



**CONTRACTOR
HANDBOOK**



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Welcome to ePayMe

Congratulations! Your registration with us is now complete, and you are officially an employee of ePayMe. This means we are responsible for:

- Paying you for your work
- Providing you with all the rights, protections, and benefits of employment as set out under UK law

As part of your employment with us, you also gain access to a range of benefits and services designed to:

- Support you and your family
- Stretch your money further
- Enhance your experience as part of the ePayMe team

This guide has been created based on common questions from new employees and should contain everything you need to know. However, if you have further questions or need assistance, please don't hesitate to contact us:



☎ **01252 863700** ✉ **admin@epayme.co.uk**

Understanding Your Pay Documents

Paying through an umbrella company is simple, but if you're used to conventional employment, it might take some adjustment. This section explains what you need to know to follow your umbrella company payslip easily.

How Your Pay Is Calculated

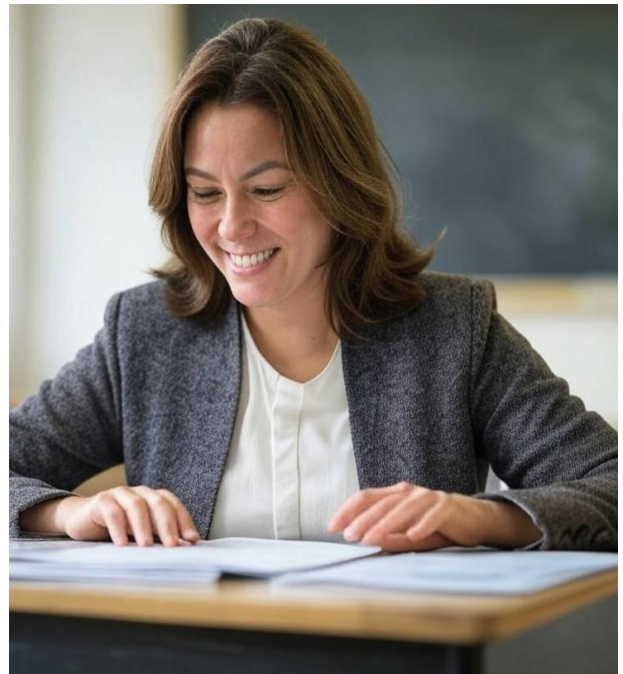
Umbrella payslips provide detailed information about how your gross pay is calculated. This transparency can make the document appear more complex. Here's how it works:

Income from Your Agency/Client: Your agency or client pays us for your work at the agreed contract rate. This payment represents our income for charging out our employee (you) to the agency or client.

The Umbrella Margin: We deduct a margin from the contract rate we receive from the agency or client.

Employment Costs: These are costs that we have to pay as your employer. They include:

- Employer's National Insurance on your salary
- Employer pension contributions
- Apprenticeship levy
- Holiday pay
- Your Gross Pay





Your gross pay will be the income received by us, less the margin and employment costs. From this point, your pay calculation will look like a standard employee payslip – because that's what it is.

As you'd expect, you will see deductions for:

- PAYE (Income Tax)
- Employee National Insurance
- Any other deductions - eg. Student loan payments or employee pension contributions.

The Income Statement

The income statement shows how we calculate your taxable pay from the income we receive.

The Assignment Rate Section

This section breaks down how we invoiced our customer (the agency or client) for the work you completed as our employee. The total is our company income (contracted assignment rate x days/hours).

Here you will see the total amount we received, minus employment costs, including:

- Your Holiday Pay
- Workplace Pension contributions
- Employer's National Insurance
- Apprenticeship Levy

These costs are deducted from the assignment income, along with the small margin we make.

The balance of this calculation becomes your gross pay.

The Payslip

The payslip shows how your net pay (take-home pay) is calculated from the gross pay figure referred to earlier. It follows a standard payslip format which shows:

- Year-to-date information
- Earnings and deductions
- The period the payment relates to
- The number of hours worked
- Your personal information

Personal Details

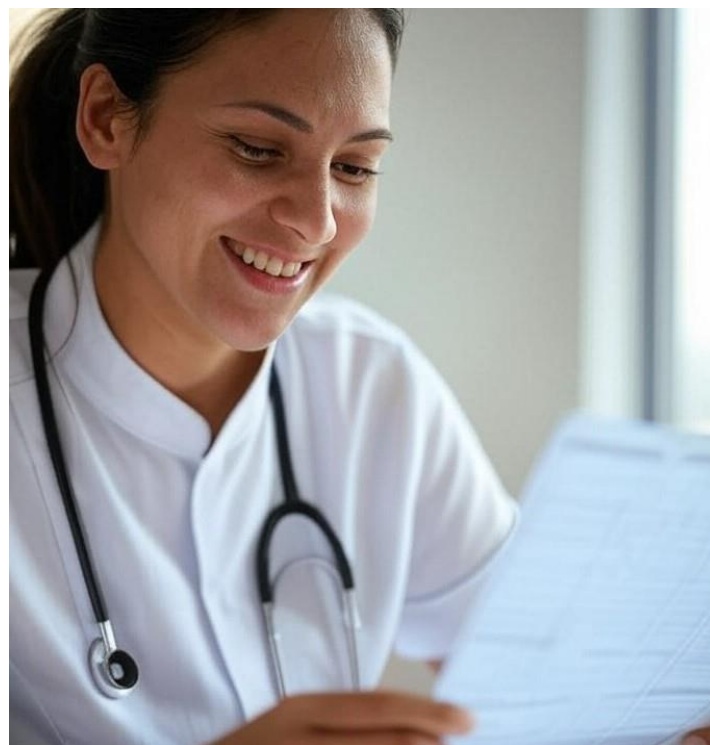
The top section of the payslip shows your personal details and the date the payment was made.

Payments

The payments section shows the amounts being paid to you before deductions:

- Basic Rate: The applicable National Minimum Wage for the hours worked.
- Discretionary Profit Share Bonus: The rest of your pay is shown as this.
- Holiday Pay: If you claim holiday pay, it will also show up in this section.

The total payments at the bottom of this section correspond to your taxable pay.



How Does Umbrella Holiday Pay Work?

Holiday Pay Accrual

Holiday pay is accrued as you work. You will see a deduction from our income on your pay document to cover the cost of holiday pay, and your accrued holiday pay is available to claim whenever you choose.

How Much Holiday Pay Do You Have Available?

Each time you are paid, your payslip will show your accrued holiday pay at the bottom. This is the amount of money you have available to claim before deductions for tax and National Insurance.

Some employees choose to have their holiday pay paid immediately, as it accrues. In this case, you will see holiday pay being paid to you each time you are paid, and the accrued figure will remain at zero.

If you choose this option, you will have no holiday pay to claim during time off and will need to make alternative provisions to cover your holidays.

How to Claim Holiday Pay

To claim holiday pay, email your request to

holiday@epayme.co.uk. Be sure to let us know how much of your holiday pay you would like to claim.

When to Claim Your Holiday Pay

It's best to claim holiday pay when you've had time off, in the week you would otherwise not be paid. Usually, this is the week following your holiday.

- Payments are made on the Friday after we receive your request.
- To include your requested holiday pay in Friday's payment run, submit your request by 4:30 pm on Thursday.
- If your request is late but you are paid your salary on Friday, it will be processed alongside your salary. Otherwise, it will be paid the following Friday.

Statutory Sick Pay (SSP)

Eligibility

You qualify for SSP if:

- You're employed and earn at least £123 per week.
- You're unable to work due to illness or injury for 4 or more consecutive days (including non-working days).

