconduct or poor performance.
- 9.1.2 Minor conduct or performance issues can usually be resolved informally. This procedure sets out formal steps to be taken if the matter is more serious or cannot be resolved informally.
- 9.1.3 We reserve the right to depart from this procedure if we consider it to be appropriate under the circumstances.

9.2 Investigations

- 9.2.1 Before any disciplinary hearing is held, we will investigate the matter. Any meetings and discussions which we hold as part of an investigation are solely for fact-finding and no disciplinary action will be taken without a disciplinary hearing.
- 9.2.2 In some cases of alleged misconduct, we may need to suspend you from work while we carry out the investigation or disciplinary procedure (or both). While suspended, you should not visit our premises or the premises outlined in any assignment or contact any of our clients, unless authorised to do so. Suspension is not considered to be disciplinary action and we will not usually suspend you for more than two weeks.
- 9.2.3 You must co-operate fully and promptly in any investigation. This will include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending investigative interviews if required.

9.3 Criminal Investigations

- 9.3.1 Where your conduct is the subject of a criminal investigation, charge or conviction we will investigate the facts before deciding whether to take formal disciplinary action.
- 9.3.2 We will not usually wait for the outcome of any prosecution before deciding what action, if any, to take. Where you are unable or have been advised not to attend a disciplinary hearing or say anything about a pending criminal matter, we may have to take a decision based on the available evidence.
- 9.3.3 A criminal investigation, charge or conviction relating to conduct outside work may be treated as a disciplinary matter if we consider that it is relevant to your employment.

9.4 The Hearing

- 9.4.1 Following any investigation, if we consider there are grounds for disciplinary action, you will be required to attend a disciplinary hearing. We will inform you in writing of the allegations against you, the basis for those allegations, and what the likely range of consequences will be if we decide after the hearing that the allegations are true. We will also include the following where appropriate:

- A summary of relevant information gathered during the investigation:
- A copy of any relevant documents which will be used at the disciplinary hearing; and
- A copy of any relevant witness statements, except where a witness's identity is to be kept confidential, in which case we will give you as much information as possible while maintaining confidentiality.

9.4.2 We will give you written notice of the date, time and place of the disciplinary hearing. The hearing will be held as soon as reasonably practicable, but you will be given a reasonable amount of time to prepare your case based on the information we have given you.

9.4.3 You may be accompanied at the hearing by a trade union representative or a colleague. If you would like to be accompanied, you are to let the Hearing Manager know prior to the hearing. Your companion can comment and ask questions but they may not answer any questions on your behalf. They can talk with you during the hearing, ask for an adjournment on your behalf and take notes on your behalf. We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.

9.4.4 You should let us know as early as possible if there are any relevant witnesses you would like to attend the hearing or any documents or other evidence you wish to be considered.

9.4.5 We will usually nominate another employee to be present at the hearing to take notes.

9.4.6 There may be times when the Disciplinary Manager will need to adjourn the hearing e.g to speak to additional witnesses, investigate a point further or to further consider the information gathered during the disciplinary hearing. If this is the case the hearing will be adjourned and you may be invited to attend a re-convened hearing at a new date and time, or you will be written to confirming the outcome of the disciplinary.

9.4.7 In most cases you will be provided with the outcome at the end of the hearing and this will then be followed by a letter, usually within one week of the hearing.

9.5 Disciplinary Action and Dismissal

9.5.1 The usual penalties for misconduct or poor performance are:

Stage 1: First written warning. Where there are no other active written warnings on your disciplinary record, you will usually receive a first written warning. This will remain active for six months.

Stage 2: Final written warning. In case of further misconduct or failure to improve where there is an active first written warning on your record, you will usually receive a final written warning. This may also be used without a first written warning for more serious cases of misconduct or poor performance. This warning will remain active for 12 months.

Stage 3: Dismissal or other action. You may be dismissed for further misconduct or failure to improve where there is an active final written warning on your record, or for any act of gross misconduct. Examples of gross misconduct are given below (paragraph 8). You may also be dismissed without a warning for any act of misconduct or unsatisfactory performance during your probationary period.

9.6 Appeals

- 9.6.1 You may appeal in writing to Clipper Contracting Group within one week of receiving our decision.
- 9.6.2 We will ensure that your appeal is heard by a senior individual who was not involved in the original decision.
- 9.6.3 You may bring a colleague or trade union representative with you to the appeal hearing.
- 9.6.4 We will inform you in writing of our final decision as soon as possible, usually within one week of the appeal hearing. There is no further right of appeal.