SSP Payment Details

- Starts on the fourth day of incapacity. The first three days are "waiting days" and unpaid unless you've had SSP in the past eight weeks.
- Paid at £116.75 per week for up to 28 weeks in total.

SSP Conditions

You must:

- Have an employment contract.
- Be sick for 4 or more consecutive days.
- Earn at least £123 per week on average.
- Provide notice and proof of illness.

You don't qualify if:

- You've received the maximum SSP (28 weeks).
- You're on Statutory Maternity Pay (SMP).
- You're off work for a pregnancy-related illness 4 weeks before your baby is due.

Statutory Maternity Pay (SMP)

Overview

SMP is paid to eligible employees who are pregnant or have recently given birth.

- Paid for up to 39 weeks:
- First 6 weeks: 90% of your average weekly earnings (before tax).
- Next 33 weeks: The lower of £184.03 or 90% of your average weekly earnings.
- Paid in the same way as your salary (subject to tax and National insurance deductions).

Eligibility

You qualify for SMP if:

- You earn at least £123 per week.
- You've worked continuously for at least 26 weeks leading into the qualifying week (15 weeks before your due date).
- You give the correct notice and proof that you are pregnant.

Claiming SMP

At least 15 weeks before your due date, inform us when the baby is due and when you want to start your maternity leave. Send us either:

- A letter from your doctor or midwife.
- Your MATB1 certificate (issued no more than 20 weeks before your due date).

If you don't qualify for SMP, we will provide you with an SMP1 form explaining why. You may be eligible for Maternity Allowance instead and will need the SMP1 form to claim it.



Your Workplace Pension

Overview

As a UK employer, we are required to provide a workplace pension for our employees. We must auto-enrol all qualifying employees and contribute to the scheme using Smart Pension.

- Minimum contributions (2024/25): 8% of qualifying earnings.
- Employer contribution: 3% minimum.
- Employee contribution: 5% minimum.

Eligibility

If you are aged between 22 and state pension age and earn over

£10,000 a year, we must enrol you in our workplace pension scheme.

- Enrolment occurs after a 90-day deferment period, but you can request immediate enrolment.
- Pension account details can be accessed via your ePayme Benefits portal and app.

What Happens When You're Enrolled?

- You will be enrolled once you've been employed by us for 90 days.
- Contributions start immediately after enrolment.
- A pension provider information pack will be sent by post approximately four weeks after enrolment.

Opting Out

If you don't want to join, you can opt out after being enrolled. You will be re-enrolled every three years. We recommend carefully reviewing the scheme before deciding to opt out, even if you have your own pension arrangements.





ePayme Rewards

ePayme Rewards is our employee benefits platform. You'll use it to access your pay documents, Smart pension pages, and a variety of benefits, such as:

My Emotional Wellbeing

- Employee Assistance Programme: A free, confidential helpline offering counselling services for any life issues.
- Online GP: 24/7 confidential healthcare services; book same-day online consultations and order prescriptions.
- Wellbeing Check: Free, in-depth online health assessments for peace of mind.
- Self-Help Workbooks: Guides on various concerns, created by leading wellbeing provider BHSF, packed with advice and information.

My Physical Wellbeing

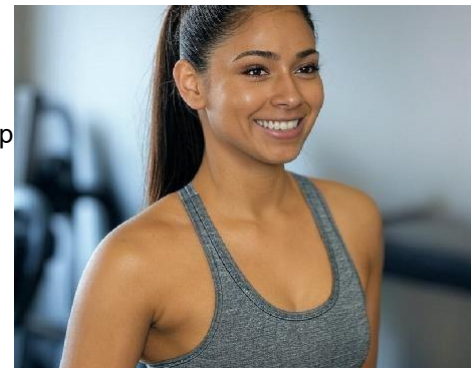
- Online GP: Same-day GP consultations and electronic prescription orders from the app.
- Wellbeing Check: Complete a free online health assessment, download tailored reports, set goals, and measure progress.
- Gym Discounts: Discounts on memberships at over 2,500 gyms across the UK and Ireland, as well as offers on fitness brands, equipment, spa days, and retreats.
- Medical Specialists: Access support for private hospital costs and guidance for specialist referrals.
- Fitness Resources: Online workouts, subscriptions, and articles to keep you motivated.
- Nutrition: Recipes and meal inspiration provided by Hello Fresh, including quick, healthy, vegetarian, and family-friendly options.

My Discounts

Save money on car insurance, restaurant meals, takeaways, gadgets, and more through cashback opportunities and discount codes available on the ePayme Rewards app

How to Access ePayme Rewards

1. Download the app from your app store by searching for "ePayme" or access it through a browser.
2. The first time we email you, instructions will be provided to register and log in.
3. Look out for the email in your junk/spam folder. It will come from no-reply@lwmengange.co.uk.



Your hard work deserves recognition.

With ePayMe Rewards, enjoy exclusive benefits and discounts that make every moment more rewarding.



Frequently Asked Questions

What is my relationship to ePayme?

When you join ePayme you become our employee and we become your employer. We provide the rights, protections, and benefits of employment, while you maintain flexibility by sourcing your own contracting work and accepting assignments of your choice.

Do you charge a joining or leaving fee?

No, we do not charge any fees when you join or leave ePayme.

How do you calculate my pay?

We calculate your pay as follows:

The agency/client pays us the agreed assignment rate for your work.

We deduct a small margin and employment costs (e.g., Employer's NI, Apprenticeship Levy, Holiday Pay).

The remaining amount is your gross pay.

If you want to know your take-home pay, request a pay illustration.

What is your margin?

This depends on the agency you are working with.

Where can I find a Key Information Document?

Since April 2020, your agency is required to provide you with a Key Information Document explaining how your pay is calculated from the umbrella company's income.

Am I entitled to statutory payments?

Yes, as an ePayme employee, you are entitled to statutory rights, including Holiday Pay, Sick Pay, Maternity/Paternity Pay, and more.

Will I receive a P45 or P60?

You will receive a P45 after your final payment if you leave our employment.

P60s are issued at the end of the tax year (before the end of May).

Will I receive a payslip?

Yes, you'll be notified by SMS when a payment is made and receive an email when your payslip is available on the ePayme portal. For data protection, we do not email payslips directly.

How and where do I submit my timesheets?

Unless otherwise advised, submit your timesheets directly to your recruitment agency.

How does the pension work?

As a UK employer, we auto-enrol qualifying employees into a workplace pension using Smart Pension:

Minimum contribution: 8% of qualifying earnings (3% employer, 5% employee).

Enrolment occurs after 90 days, but you can request immediate enrolment.

Your pension account can be accessed via the ePayme Rewards portal or app.

What if I work through more than one agency?

We can employ you to work with multiple agencies. This offers a tax advantage by consolidating your Primary Tax Code. Contact us to set up employment with multiple agencies.

What is Trust ID?

We partner with TrustID to verify contractor identities and right-to-work documents. Upon registration, you'll receive a link to upload your ID and a selfie.

- Expired British/Irish passports are not accepted. In this case, email a copy of your birth certificate and proof of National Insurance to admin@epayme.co.uk.
- Contractors on Student Visas should email an enrolment or student status letter to the same address.

Policies, Procedures and Guidance

Overview

Welcome to the Policies, Procedures and Guidance section of your employee handbook. Here, you will find the terms, policies and procedures that are applicable to your employment.

References to “we”, “us”, “our”, or the “Company” throughout this handbook are references to your employer, ePayme Limited. References to ‘Your Contract Manager’ throughout this Handbook refer to any recruitment agency contact that is in charge of any assignment that you are working on during your employment with ePayme Limited.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital or civil partner status, sexual orientation, gender reassignment, age or disability.