9.7 Misconduct

- 9.7.1 The following are examples of matters that will normally be regarded as misconduct and will be dealt with under our Disciplinary Procedure:

- Minor breaches of our policies covered in this Handbook;
- Minor breaches of your contract;
- Damage to, or unauthorised use of, our property or that of the end-client for whom you are on assignment;
- Poor timekeeping;
- Time-wasting;
- Unauthorised absence from work;
- Refusal to follow instructions;
- Excessive use of our telephones or those of the end-client for whom you are on assignment for, for personal calls;
- Excessive personal email or internet usage;
- Obscene language or other offensive behaviour;
- Negligence in the performance of your duties; or
- Smoking in no-smoking areas.
- This list is intended as a guide and is not exhaustive.

9.8 Gross Misconduct

- 9.8.1 Gross misconduct will usually result in dismissal without warning, with no notice or payment in lieu of notice (summary dismissal). These are examples of matters that are normally regarded as gross misconduct:

- Theft or fraud;
- Physical violence or bullying;
- Deliberate and serious damage to property;
- Deliberately accessing internet sites containing pornographic, offensive or obscene material;
- Serious breach of Data Protection laws;
- Misuse of Confidential Information;
- Serious insubordination;
- Unlawful discrimination or harassment;
- Bringing the organisation into disrepute;

- Incapacity at work brought on by alcohol or illegal drugs;
- Causing loss, damage or injury through serious negligence;
- A serious breach of health and safety rules;
- A serious breach of our Social Media policy;
- Conduct which is sufficiently serious to irreparably damage our relationship of mutual trust and confidence.

This list is intended as a guide and is not exhaustive.

SCHEDULE 10 - GRIEVANCE & COMPLAINTS PROCEDURE

10.1 About this Procedure

- 10.1.1 Most grievances can be resolved quickly and informally. If this does not resolve the problem, you should initiate the formal procedure set out below.
- 10.1.2 A grievance can be an issue or problem that is affecting an employee at work, which could include working conditions, pay and benefits, treatment by colleagues, concerns relating to health and safety, a breach of statutory employment rights or any other issue affecting an individual's employment.
- 10.1.3 We reserve the right to depart from this procedure if we consider it to be appropriate under the circumstances.

10.2 Informal Grievance Procedure

- 10.2.1 Where possible, you should try to resolve any grievance or complaint with your Manager on an informal basis. Your Manager will discuss any concerns with you and attempt to resolve the matter within a reasonable timescale.
- 10.2.2 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 10.2.3 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with in accordance with the formal grievance procedure.
- 10.2.4 There will be times however when the nature of what is raised will need to be addressed more formally straight away. This will be discussed with you first.

10.3 Formal Grievance Procedure

- 10.3.1 If the grievance has failed to be resolved through the informal route, you must submit a written statement to Clipper Contracting Group detailing the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

10.4 Step 1 - Investigation

- 10.4.1 Following your written grievance or complaint, we will reply to you, normally within one week of receiving your written grievance or complaint.

10.5 Step 2 - Meeting

- 10.5.1 In some circumstances, we will arrange a grievance or complaint meeting, normally within one week of receiving your written grievance. You should make every effort to attend.
- 10.5.2 You may be accompanied to the grievance meeting by a trade union representative or a colleague. If you would like to be accompanied, you are to let the Hearing Manager know prior to the meeting. Your companion can comment and ask questions but they may not answer any questions on your behalf. They can talk with you during the meeting, ask for an

adjournment on your behalf and take notes on your behalf. We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) if this will help overcome a disability, or if you have difficulty understanding English.

- 10.5.3 If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.
- 10.5.4 We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- 10.5.5 We will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

10.6 Step 3 - Appeals

- 10.6.1 If the grievance has not been resolved to your satisfaction you may appeal in writing to the Directors of Clipper Contracting Group, stating your full grounds of appeal, within one week of the date on which the decision was given to you.
- 10.6.2 We will ensure that your appeal is heard by a senior individual who was not involved in the original decision.
- 10.6.3 You will have the right to bring a companion (see paragraph 9.5.2).
- 10.6.4 We will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.

SCHEDULE 11 - SICKNESS ABSENCE POLICY

11.1 About this Policy

11.1.1 This Policy sets out our arrangements for sick pay and for reporting and managing sickness absence.

11.1.2 Abuse of sickness absence, including failing to report absence or falsely claiming sick pay will be treated as misconduct under our Disciplinary Procedure.

11.2 Reporting When You Are Sick

11.2.1 Should you be unable to work due to sickness or for any other reason, you should:

- Notify Clipper Contracting Group by 09:00 hrs on the first day of absence;
- Provide details of the reason for your absence and when the illness started;
- Provide details of how and where you may be contacted during the period of absence;
- Keep the Company updated as to the expected duration of your absence.

11.2.2 Failure to notify the Company promptly of any absence due to sickness may affect your entitlement, if any, to Statutory Sick Pay (SSP).

11.2.3 If you fail to attend work and do not make contact to report your absence as set out in this policy, it will be treated as unauthorised absence where disciplinary action may be taken.

11.3 Evidence of Incapacity

11.3.1 You must complete a self-certification form for sickness absence of up to seven calendar days.

11.3.2 For absence of more than seven days you must obtain a fit note from your healthcare professional treating you stating that you are not fit for work, giving the reason. You must also complete a self-certification form to cover the first seven days. If absence continues beyond the expiry of a certificate, a further certificate must be provided.

11.3.3 If your healthcare professional provides a certificate stating that you "may be fit for work" you must inform us immediately. We will hold a discussion with you about how to facilitate your return to work, taking account of the advice you receive from your healthcare professional. If appropriate measures cannot be taken, you will remain on sick leave and we will set a date for review.

11.3.4 Whilst we will usually accept a fit note as evidence of your incapacity to work, we reserve the right to make additional enquiries or to request further information under some circumstances.

11.4 Statutory Sick Pay

11.4.1 You may be entitled to Statutory Sick Pay (SSP) if you satisfy the relevant statutory requirements.

11.4.2 SSP is payable from the first day of sickness and may be payable for up to 28 weeks.

11.4.3 The rate of SSP is set by the government in April each year. Further information about SSP is available from the government website at [HTTPS://WWW.GOV.UK/STATUTORY-SICK-PAY/OVERVIEW](https://www.gov.uk/statutory-sick-pay/overview)

11.5 Return-to-work Interviews

11.5.1 After a period of sick leave, we may hold a return-to-work interview with you. The purposes may include:

- Ensuring you are fit for work and agreeing any actions necessary to facilitate your return;
- Confirming you have submitted the necessary certificates;
- Raising any other concerns regarding your absence record or your return to work.

11.6 Frequent Short-term Absence

11.6.1 If we believe your level of absence is unacceptable then you may be subject to absence management proceedings. These proceedings will mirror the Company's Disciplinary Procedure.

SCHEDULE 12 - HOLIDAY ENTITLEMENT POLICY

12.1 About this Policy

12.1.1 This policy outlines the process which employees should follow when booking annual leave.

12.2 Holiday Entitlement

12.2.1 You are entitled to paid annual leave in accordance with your Contract of Employment plus the usual public holidays in England.

12.2.2 The annual leave year follows the calendar year, 1 January until the 31 December.

12.2.3 As an alternative to the Clipper Contracting Group accruing holiday pay so that the monies are available for payment during your periods of annual leave, you may ask the Company to make a payment each week in respect of the holiday pay which has accrued during that period. This would be referred to as advanced holiday pay.

12.2.4 Subject to the paragraph below, annual leave may not be carried forward from one year to the next and you should therefore use your entitlement at convenient times throughout the annual leave year to ensure that your entitlement is not lost. Employees are reminded that paid annual holiday entitlement was introduced for health and safety reasons and therefore should be taken throughout the calendar year, taking annual leave between assignments where possible.

12.3 Booking Annual Leave

12.3.1 Annual leave must be requested by submitting a written request. This is most easily done via the Clipper Contracting Group website. You should have your payroll number to hand.

12.3.2 You should request this at the latest by the Tuesday before the Friday you wish to have holiday pay released. You should give notice of holiday leave equivalent to not less than twice the duration of the holiday which you are requesting.

SCHEDULE 13 - TIME OFF FOR ANTENATAL APPOINTMENTS POLICY

13.1 About this Policy

13.1.1 This policy outlines the statutory right to take time off to attend antenatal appointments.

13.2 Time off if you are Pregnant

13.2.1 If you are pregnant you may take reasonable paid time off during working hours for antenatal appointments. You should try to give us as much notice as possible of the appointment and wherever possible try to arrange them outside of your core working hours or near to the start or end of your working day. Unless it is your first appointment, we may ask to see a certificate confirming your pregnancy and evidence of your appointment.

13.3 Time off for accompanying a pregnant woman: Eligibility

13.3.1 You may take unpaid time off to accompany a pregnant woman to up to two antenatal appointments of no more than 6.5 hours for each appointment, if you have a "qualifying relationship" with the woman or the child. This means that either:

- You are the baby's father;
- You are the pregnant woman's spouse, civil partner or cohabiting partner;
- She has undergone assisted conception and at that time you were her wife or civil partner or gave the required legal notices to be treated in law as the second female parent; or
- You are one of the intended parents in a surrogacy arrangement and expect to obtain a parental order in respect of the child.