We will apply employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business. We look to your support in implementing these policies to ensure that all employees are accorded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

We ask that you study carefully the contents of this Employee Handbook as, in addition to setting out our rules and regulations, it also contains a great deal of helpful information. The policies, procedures and guidance set out in this Handbook are non-contractual and as such may be amended at our absolute discretion or departed from in circumstances which we deem to be appropriate.

Joining Our Organisation

Assignment Specification

You will be provided with a brief specification of the assignment to which you have been appointed, but amendments may be made to this from time to time in relation to our changing needs and those of our client, and your own ability.

Pre-Employee Training / Induction Assessment

At the commencement of your employment, you may receive training for your specific role, and as your employment progresses, your skills may be extended to encompass new job activities. This training is site-dependent and may be required prior to commencement of the assignment.

General Information

Lateness/Absenteeism

- You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.
- All absences must be notified to the Company in accordance with the sickness reporting procedures laid down in this Employee Handbook or site-specific reporting policy used by your agency or client.
- You may be required to “sign in” and “out” depending on the site-specific requirements.
- If you are absent, you must report this to the agency or client before your shift is supposed to start.
- Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

Other Employment

If you already have any other employment or are considering any additional employment, you must notify us so that we can discuss any implications arising from the current working time legislation.

Personal Details & Next of Kin

- We maintain up-to-date details of the home address, next of kin, and emergency telephone numbers for each member of our staff.
- You are responsible for informing the Company of any updates to your personal details.
- This information will be requested when you start work, and you must notify us of any changes straight away.
- Periodically, you will be asked to confirm that the information is up to date.



Dress Code

- We encourage everyone to maintain an appropriate personal appearance at work and to conduct themselves in a professional manner.
- You should dress in a manner appropriate to your working environment, including any site-specific requirements, and the type of work that you undertake.
- Clothes should be kept clean and tidy at all times.

Communications

- We will keep you informed about items of interest. Text/email and the ePayme Rewards platform may be used.

Lost Property

- We do not accept liability for any loss of, or damage to, property that you bring onto the premises.
- You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.
- Articles of lost property should be handed to your end client who will retain them whilst attempts are made to discover the owner.

Telephone Calls/Mobile Phones/Portable Electronic Devices

Any specific site-dependent policy will be advised during induction by your end client.

Client Relations

We provide services to clients, and you are employed to do work on behalf of our clients, usually on their own premises. It is important that you do not enter into any improper or illegal relationship with any client.

Our clients may from time to time request that an individual be removed from an assignment in accordance with their contract with us. In such circumstances, we will investigate the reasons for such requests.

However, if our client maintains their stance, we will then take all reasonable steps to ensure that alternative work is provided. If this is not possible, we may have no alternative but to terminate your employment.

This procedure is separate from any concurrent disciplinary matter which may need to be addressed.

Inventions/Discoveries

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

- In the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- Outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
- During the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

Non-Solicitation

You covenant with the Company that you will not, save with the prior written consent of the Company:

- Directly or indirectly, either alone or with or on behalf of any person, firm, company or entity and whether on your own account or as principal, partner, shareholder, director, employee, consultant or in any other capacity whatsoever, solicit or endeavour to solicit the employment or engagement of or employ or engage any employee of the Company or of any Client or End User in a business supplying services which are the same or similar to the Services (whether or not such person would breach their contract of employment or engagement) during the Services and for a period of 12 months following the end of Services.

Health, Safety, Welfare and Hygiene

We are committed to ensuring the health and safety of our staff and clients and to providing a safe environment.

- You should make yourself familiar with the client's Health and Safety Policy as well as our own and your own health and safety duties and responsibilities as shown below and at places of work.
- All staff must recognise that everyone shares responsibility for achieving safe working conditions.
- You must consider the health and safety of your acts and/or omissions and take reasonable care for your health and safety and that of others.
- You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public.
- Any health and safety concerns should be reported immediately.
- All staff must use equipment in accordance with operating instructions and any instructions given.
- Any fault, damage or concern about any equipment or its use must immediately be reported.
- No member of staff should attempt to repair equipment unless trained and designated to do so.

Failure to report damage to or a fault with equipment or failure to use it as directed may result in disciplinary action under our Disciplinary Procedure.

Protective Clothing and Equipment

- Protective clothing and other equipment (PPE) which may be issued for your protection must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/ equipment is your responsibility.
- You should report all accidents and injuries at work, no matter how minor, in the accident book that can be found on-site and to the Company.

Lone Workers

- Your end client will assess the risks of a Lone Worker with the aid of a risk assessment.
- Once the risk assessment has been carried out, the necessary controls identified will be implemented.
- If required, the Lone Worker will receive the correct information and training with regards to the hazard identified.
- Arrangements will be put in place to establish a form of communication with the Lone Worker.
- Periodical monitoring of the Lone Worker will be undertaken to ensure that all procedures are working correctly.

Smoking Policy

- You must follow the site-specific smoking policy.
- In particular, you must not smoke in smoke-free areas or vehicles.
- Breaches of this policy will be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.
- Smoking in smoke-free premises or vehicles is also a criminal offence and may result in a fixed penalty fine and/or prosecution.

Alcohol & Drugs Policy

Under legislation, we, as your employer, have a duty to ensure, so far as is reasonably practicable, the health, safety, and welfare at work of all our employees. Similarly, you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

Effects of Alcohol and Drugs

The effects of alcohol and drugs can be numerous, including ,but not limited to:

- Absenteeism:
- Unauthorised absence, lateness, excessive levels of sickness, etc. Higher accident levels:
- At work, elsewhere, or driving to and from work. Work performance:
- Difficulty in concentrating, tasks taking more time, making mistakes, etc.

Policy on Alcohol and Drugs

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug- related action/offence, you may be subject to disciplinary action.

Dependent on the circumstances, this may lead to your dismissal.

We reserve the right to ask you to submit to drug testing procedures at any time and at our absolute discretion.

Hygiene

You must comply with any relevant site-specific Hygiene Policy and make every effort to safeguard the health and wellbeing of yourself and others while at work.

- Any personal protective equipment required for your role must be worn when appropriate and reasonable.

Building Equipment/Machinery Owned by Clients

In order to control the use of client's equipment/machinery and reduce the risk of injury or damage, the following will apply:

- Only authorised and trained staff should have access to clients' equipment/machinery.
- No equipment/machinery may be brought onto or taken from the client's premises without prior authorisation.
- Unauthorised use of equipment/machinery will result in disciplinary action.
- Unauthorised introduction or removal of equipment/machinery will result in disciplinary action.

Housekeeping

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

Health and Safety Policy for Workers Working on Assignment on Client Sites

About This Policy

This policy sets out our arrangements for ensuring we meet our health and safety obligations to staff.

This policy applies to staff who work on assignment at premises of our Clients and not on our own premises. A separate health and safety policy applies to in-house staff and anyone visiting our own premises or otherwise affected by our work.

The directors have overall responsibility for health and safety and the operation of this policy. Where this policy places a responsibility on the Client at whose premises you are assigned, and you have a concern about the Client's compliance with such responsibility, or with its own health and safety policies, you must inform one of our directors as soon as possible.

This policy does not form part of any employee's contract of employment and may be amended at any time. We will continue to review this policy to ensure it is achieving its aims.

Responsibilities

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.
- Follow instructions for the safe use of equipment.

Any health and safety concerns should be reported immediately to your line manager at the Client to whom you are assigned. You may also report concerns to one of our directors.

You must co-operate with managers (including managers of the Client) on health and safety matters, including incident investigations. Failure to comply with this policy may be treated as misconduct and dealt with under our Disciplinary Procedure.

Information and Consultation

We will inform and consult with all potentially affected staff regarding health and safety matters.

Training

Adequate training and supervision to perform your work competently and safely will generally be provided by appropriate personnel at the

Client's premises. This training should include:

- Health and safety induction.
- Relevant safety training, including (where applicable):
- Manual handling
- Control of Substances Hazardous to Health (COSHH)
- Working at height
- Asbestos awareness
- Gas safety
- Electrical safety
- Use of personal protective equipment (PPE)

If you have concerns about the training you receive (or expect to receive) from the Client, raise them with a member of our Customer Service team.

Equipment

You must use equipment in accordance with any instructions given to you.

Report any equipment faults or damage immediately to your line manager at the Client. Do not attempt to repair equipment unless trained to do so.

Accidents and First Aid

Details of first aid facilities and trained first aiders will be displayed on notice boards or otherwise publicised at the Client's premises. All accidents and injuries at work, however minor, should be reported to the appropriate person at the Client and recorded in the Client's Accident Book.

Fire Safety

You should familiarise yourself with the fire safety instructions applicable to the Client's premises, which will be displayed on notice boards and near fire exits.

If you hear a fire alarm, follow the applicable fire safety procedures. Generally, this means leaving the building immediately via the nearest fire exit and proceeding to the designated Fire Assembly Point. If the Client provides alternative instructions, follow those instead.

Fire drills will be held periodically and must be taken seriously.

The Client is expected to conduct regular fire risk assessments and checks of fire extinguishers, fire alarms, escape routes, and emergency lighting.

Risk Assessments and Measures to Control Risk

The Client is expected to carry out general workplace risk assessments periodically.

- These assessments aim to: Identify risks to the health and safety of employees, visitors, and third parties.
- Determine necessary control measures to mitigate those risks.

Computers and Display Screen Equipment (DSE)

If you use a computer screen or other display screen equipment (DSE) as a significant part of your work, you are entitled to a workstation assessment.

For further information on workstation assessments, eye tests, and the use of DSE, consult your line manager at the Client to whom you are assigned.

Social Media Policy

About This Policy

This policy is in place to minimise the risks to our business through the use of social media. It covers all forms of social media, including but not limited to Facebook, LinkedIn, Twitter, Google+, Wikipedia, Whisper, Instagram, Vine, Tumblr, and all other social networking sites, internet postings, and blogs.

This policy applies to both business purposes and personal use that may affect our business in any way. This policy does not form part of any employee's or worker's contract of employment or engagement and may be amended at any time.

Personal Use of Social Media

Personal use of social media is never permitted during working hours or by means of our or a client's computers, networks, and other IT resources and communications systems.

Prohibited Use

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly. Specifically, you must not:

- Defame or disparage us, our staff, or any third party.
- Harass, bully, or unlawfully discriminate against staff or third parties.
- Make false or misleading statements.
- Impersonate colleagues or third parties. Additionally:
- You must not express opinions on our behalf via social media unless expressly authorised to do so by your manager. You may be required to undergo training in order to obtain such authorisation.

- You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information, and intellectual property.
- You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

Business Contacts:

The contact details of business contacts made during the course of your employment are considered our confidential information.

- On termination of employment, you must, if requested:
- Provide us with a copy of all such information.
- Delete all such information from your personal social networking accounts.
- Destroy any further copies of such information that you may have.
- Any misuse of social media should be reported to your manager or the compliance manager.

Guidelines for Responsible Use of Social Media

When using social media, you should:

- Make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal email address.
- Be respectful to others when making any statement on social media.
- Be aware that you are personally responsible for all communications published on the internet for anyone to see. If you disclose your affiliation with us:
- You must state that your views do not represent those of your employer (unless you have been authorised to speak on our behalf).
- Ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.
- If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with your manager.

If you see social media content that disparages or reflects poorly on us, you should contact your manager.

Breach of This Policy

A breach of this policy may result in disciplinary action, up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation. 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.

Time Off**General Time Off**

Circumstances may arise where you need time off for medical or dental appointments, or for other reasons.

Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of your agency or client and will normally be without pay. All time off requests must be submitted to the Company for authorisation.

Maternity/Paternity Leave

You may be entitled to maternity/paternity leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant, you should notify the Company at an early stage so that your entitlements and obligations can be explained to you.

Adoption Leave

You may be entitled to adoption leave in accordance with the current statutory provisions. If you believe you may be entitled to adoption leave, you should notify the Company at an early stage so that your entitlements and obligations can be explained to you.

Shared Parental Leave

You should notify the Company, who will identify your entitlements. If you (or your partner) become pregnant, you should notify the Company at an early stage so that your entitlements and obligations can be explained to you.

Time Off for Dependants

We understand that there will be occasions when you will need to take time off work to deal with unexpected events involving one of your dependants or someone close to you. In these circumstances, you may be entitled to take a reasonable amount of unpaid time off during working hours.

Procedure:

Notify the end client as early as possible and follow their specific procedure.

All requests for time off will be dealt with in line with the current statutory provisions.

Bereavement Leave

A member of staff who is unable to return to work following a period of bereavement leave should notify the Company. In these circumstances, it may be appropriate to take a period of annual leave or unpaid leave.

Important: We recognise that individuals' reactions to bereavement vary greatly. You should therefore discuss the circumstances with your Contract Manager or the Company to agree on appropriate time off.

Flexible Working

Examples of flexible working include:

- Change in working hours.
- Working from home.
- Staggered working hours.
- Flexi-time.
- Job sharing.
- School term working time.

The Contract Manager will deal with and make a decision regarding any individual requests for flexible working within three months of receiving such a request. The three-month period may be extended if both parties agree.

Eligibility Criteria:

The employee must have worked for the Company for a continuous period of 26 weeks at the date of their application. The employee must not have made another flexible working application to the Company during the last 12 months.

Requests:

All requests for flexible working must be submitted to the agency or end client and also sent to the Company.

Time Off for Public Duties

We wish to enable employees to perform any public duties they may be committed to undertake. We will grant time off where it does not conflict with the operational needs of our business. We are not legally obliged to grant paid leave for these purposes.

Jury Service

You should inform your line manager as soon as you are summoned for jury service and provide a copy of your summons if requested. Depending on the demands of our business, we may request that you apply to be excused from or defer your jury service.

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

Voluntary Public Duties

Employees are entitled to a reasonable amount of unpaid time off to carry out certain public duties, including:

- Tribunal member.
- Magistrate.
- Local councillor.
- Member of an NHS Trust.
- Prison visitor.
- Police station lay visitor.
- School governor.

Procedure:

- Notify your line manager in writing as soon as you are aware of the need for time off.
- Provide full details of the time off being requested and the reasons for your request.
- Make your request in good time to allow for arrangements to cover your duties in your absence.
- Each request for time off will be considered on its merits, taking into account:
 - How much time is reasonably required.
 - How much time you have already taken.
 - How your absence will affect the business.

Reserve Forces Duties

We are aware that employees who are members of the Reserve Forces (Territorial Army, Royal Navy Reserve, Royal Marines Reserve, or Royal Auxiliary Air Force) may be called up at any time to be deployed on full-time operations and are expected to attend regular training.

Key Points:

- We are under no obligation to offer leave (paid or unpaid) for reservists to undertake training.
- You should use existing holiday entitlement to meet training commitments.