SCHEDULE 14 - MATERNITY POLICY

14.1 About this Policy

14.1.1 This policy outlines the statutory rights and responsibilities of employees who are pregnant or have recently given birth, and sets out the arrangements for antenatal care, pregnancy-related sickness, health and safety, and maternity leave.

14.2 Entitlement to Statutory Maternity Leave (SML)

14.2.1 All employees are entitled to up to 52 weeks' statutory maternity leave, consisting of 26 weeks' ordinary maternity leave (**OML**) and 26 weeks' additional maternity leave (**AML**).

14.3 Notification

14.3.1 Please inform us as soon as possible that you are pregnant. This is important as there may be health and safety considerations.

14.3.2 Before the end of the fifteenth week before the week that you expect to give birth (**Qualifying Week**), or as soon as reasonably practical afterwards, you must tell us:

- The week in which your doctor or midwife expects you to give birth (**Expected Week of Childbirth**); and
- The date on which you would like to start your maternity leave (**Intended Start Date**).

14.3.3 We will write to you within 28 days to tell you the date we will expect you to return to work if you take your full maternity leave entitlement (**Expected Return Date**).

14.3.4 Once you receive your MATB1 certificate from a doctor or midwife confirming your Expected Week of Childbirth, you must provide us with a copy.

14.3.5 To ensure your safety during pregnancy, the necessary mother to be risk assessments may be carried out with you.

14.4 Starting Maternity Leave

14.4.1 The earliest you can start maternity leave is 11 weeks before the Expected Week of Childbirth (unless your child is born prematurely before that date).

14.4.2 If you want to change your Intended Start Date please tell us in writing. You should give us as much notice as you can, but wherever possible you must tell us at least 28 days before the original Intended Start Date (or the new start date if you are bringing the date forward). We will then write to you within 28 days to tell you your new expected return date.

14.4.3 Your maternity leave should normally start on the Intended Start Date. However, it may start earlier if you give birth before your Intended Start Date, or if you are absent for a pregnancy-related reason in the last four weeks before your Expected Week of Childbirth. In either of those cases, maternity leave will start on the following day.

14.5 Maternity Pay

14.5.1 Statutory maternity pay (SMP) is payable for up to 39 weeks provided you have at least 26 weeks' continuous employment with us at the end of the Qualifying Week and your average earnings are not less than the lower earnings limit set by the government each tax year. The first six weeks SMP are paid at 90% of your average earnings and the remaining 33 weeks are at a rate set by the government each year. For further information about the current rate of SMP, please refer to <https://www.gov.uk/employers-maternity-pay-leave>.

14.6 During Maternity Leave

14.6.1 The law says that we cannot allow you to work during the two weeks following childbirth.

14.6.2 With the exception of terms relating to pay, your terms and conditions of employment remain in force during OML and AML.

14.6.3 Except during the first two weeks after childbirth, you can if you wish agree to work for up to 10 keeping in touch (KIT) days, during your maternity leave without bringing your maternity leave to an end and without loss of statutory maternity pay. We have no right to require you to carry out work and you have no right to undertake any work during your maternity leave.

14.7 Contact During Maternity Leave

14.7.1 We may make reasonable contact with you from time to time during your maternity leave although we will keep this to a minimum.

14.8 Right to Return to Work After Maternity Leave

14.8.1 Prior to commencing your maternity leave you will have been advised in writing of the date on which you are expected to return to work if you take your full 52 week entitlement. If you wish to return to work before the end of the 52 weeks, you must provide Clipper Contracting Group with at least 8 weeks written notice.

14.9 Shared Parental Leave

14.9.1 If you and your partner meet the eligibility and notice requirements, you may choose to end your maternity leave and pay early and take shared parental leave instead. This will enable you and your partner to take it in turns to have periods of leave to care for your child, return to work while your partner takes leave, or take leave at the same time as each other.

SCHEDULE 15 - PATERNITY POLICY

15.1 About this Policy

15.1.1 This policy outlines when an employee may be entitled to paternity leave and paternity pay, and sets out the arrangements for taking it.

15.2 Entitlement to Statutory Paternity Leave (SPL)

15.2.1 Statutory paternity leave is available from the birth of a child if you are either:

- The biological father and will have some responsibility for the child's upbringing; or
- The spouse, civil partner or cohabiting partner of the biological mother, and will have the main responsibility (with the mother) for the child's upbringing.
- The spouse, civil partner or cohabiting partner of the child's adopter, and will have the main responsibility (with the adopter) for the child's upbringing.

15.3 Statutory Paternity Leave

15.3.1 SPL is a period of up to two weeks' leave but the leave must be booked in blocks of at least one week (this means that you can take the leave in either one single block of one week or two weeks, or two separate blocks of a week each) when a child is born or placed with you for adoption. You can start your leave on the date of birth or placement, or later, provided it is taken within 52 weeks of the birth (or due date if the baby is early).

15.3.2 To take SPL you must give us written notice of 28 days before the Expected Week of Childbirth (or no more than seven days after the adoption agency notified of being matched with a child), or as soon as you reasonably can, stating:

- The Expected Week of Childbirth;
- Whether you intend to take one week or two weeks' leave; and
- When you would like your leave to start.

15.3.3 You can change the intended start date by giving us 28 days' notice or, if this is not possible, as much notice as you can.

15.3.4 SPL must be taken and finished within 52 weeks of the actual date of birth.

15.4 Statutory Paternity Pay (SPP)

15.4.1 Subject to you qualifying for statutory paternity leave in accordance with the relevant statutory requirements, you shall be entitled to statutory paternity pay (SPP) for up to 2 weeks provided you have at least 26 weeks' continuous employment with us at the end of the Qualifying Week and your average earnings are not less than the lower earnings limit set by the government each tax year. For further information about the current rate of SPP, please refer to <https://www.gov.uk/paternity-pay-leave>

15.4.2 You may also be entitled to Shared Parental Leave.

15.5 During Statutory Paternity Leave

15.5.1 All the terms and conditions of your employment remain in force during SPL, except for the terms relating to pay.

SCHEDULE 16 - TIME OFF FOR PUBLIC DUTIES POLICY

16.1 About this Policy

16.1.1 We wish to enable employees to perform any public duties that they may be committed to undertake and so will give them time off to do so. The circumstances in which we are prepared to do so are set out below.

16.2 Jury Service

16.2.1 You should tell us as soon as you are summoned for jury service and provide a copy of your summons if requested.

16.2.2 Depending on the demands of our business we may request that you apply to be excused from or defer your jury service.

16.2.3 We are not required by law to pay you while you are absent on jury service. You will be advised at court of the expenses and loss of earnings that you can claim.

16.3 Public Duties

16.3.1 You are permitted reasonable time off to complete any public duties e.g magistrate or school governor. Time off for public duties will be unpaid. You should consult with your Manager before taking on any public duties which will require you to take time off for work.

SCHEDULE 17 - HEALTH & SAFETY POLICY

17.1 About this Policy

- 17.1.1 This policy sets out our arrangements for ensuring we meet our health and safety obligations to staff and anyone visiting our premises.
- 17.1.2 The Directors of Clipper Contracting Group have overall responsibility for health and safety and the operation of this policy.
- 17.1.3 We will continue to review this policy to ensure it is achieving its aims.

17.2 Your Responsibilities

- 17.2.1 All staff share responsibility for achieving safe working conditions. You must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.
- 17.2.2 You should report any health and safety concerns immediately to the responsible person at the end-client for whom you are on assignment.
- 17.2.3 Failure to comply with this policy or the health and safety policy at the end-client's site, may be treated as misconduct and dealt with under our Disciplinary Procedure.
- 17.2.4 The employee must adhere to all end client policies regarding Health and Safety insofar as they apply to a third-party employee working at the end client's site. Where an employee is on assignment at the site of an end client the employee shall also observe and comply with all relevant health and safety policies and procedures in force at that site.
- 17.2.5 You should report and co-operate in the investigation of all accidents or incidents that have led to or may lead to injury.
- 17.2.6 You should use equipment or protective clothing provided in accordance with the training you have received.
- 17.2.7 You must use equipment in accordance with any instructions given to you. Any equipment fault or damage must immediately be reported to the responsible person at the end-client for whom you are on assignment.

17.3 Fire Safety

- 17.3.1 All staff should familiarise themselves with the fire safety instructions relevant to the site for which they are on assignment.
- 17.3.2 If you hear a fire alarm, leave the building immediately by the nearest fire exit and go to the relevant fire assembly point.

SCHEDULE 18 - ENVIRONMENTAL & SUSTAINABILITY POLICY

18.1 Introduction

18.1.1 We acknowledge that, like all businesses, we have a responsibility to minimise the unnecessary usage of natural resources and should wherever possible prevent wastage.