Active Service:

If we receive notice that you have been called up for active service, we may apply to an adjudication officer for the notice to be deferred or revoked if your absence would cause serious harm to our business.

Reinstatement:

Once your military service has ended, you may submit a written application for reinstatement to your employment.

This should be made by the third Monday following the end of your military service. If it is not reasonable and practicable to reinstate you into your former employment, we will offer you the most favourable alternative on reasonable and practicable terms and conditions.

Wages**Timesheets**

You are responsible for ensuring your timesheets are duly authorised by a representative of the hirer and submitted in line with the specific process for your Assignment.

Payment

Your exact payment schedule may vary depending on your assignment, but we will ensure you always know when you can expect to be paid. You will receive a payslip from the Company showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

All payments made by the Company to employees must be made into a bank account in your name unless authorisation has been received and accepted by us. Any pay queries that you may have should be raised by contacting the Company.

Overpayments

If you are overpaid for any reason, the total amount of the overpayment must be returned to us. If immediate repayment would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period. If an agreement cannot be reached, debt recovery action may be considered.

Income Tax and National Insurance

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You should keep these documents in a safe place as you may need to produce them in your dealings with HM Revenue & Customs and other government departments or if completing a self- assessment form.

Expenses

Expenses that are paid to us by your agency or client alongside the payment for your time worked will be paid to you alongside your pay for the period. If you submit your timesheets to us on the My Digital portal, you'll need to submit your expenses along with your timesheet. If your agency or client is self-billing, you won't need to submit an expenses claim. In either case, please keep your receipts, as we will perform checks and you may be asked for proof of your expenses.

Overtime

Any overtime will be agreed between you and the end client in advance of being worked. Business travel for conferences, meetings, etc., which causes an employee to depart/arrive home on a non-work day does not constitute overtime if travel is part of the employee's job or could be reasonably expected to occur in the course of performing one's duties. Some travel, which may be exceptional to the employee's normal duties, may qualify as overtime at the discretion of the end client.

Holiday Entitlement and Conditions

Annual Holidays

Your annual holiday entitlement is shown in your individual Contract of Employment and is accrued as you work. It is our policy to encourage you to take all of your holiday entitlement in the current holiday year.

Conditions Applying To Your Annual Holiday Entitlement

All holiday requests should be communicated to the end client for authorisation before making any firm holiday arrangements. There may be restrictions on certain sites regarding the taking of holidays, e.g., seasonal periods.

Public/Bank Holidays

Your entitlement to public/bank holidays is included within the annual leave provisions of your Contract of Employment.

Sickness/Injury Payments and Conditions

Notification of Incapacity for Work

You must notify us, the agency, and the end client on the first day of incapacity and at the earliest possible opportunity before your shift is supposed to start. Notification should be made personally (or if you are unable to do so, then by a relative, neighbour, or friend). You should try to give some indication of your expected return date and notify us as soon as possible if this date changes.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

Evidence of Incapacity

Doctors' certificates are not issued for short-term incapacity. In these cases of incapacity (up to seven calendar days) you must self-certify by notifying the Company on day 4 of your incapacity.

If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days), you should see your doctor and make sure he/she gives you a medical certificate and provide this to the Company without delay. Subsequently, you must supply us with consecutive doctors' medical certificates to cover the whole of your absence.

Payments

You are entitled to statutory sick pay (SSP) if you are absent because of sickness or injury, provided you meet the criteria in the current SSP regulations. When you are absent for four or more consecutive days you will be paid SSP by us if you are eligible. This is treated like wages and is subject to normal deductions.

Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again. Any contractual sickness/injury payments are shown in your individual Contract of Employment. Any days of contractual sickness/injury payments which qualify for SSP will be offset against SSP on a day-to-day basis. An offset will be made for any other state benefits received if you are excluded or transferred from SSP.

Statutory Sick Pay

If you are entitled to any contractual payments in excess of SSP and your entitlement expires, full or part payment may be allowed at our discretion where it is considered that there are special circumstances warranting it. Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

Return to Work

You should notify the Company as soon as you know on which day you will be available to work, if this differs from a date of return previously notified. In some cases, we may require clearance from your own doctor before you are able to return to work. Before returning to work after any period of sickness/injury absence (including absence covered by a medical certificate), you may be contacted by the Company to complete a Return to Work assessment after you have notified the Company of your ability to return to work. This return to work assessment is for the purposes of ascertaining your wellbeing and to determine if working condition adjustments need to be made for your return.

General

Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us. We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken. In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. If we consider it necessary, we may ask your permission to contact your doctor or for you to be independently medically examined (at our expense). You will be asked to agree that any medical report produced may be disclosed to us and that we may discuss the contents of the report with the specialist and with our advisers. All medical reports will be kept confidential. If you fail to provide these medical reports within a reasonable period, the Company will have no alternative but to make its own assessments as to any reasons for your absence.

Termination of Employment**Redundancy and Disciplinary Procedures**

We will ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory. We will also ensure that disciplinary procedures and penalties are applied without discrimination.

Return of Our Property/Information

On the termination of your employment, you must return all our property/information which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is stated in your Contract of Employment.

Staff Exit Interview

The Contract Manager may arrange for an exit interview with an employee who has resigned and is due to leave the Company. The primary aim of the exit interview is to learn reasons for the employee's departure and assist the Company to improve aspects of the organisation in the future. Exit interviews are also an opportunity for the organisation to enable transfer of knowledge and experience from the departing employee to a successor or replacement.

Breaches of the Policy

If you believe that you may have been discriminated against or subjected to harassment, you are encouraged to raise the matter through our Grievance Procedure. If you need advice on how to proceed, you should contact the Company. Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the relevant procedure. Staff who make such allegations in good faith will not be victimised or treated less favourably as a result. False allegations which are found to have been made in bad faith will, however, be dealt with under our Disciplinary Procedure.

Any member of staff who is found to have committed an act of discrimination or harassment will be subject to disciplinary action. Such behaviour may constitute gross misconduct and, as such, may result in summary dismissal. We take a strict approach to serious breaches of this policy.

Monitoring

We will maintain and review the employment records of all employees in order to monitor the progress of this policy. Monitoring may involve:

- The collection and classification of information regarding the race in terms of ethnic/national origin and gender of all applicants and current employees.
- The examination by ethnic/national origin and gender of the distribution of employees and the success rate of the applicants.
- Storing recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

Retirement

Retirement is a form of resignation; employers and employees must follow the right procedures for this. It is the employee's responsibility to discuss when and how to retire with the Company. Retirement age is not the same as State Pension Age which can be between 61 and 68, depending on when someone was born. Anyone can carry on working past State Pension Age. The Company currently has no fixed retirement age although this will be reviewed from time to time to reflect the business needs.

The Company acknowledges that retirement is a matter of choice for individuals and will not pressurise employees into resigning because they have reached or are approaching a certain age. Employees are strongly advised to take independent financial advice regarding their pension position and personal circumstances when considering retirement, including options for phased retirement, voluntary early retirement and ill- health retirement.

You may wish to discuss your short, medium and long-term plans as the need arises. Please notify the Company in this event so that your needs can be assessed by the Company. The Company needs to plan for the business and may indicate to staff from time to time that it would be helpful to know what employees' plans are. There is no obligation for the Company or the employee to hold workplace discussions about the employee's future plans; however, it may be mutually beneficial to do so.

The Company will not make generalised assumptions that performance will decline with age, whether due to competence or health issues. If they believe there are problems with the performance or ill-health of an employee, it will be dealt with in the usual way.

If you indicate that you are thinking of retiring, you are free to change your mind at any time until you have actually given formal notice to terminate your employment. Your employment or promotion prospects will not be prejudiced because you have expressed an interest in retiring or changing work patterns.