18.2 Our Commitment

18.2.1 We are committed to reducing the impact of our business activities on the environment. We will achieve this by:

- Ensuring compliance with relevant environmental legislation, regulations and guidance;
- Managing our activities to minimise carbon emissions into the atmosphere from our business;
- Encouraging our employees to use public transport and take any other steps to minimise the environmental impact of commuting.

18.3 Employee Involvement

18.3.1 We require the support of all employees to ensure that this policy is effectively implemented.

18.3.2 We welcome and actively encourage feedback from employees with suggestions as to how we can operate our business in a more environmentally friendly manner.

SCHEDULE 19 - SMOKING POLICY

19.1 About this Policy

19.1.1 We are committed to protecting your health, safety and welfare and that of all those who work for us by providing a safe place of work and protecting all workers, service users, customers and visitors from exposure to smoke.

19.2 Where is Smoking Banned?

19.2.1 Smoking is not permitted anywhere in the workplace, including any end client premises on which you may be on assignment. The ban applies to anything that can be smoked and includes, but is not limited to, cigarettes, electronic cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.

19.2.2 To this extent, smoking is not permitted in any of the end client's vehicles.

19.3 Breach of the Policy

19.3.1 Breaches of this policy by any employee will be dealt with under our Disciplinary Procedure.

19.3.2 Smoking in smoke-free premises or vehicles is also an offence and may result in a fixed penalty fine and/or prosecution.

SCHEDULE 20 - IT AND COMMUNICATIONS SYSTEMS POLICY

20.1 About this Policy

20.1.1 Our IT and communications systems and those of the end client for whom you are on assignment are intended to promote effective communication and working practices. This policy outlines the standards you must observe when using these systems and the action we will take if you breach these standards.

20.1.2 Breach of this policy may be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

20.2 Equipment Security and Passwords

20.2.1 You are responsible for the security of the equipment allocated to or used by you, and you must not allow it to be used by anyone other than in accordance with this policy. You should use passwords on all IT equipment, particularly items that you take out of the office. You should keep your passwords confidential and change them regularly.

20.2.2 You must only log on to our systems or those of the end-client for whom you are on assignment, using your own username and password. You must not use another person's username and password or allow anyone else to log on using your username and password.

20.2.3 If you are away from your desk you should log out or lock your computer. You must log out and shut down your computer at the end of each working day.

20.3 Systems and Data Security

20.3.1 You should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of your duties).

20.3.2 You must not download or install software from external sources without authorisation a suitable authority. Downloading unauthorised software may interfere with systems and may introduce viruses or other malware.

20.3.3 You must not attach any device or equipment including mobile phones, tablet computers or USB storage devices to any system without authorisation.

20.3.4 You should exercise particular caution when opening unsolicited e-mails from unknown sources. If an e-mail looks suspicious do not reply to it, open any attachments or click any links in it.

20.3.5 You must inform the person you report into at the end client for whom you are performing the assignment immediately, if you suspect your computer may have a virus.

20.3.6 You must not copy, extract, remove or delete any information from our database or that of the end client for whom you are on assignment without written consent. Unauthorised copying, extraction, removal or deletion of any business-related data from our information technology systems may be a criminal offence under some circumstances and may also lead to disciplinary action against you, up to and including dismissal for gross misconduct.

20.4 E-mail

20.4.1 You must not deliberately delete e-mails to avoid their disclosure in any pending or actual legal proceedings.

20.4.2 You must not send abusive, obscene, discriminatory, racist, harassing, derogatory, defamatory, pornographic or otherwise inappropriate e-mails.

20.4.3 You should not:

- send or forward private e-mails at work which you would not want a third party to read;
- Send or forward chain mail, junk mail, cartoons, jokes or gossip;
- Contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding e-mails to others who do not have a real need to receive them; or
- Send messages from another person's e-mail address (unless authorised) or under an assumed name.

20.4.4 Do not use your own personal e-mail account to send or receive e-mail for the purposes of our business. Only use the e-mail account we have provided for you.

20.5 Using the Internet

20.5.1 You should not access any web page or download any image or other file from the internet which could be regarded as illegal, offensive, in bad taste or immoral. Even web content that is legal in the UK may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of this policy.

20.6 Prohibited Use of Systems

20.6.1 Creating, viewing, accessing, transmitting or downloading any of the following material will usually amount to gross misconduct (this list is not exhaustive):

- pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
- Offensive, obscene, or criminal material or material which is liable to cause embarrassment to us or to our clients;
- A false and defamatory statement about any person or organisation;
- Material which is discriminatory, offensive, derogatory or may cause embarrassment to others (including material which breaches our Equal Opportunities Policy or our Anti-harassment and Bullying Policy);
- Confidential information about Clipper Contracting Group, our clients or the end client for whom you are on assignment (except as authorised in the proper performance of your duties);
- Unauthorised software;
- Any other statement which is likely to create any criminal or civil liability (for you or us); or
- Music or video files or other material in breach of copyright.

SCHEDULE 21 - MOBILE PHONE POLICY

21.1 Introduction

- 21.1.1 The purpose of this policy is to outline what the Company considers to be acceptable and unacceptable use of mobile phones at work.
- 21.1.2 Mobile phones can be both disruptive (in terms of productivity and concentration levels) and dangerous (from a health and safety point of view). Mobile phone use in the workplace can also risk breaches of confidentiality.
- 21.1.3 This policy is linked with the Company's Health and Safety Policy. We, as an employer, have a duty to ensure that the working environment is safe, and that safe policies and practices are adopted.
- 21.1.4 This policy will apply differently to individual employees and what is acceptable will depend on the type of work being undertaken and the working environment. We expect all employees to adopt a common-sense approach in this regard.

21.2 Scope of Policy

- 21.2.1 All references to "mobile phones" in this policy include any personal mobile phone or electronic device capable of remote communication, such as a smart phone or a Personal Digital Assistant.
- 21.2.2 This policy relates to all forms of communication, including, but not limited to, phone (and video) calls, text (or picture) messages, emails and instant messages.
- 21.2.3 The "use" of a mobile phone also includes accessing the internet, for any purpose, on a mobile phone.
- 21.2.4 For the avoidance of doubt, employees are prohibited from using mobile phones to access social media sites during the working day. Please refer to the Social Media policy.

21.3 Mobile Phones and Driving

- 21.3.1 It is against the law to use a hand-held mobile phone when driving.
- 21.3.2 Employees are strictly prohibited from using a hand-held mobile phone at any time when driving, or in charge of, a Company vehicle.
- 21.3.3 The Company will not be responsible for any civil or criminal liability resulting from an employee being caught using a mobile phone whilst driving.
- 21.3.4 It is not illegal to use a hands-free mobile phone or a sat-nav (satellite navigation system) however they can be a distraction. Employees are discouraged from using these devices.
- 21.3.5 The Company applies zero-tolerance in this area and any instances of using a mobile phone whilst driving will be treated as a serious breach of health and safety and dealt with accordingly.

21.3.6 Employees are only allowed to answer or to make calls if they are using an appropriate hands-free kit, and it is safe and reasonable for them to do so.

21.4 Camera Phones

21.4.1 The majority of mobile phones now have a built-in camera (with video functionality).

21.4.2 Employees are strictly prohibited from taking any photos (or videoing) at any time during the working day. This applies equally to all staff.

21.5 Liability for Loss or Damage

21.5.1 The risk of losing or causing damage to a mobile phone is much greater at work. If the individual employee chooses to bring their mobile phone into work (which is not encouraged) it should be stored in a safe and private location.

21.5.2 The Company will not accept any responsibility or liability for a mobile phone which is lost, stolen or damaged on Company premises or during work time.

21.5.3 Employees who choose to bring their mobile phones to work do so at entirely their own risk.

21.6 Breaches of this Policy

21.6.1 The Company will treat potential breaches of this policy very seriously.

21.6.2 Any employee found to be in breach of this policy will be subject to disciplinary action under the Disciplinary Procedure.

21.6.3 Breaches relating to driving and confidentiality will be treated as a gross misconduct offence.

SCHEDULE 22 - SOCIAL MEDIA POLICY

22.1 About this Policy

22.1.1 This policy is in place to minimise the risks to our business or that of the end-client you are on assignment for, through use of social media.

22.1.2 This policy deals with the use of all forms of social media, including Facebook, LinkedIn, Twitter, Google+, Wikipedia and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect our business or that of the end client for whom you are on assignment with.

22.2 Prohibited Use

22.2.1 You must avoid making any social media communications that could damage not only our business interests or reputation, even indirectly, but also those of the end client for whom you are on assignment for.

22.2.2 You must not use social media to defame or disparage us, our staff, any third party or the end client for whom you are on assignment with; to harass, bully or unlawfully discriminate against our staff, third parties or the end client; to make false or misleading statements; or to impersonate colleagues, third parties or the end client for whom you are on assignment with.