If you have decided to retire, the Company would appreciate as much notice as possible, and you should therefore notify us as soon as possible, although you should give at least the notice you are obliged to give under your Contract of Employment.

Equal Opportunities Policy

Statement of Policy

We are committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We will ensure that the policy is made available for all employees. This policy covers all individuals working at all levels and grades, including senior managers, directors, employees, consultants, contractors, casual workers and agency staff (collectively referred to as "staff" in this policy). The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity. The policy will be implemented in accordance with the

appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated. All managers must set an appropriate standard of behaviour, led by example and ensure that those they manage adhere to the policy and promote our aims and objectives with regard to equal opportunities. Managers will be given appropriate training on equal opportunities awareness and equal opportunities recruitment and selection best practice. The HR Department has overall responsibility for equal opportunities training.

Forms of Discrimination

Discrimination by or against an employee is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not “fit in” would be direct discrimination. Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone’s dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in our Anti-Harassment and Bullying Policy. Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment or supported someone else’s complaint.

Recruitment and Selection

Recruitment, promotion, and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. When recruiting or promoting, we will aim to take steps to improve the diversity of our workforce and provide equality of opportunity. Shortlisting should be done by more than one person where possible. Our recruitment procedures will be reviewed regularly to ensure that individuals are objectively assessed on the basis of their relevant merits and abilities.

Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying. They should include a short policy statement on equal opportunities and the employer’s commitment to diversity, equity and inclusion in the workplace and state that a copy of this policy will be made available on request.

Job applicants should not be asked questions which might suggest an intention to discriminate on grounds of a Protected Characteristic. For example, applicants should not be asked whether they are pregnant or planning to have children.

Job applicants should not be asked about health or disability before a job offer is made, except in the very limited circumstances allowed by law: for example, to check that the applicant could perform an intrinsic part of the job (taking account of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability. Where necessary, job offers can be made conditional on a satisfactory medical check. Health or disability questions may be included in equal opportunities monitoring forms, which must not be used for selection or decision-making purposes.

We are required by law to ensure that all employees are entitled to work in the UK. Assumptions about immigration status should not be made based on appearance or apparent nationality. All prospective employees, regardless of nationality, must be able to produce original documents (such as a passport) before employment starts, to satisfy current immigration legislation. The list of acceptable documents is available from the HR Department or UK Visas and Immigration.

Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-Time and Fixed-Term Work

Part-time and fixed-term staff should be treated the same as comparable full-time or permanent staff and enjoy no less

favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

Breaches of This Policy

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 and victimisation may amount to gross misconduct resulting in dismissal.

If you believe that you have suffered harassment, bullying or discrimination, or witnessed it happening to someone else in the workplace, you can raise the matter through our Grievance Procedure and through our Anti-harassment and Bullying Policy as appropriate. Complaints will be treated in confidence and investigated as appropriate.

There must be no victimisation or retaliation against staff who complain about or report discrimination. If you believe you have been victimised for making a complaint or report of discrimination, or have witnessed it happening to someone else in the workplace, you should raise this through our Grievance Procedure.

We encourage the reporting of all types of potential discrimination, as this assists us in ensuring that diversity, equity and inclusion principles are adhered to in the workplace. However, making a false allegation in bad faith, or that you know to be untrue, will be treated as misconduct and dealt with under our Disciplinary Procedure.

Diversity, Equity and Inclusion ('DEI') Policy

About this Policy

This policy sets out our approach to diversity, equity and inclusion. Our aim is to encourage and support diversity, equity and inclusion and actively promote a culture that values difference and eliminates discrimination in our workplace. It applies to all aspects of employment with us, including recruitment, pay, benefits and conditions, flexible working and leave, training, appraisals, promotion, conduct at work, disciplinary and grievance procedures, and termination of employment. This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

Discrimination

You must not unlawfully discriminate against or harass other people, including current and former staff, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts), and on work-related trips or events including social events.

The following forms of discrimination are prohibited under this policy and are unlawful:

Direct discrimination: treating someone less favourably because of a Protected Characteristic. For example, rejecting a job applicant because of their religious views or because they might be gay.

Indirect discrimination: a provision, criterion or practice that applies to everyone but adversely affects people with a particular Protected Characteristic more than others, and is not justified. For example, requiring a job to be done full-time rather than part-time would adversely affect women because they generally have greater childcare commitments than men. Such a requirement would be discriminatory unless it can be justified.

Harassment: this includes sexual harassment and other unwanted conduct related to a Protected Characteristic, which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Harassment is dealt with further in our Anti-Harassment and Bullying Policy.

Victimisation: retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment. This includes where someone mistakenly believes that the person victimised has done so.

Disability discrimination: this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability.

Sexual Harassment Policy

Our Commitment

We are committed to providing a working environment free from sexual harassment and ensuring all staff are treated, and treat others, with dignity and respect. We recognise that sexual harassment can occur both in and outside the workplace, such as on business trips, or at work-related events or social functions, or on social media. Sexual harassment or victimisation of any member of staff, or anyone they come into contact with during the course of their work, is unlawful and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment of their staff during the course of their employment.

We will take active steps to help prevent the sexual harassment and victimisation of all staff. Anyone who is a victim of, or witness to, sexual harassment is encouraged to report it in accordance with this policy. This will enable us to take appropriate action and provide support. Sexual harassment can result in legal liability for both the business and the perpetrator, whether they work for us or are a third party outside of our control. Sexual harassment and victimisation may result in disciplinary action up to and including dismissal.

About this Policy

The purpose of this policy is to set out a framework for line managers to deal with any sexual harassment that occurs by staff, by third parties such as customers, suppliers or visitors to our premises, and by agencies, end-clients, and anyone with whom staff may come into contact in the course of their work. This policy does not form part of any contract of employment or contract to provide services, and we may amend it at any time.

Who does this policy apply to?

This policy applies to all staff; and includes employees at all levels.

What is sexual harassment?

Sexual harassment is any unwanted physical, verbal or non-verbal conduct of a sexual nature that has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to sexual harassment. It also includes treating someone less favourably because they have submitted or refused to submit to unwanted conduct of a sexual nature, or that is related to gender reassignment or sex, in the past.

Sexual harassment may include, for example:

- Unwanted physical conduct or "horseplay," including touching, pinching, pushing and grabbing.
- Continued suggestions for sexual activity after it has been made clear that such suggestions are unwelcome.
- Sending or displaying material that is pornographic or that some people may find offensive (including emails, text and WhatsApp messages, video clips and images sent by mobile phone or posted on the internet).
- Unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless).
- Offensive emails, text or WhatsApp messages, or social media content.

A person may be sexually harassed even if they were not the intended target. For example, a person may be sexually harassed by pornographic images displayed on a colleague's computer in the workplace.

Victimisation

Victimisation includes subjecting a person to a detriment because they have done, or are suspected of doing or intending to do, any of the following:

- Bringing proceedings under the Equality Act 2010.
- Giving evidence or information in connection with proceedings under the Equality Act 2010.
- Doing any other thing for the purposes of or in connection with the Equality Act 2010.
- Alleging that a person has contravened the Equality Act 2010. Victimisation may include, for example:

- Denying someone an opportunity because it is suspected that they intend to make a complaint about sexual harassment.
- Excluding someone because they have raised a grievance about sexual harassment.
- Failing to promote someone because they accompanied another staff member to a grievance meeting.
- Dismissing someone because they gave evidence on behalf of another staff member at an employment tribunal hearing.

Sexual harassment and victimisation are unlawful and will not be tolerated. They may lead to disciplinary action up to and including dismissal if they are committed:

- In a work situation.
- During any situation related to work, such as at a social event with colleagues.
- Against a colleague or other person connected to us outside of a work situation, including on social media.
- Against anyone outside of a work situation where the incident is relevant to your suitability to carry out your role.

We will take into account any aggravating factors, such as abuse of power over a more junior colleague, when deciding the appropriate disciplinary action to take.

Third-Party Harassment

If any sexual harassment or victimisation of staff occurs, we will take steps to remedy any complaints and to prevent it happening again. These may include:

- Updating relevant policies.
- Providing further staff training.
- Taking disciplinary action against the perpetrator.

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.

Examples of third-party harassment include:

- Unwelcome sexual advances from a client, customer, or supplier visiting the employer's premises.
- Situations where a person is visiting a client, customer, or supplier's premises or another location during the course of their employment.

Third-party sexual harassment can result in legal liability and will not be tolerated. The law requires employers to take reasonable steps to prevent sexual harassment by third parties. Although a member of staff cannot bring a claim for third-party harassment alone, it can still result in legal liability for an employer when raised in other types of claims. All staff are encouraged to report any third-party harassment they are a victim of, or witness, in accordance with this policy.

Any sexual harassment by a member of staff against a third party may lead to disciplinary action up to and including dismissal. We will take active steps to try to prevent third-party sexual harassment of staff. These may include warning notices to customers or recorded messages at the beginning of telephone calls.

If any third-party harassment of staff occurs, we will take steps to remedy any complaints and prevent it happening again. These steps may include:

- Warning the harasser about their behaviour.
- Banning them from our premises.
- Reporting any criminal acts to the police.
- Sharing information with other branches of the business.

If You Are Being Sexually Harassed: Informal Steps

If you are being sexually harassed, consider whether you feel able to raise the problem informally with the person responsible. Explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this feels too difficult, speak to your line manager or the HR Department, who can provide confidential advice and assistance in resolving the issue formally or informally.

If the complaint concerns your line manager, you should speak informally to the HR Department. If this does not resolve the issue, follow the formal procedure below.

If you are uncertain whether an incident amounts to sexual harassment, contact your line manager or HR Department informally for confidential advice. If informal steps are not appropriate or unsuccessful, follow the formal procedure below or refer to the Grievance Procedure (for employees).

Raising a Formal Complaint

To make a formal complaint about sexual harassment, submit it in writing to your line manager. If the complaint concerns your line manager, submit it to a director. Your written complaint should include:

- Full details of the conduct in question.
- The name of the harasser.
- The nature of the sexual harassment.
- The date(s) and time(s) it occurred.
- Names of any witnesses.
- Actions taken so far to stop it.

For victimisation complaints, follow the same process but include:

- The name(s) of the person(s) responsible.
- The reason you believe you were victimised.
- The nature of the victimisation.
- The date(s) and time(s) it occurred.
- Names of any witnesses.
- Actions taken so far to stop it.

While the decision to progress a complaint is usually yours, we may pursue the matter independently to protect staff if necessary.

If You Witness Sexual Harassment or Victimisation

Staff who witness sexual harassment or victimisation are encouraged to address it by:

- Intervening (if you feel able).
- Supporting the victim to report it or reporting it yourself.
- Reporting incidents where there may be a continuing risk.
- Co-operating in any investigation.

Witnesses will be provided with support and protected from victimisation.

Formal Investigations

Complaints will be investigated promptly, respectfully, and confidentially. Only those directly involved will be informed.

You will meet with an investigator, usually within one week of filing your complaint, to give your account. You may bring a colleague or trade union representative to the meeting. If the complaint concerns an employee, they may be suspended on full pay or have their working arrangements temporarily changed.

If the complaint concerns a third party (e.g., a customer or supplier), we will consider appropriate actions to protect you while balancing business needs. Witnesses may also be interviewed, with confidentiality emphasised.

At the investigation's conclusion, the investigator will submit a report to a senior manager, who will arrange a meeting with you to discuss the outcome and any actions. You may bring a colleague or trade union representative to this meeting. Both you and the alleged harasser will receive a copy of the report and findings.

Action Following the Investigation

- If the complaint is upheld:
- If the harasser is an employee, disciplinary action will be taken in line with the Disciplinary Procedure.
- If the harasser is a third party, actions may include warnings, banning them from premises, or other measures.
- Regardless of the outcome, we will manage the working relationship between you and the other party. Options may include mediation, counselling, or changes to duties or reporting lines.

False complaints made in bad faith may result in disciplinary action. However, no one will be penalised for a complaint that is not upheld if made in good faith.

Appeals

If dissatisfied with the outcome, you may appeal in writing within one week of the decision. An appeal meeting will be held, usually within one week, conducted by a director uninvolved in the case. You may bring a colleague or trade union representative to this meeting. The final decision will be confirmed in writing and is final.

Protection and Support for Those Involved

Staff who report incidents or participate in investigations in good faith must not suffer retaliation or victimisation. Anyone found retaliating will face disciplinary action. If you experience retaliation, report it to your line manager. If unresolved, raise it formally through the appropriate procedure.

Monitoring and Training

We monitor complaints to ensure they are properly investigated, victims and witnesses are protected, repeat offenders are addressed, and training is targeted as needed.

External Support Services

- Support and guidance are available from:
- Equality Advisory and Support Service: www.equalityadvisoryservice.com
- Protect: www.protect-advice.org.uk
- Victim Support: www.victimsupport.org.uk
- Rape Crisis: www.rapecrisis.org.uk
- Rights of Women (England and Wales): www.rightsofwomen.org.uk
- Scottish Women's Rights Centre (Scotland): www.scottishwomensrightscentre.org.uk

Confidentiality and Record-Keeping

Confidentiality is critical. Details of investigations and the identities of those involved will only be shared on a "need-to-know" basis. Breaches of confidentiality may result in disciplinary action.

When appropriate, we will inform the complainant of actions taken and measures implemented to prevent recurrence. Records related to complaints will be maintained on personnel files and processed in accordance with our Privacy Standard.

Anti-Harassment and Bullying Policy

About This Policy

ePayMe Ltd is committed to providing a working environment free from harassment and bullying, ensuring all staff are treated—and treat others—with dignity and respect. This policy applies to harassment and bullying both at work and out of the workplace, such as during business trips, work-related events, or social functions. It covers employees, consultants, contractors, agency workers, and third parties such as customers, suppliers, or visitors to our premises.

We have a separate policy dealing with sexual harassment. This policy does not form part of any employee's or worker's contract of employment and may be amended at any time.

What Is Harassment?

Harassment includes any unwanted physical, verbal, or non-verbal conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment. A single incident can constitute harassment.

Unlawful harassment may involve conduct of a sexual nature or be related to protected characteristics under the Equality Act 2010, such as age, disability, gender reassignment, race, religion, sex, or sexual orientation. However, harassment is unacceptable even if it does not fall within these categories.

Examples of harassment include:

- Unwanted physical conduct such as touching, pinching, or pushing.
- Unwelcome sexual advances or suggestive behaviour.
- Offensive emails, text messages, or social media content.
- Mocking or belittling a person's disability.
- Derogatory remarks about a particular group or belief.
- A person can be harassed even if they are not the intended target, such as being offended by racist jokes about a different ethnic group.