22.2.3 You must not express opinions other than your own, via social media.

22.2.4 You must not post comments about sensitive business-related topics, such as performance, or do anything to jeopardise any trade secrets, confidential information and intellectual property of either Clipper Contracting Group or the end client for whom you are on assignment. You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

22.3 Guidelines for Responsible Use of Social Media

22.3.1 Unless otherwise directed, you should make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf.

22.3.2 Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

22.3.3 If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of your employer (unless you have been authorised to speak on our behalf as. You should also ensure that your profile and any content you post are consistent with the professional image you present.

22.3.4 If you see social media content that disparages or reflects poorly on us, you should inform us without delay.

22.4 Breach of this Policy

- 22.4.1 Breach of this policy may result in disciplinary action up to and including dismissal. Any employee suspected of committing a breach of this policy will be required to co-operate with our investigation, which may involve handing over relevant passwords and login details.
- 22.4.2 You may be required to remove any social media content that we consider to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

SCHEDULE 23 - GDPR PRIVACY STATEMENT

23.1 Foreword

23.1.1 We are committed to conducting our business in accordance with all applicable data protection laws and regulations and in line with the highest standards of ethical conduct.

23.1.2 Our Privacy Policy provides details on how we handle employee data gathered, or provided to us by you or someone else (such as a former employer), or created by us. It could be provided or created during the recruitment process or during the course of your contract of employment (or services) or after its termination.

23.1.3 The security of your data is taken seriously by us, but we need to gather and use information or 'data' about you as part of our business and to manage our relationship with you.

23.1.4 We only hold data for as long as is necessary for the purposes for which we collected it.

SCHEDULE 24 - CODE OF CONDUCT

24.1 About this Policy

24.1.1 You must conduct your business in a way that ensures full compliance with the rule of law and the rules that apply to the Company. You are bound by your contract to follow our employee Code of Conduct whilst performing your duties.

24.2 Respect in the Workplace

24.2.1 We won't allow any kind of discriminatory behaviour, or harassment or victimisation. You should conform with our Equality, Diversity and Inclusion Policy in all aspects of your work and interactive relations with employees. We look to create a positive working environment.

24.3 Protection of Company Property

24.3.1 You are expected to treat the property provided to you to carry out your role, whether material or intangible, with respect and care. All equipment must not be misused or used in a thoughtless manner.

24.4 Professionalism

24.4.1 You are to show integrity and professionalism in the workplace.

24.5 Bribery & Corruption

24.5.1 You are to conduct your business activities in an ethical and lawful way.

24.6 Fraud

24.6.1 We do not tolerate fraud, and all employees have a responsibility to report any signs of fraud or suspected fraud.

24.7 Security of Information

24.7.1 Sensitive commercial information and personal employee information must be kept confidential.

24.8 Social Media Policy

24.8.1 When using social media you must not disclose confidential information including company and/or customer detailed information. You should also be aware of protecting yourself and your own privacy on such sites.

24.9 Data Protection

24.9.1 The collection and retention of personal data must be for legitimate purposes. All information relating to the personal details of employees, customers and suppliers must be respected.

24.10 Harm to Business or Reputation

24.10.1 You must refrain from engaging in conduct that could adversely affect the business or reputation of the Company. Such conduct could include publicly criticising the Company, its management or its employees, or engaging in criminal conduct or other behaviour that could destroy the business or reputation of the Company.

24.11 Ethical Practices

24.11.1 The Company is committed to ethical trading practices, to protect their workers and safeguard their reputation.

**Outline of Changes to Employee Handbook
Updated April 2026**

Schedule No.	Schedule Title	Outline of Changes
6	Sexual Harassment Policy	Inclusion of new policy
8	Whistleblowing Policy	Inclusion of sexual harassment to the list of disclosures under the policy
11	Sickness Absence Policy	Clause 11.4 removes the 4-day waiting period for SSP to kick in
15	Paternity Policy	Clause 15.2 removes the 26-week qualifying period

**Outline of Changes to Employee Handbook
Updated September 2025**

Schedule No.	Schedule Title	Outline of Changes
1	Schedule of General Work Rules	Inclusion of General Rules
5	Anti-Bullying & Harassment Policy	Inclusion of new policy
6	Anti-Corruption, Tax Evasion & Bribery Policy	Additional clauses added; 6.1.3, 6.3.1
8	Disciplinary Procedure	Additional clause added; 8.4.6
9	Grievance and Complaints Procedure	Additional clauses added; 9.1.2, 9.2, 9.3
13	Maternity Policy	Additional clause added; 13.9
14	Paternity Policy	Additional clause added; 14.3.4
15	Time off for Public Duties Policy	Additional clause added; 15.3
23	Code of Conduct	Additional clause added; 24.1