Victimisation

Victimisation occurs when someone is subjected to a detriment because they have undertaken a "protected act," such as:

- Bringing proceedings under the Equality Act 2010.
- Giving evidence or information in connection with such proceedings.
- Alleging a breach of the Equality Act 2010. Examples of victimisation include:
- Denying opportunities because someone is suspected of making a complaint.
- Excluding someone for raising a grievance about harassment.
- Dismissing someone for supporting another staff member in a grievance or tribunal hearing.

Harassment and victimisation are unlawful and will not be tolerated. They may lead to disciplinary action up to and including dismissal.

What Is Bullying?

Bullying is offensive, intimidating, or malicious behaviour that misuses power to make a person feel vulnerable, upset, or threatened. It can take physical, verbal, or non-verbal forms.

Examples include:

- Physical or psychological threats.

- Intimidating levels of supervision.
- Inappropriate derogatory remarks about performance.

Reasonable and constructive feedback or instructions do not amount to bullying.

If You Are Being Harassed or Bullied

If you are experiencing harassment or bullying, consider raising the issue informally with the person responsible, explaining that their behaviour is unwelcome. If this is too difficult, speak to your line manager or the Managing Director for confidential advice.

If informal steps are inappropriate or unsuccessful, raise the matter formally under the Grievance Procedure. Complaints will be investigated promptly and confidentially by someone with appropriate experience and no prior involvement. Only those who need to know will be informed.

During the investigation, we may take steps to manage relationships between you and the accused, such as temporary changes to duties or work arrangements. Once the investigation is complete, you will be informed of the outcome:

- If harassment or bullying by an employee is found, the matter will be handled under the Disciplinary Procedure.
- If the accused is a third party, appropriate actions will be considered.

Regardless of the outcome, we will manage the ongoing working relationship to minimise conflict.

Protection and Support

Staff who report wrongdoing or participate in investigations in good faith must not suffer retaliation. Any such behaviour will result in disciplinary action.

Record-Keeping

Information about a complaint may be placed on the relevant employee's personnel file, along with records of the outcome. These will be processed in accordance with our Privacy Standard.

Whistleblowing Policy

About This Policy

We are committed to conducting business with honesty and integrity. Suspected wrongdoing should be reported promptly.

What Is Whistleblowing?

Whistleblowing is the reporting of suspected wrongdoing or dangers, including:

- Bribery or fraud.
- Facilitation of tax evasion.
- Criminal activity.
- Health and safety risks.
- Environmental damage.
- Breaches of legal or professional obligations.

How to Raise a Concern

In most cases, concerns can be raised with your manager. If this is not possible, contact the Managing Director. A meeting will be arranged to discuss your concern, and you may bring a colleague or union representative to the meeting.

Confidentiality

We encourage openness but will make every effort to keep your identity confidential if requested. However, anonymity may limit our ability to investigate fully.

External Disclosures

The policy aims to provide an internal mechanism for addressing concerns, but in some cases, it may be appropriate to report concerns to external bodies, such as regulators. Seek advice before doing so. PROTECT operates a confidential helpline (details below).

Protection and Support for Whistleblowers

Whistleblowers will be supported and must not suffer retaliation. Any retaliation will result in disciplinary action. Malicious false allegations, however, may lead to disciplinary action against the whistleblower.

Contact Information

PROTECT (Independent Whistleblowing Charity) Helpline: (020) 3117 2520

Email: whistle@pcaw.co.uk Website: www.pcaw.co.uk

Anti-Corruption and Bribery Policy**About This Policy**

We are committed to conducting business honestly and ethically, with a zero-tolerance approach to bribery and corruption. All business dealings must be conducted professionally, fairly, and with integrity.

- Employees: Breaches of this policy may result in disciplinary action, including dismissal for gross misconduct.
- Non-Employees: Breaches may result in the termination of contracts with immediate effect.
- This policy applies to all employees and does not form part of any employment contract. It may be amended or reviewed at any time.

What Is Bribery?

A bribe is a financial or other inducement or reward for actions that are illegal, unethical, a breach of trust, or improper. Bribery includes offering, promising, giving, accepting, or seeking a bribe.

Examples of prohibited actions include:

- Giving or offering gifts, hospitality, or payments to gain a business advantage.
- Accepting gifts or offers made with the expectation of favourable treatment.
- Making facilitation payments to government officials to speed up procedures.
- If you are unsure whether an act constitutes bribery, consult your manager or the Managing Director.

Gifts and Hospitality

Reasonable hospitality may be accepted or offered for legitimate purposes, such as building relationships or promoting services, provided it is not lavish or extravagant. Gifts must:

- Be appropriate to the circumstances.
- Exclude cash or cash equivalents (e.g., vouchers).
- Be declared and recorded.
- Promotional gifts of low value (e.g., branded stationery) may be exchanged with customers or suppliers.

Record-Keeping

All gifts, hospitality, and related expenses must be declared and recorded accurately in accordance with our expenses

policy. Invoices and records of third-party dealings must be complete and accurate. No "off-book" accounts are permitted.

How to Raise a Concern

If you are offered a bribe, asked to make one, or suspect any breach of this policy, notify your manager or the Managing Director immediately. Concerns can also be reported through the Whistleblowing Policy.

Anti-Slavery and Human Trafficking Policy

Policy Statement

Modern slavery, including slavery, servitude, forced labour, and human trafficking, is a crime and a violation of fundamental human rights. We take a zero-tolerance approach to modern slavery and are committed to ethical business practices and transparency throughout our operations and supply chains.

We expect the same high standards from contractors, suppliers, and business partners. Specific prohibitions against forced, trafficked, or compulsory labour are included in all contracts.

Scope

This policy applies to all employees, contractors, consultants, agency workers, volunteers, business partners, and third-party representatives. It does not form part of employment contracts and may be amended at any time.

Actions to Prevent Modern Slavery

Our efforts to identify and eliminate modern slavery include:

- Conducting due diligence on new agencies, verifying VAT numbers and compliance with legislation.
- Regularly reviewing agency compliance.
- Ensuring payroll payments are made to separate bank accounts matching employee names.
- Providing training to staff on identifying and responding to modern slavery.
- Sharing intelligence within the supply chain to address suspicious activities.

Compliance

All staff must read and comply with this policy. Any concerns about modern slavery must be reported to the compliance manager or raised through the grievance process.

Concerns should be reported at the earliest stage. Examples of suspicious activity include the treatment of workers, working conditions, or any act that could constitute modern slavery.

Support and Protection

We encourage openness and will protect individuals who raise concerns in good faith, even if they are mistaken. Retaliation against whistleblowers will not be tolerated and may result in disciplinary action. Detrimental treatment, such as dismissal or disciplinary action, should be reported immediately.

Training and Awareness

Training on modern slavery forms part of the induction process and will be provided regularly. The zero-tolerance approach must also be communicated to suppliers and reinforced during business relationships.

Breaches of This Policy

Employees: Breaches will result in disciplinary action, including dismissal for gross misconduct. Non-

Employees: Contracts with individuals or organisations breaching this policy will be terminated.

Contact Information

If you have concerns, contact the Compliance Manager or use the Grievance Procedure if applicable. For whistleblowing concerns, contact: PROTECT (Independent Whistleblowing Charity)

Helpline: (020) 3117 2520 Email: whistle@pcaw.co.uk Website: www.pcaw.co.uk

Disciplinary & Capability Procedure

Introduction

This procedure is designed to help employees achieve and maintain the expected standards of conduct and performance. It provides a framework for managers to address misconduct or poor performance fairly, encouraging improvement where necessary. We aim to ensure consistent and fair treatment for all employees. Concerns about performance will be dealt with fairly, with steps taken to establish the facts and provide employees an opportunity to respond at an investigation hearing before formal action is taken.

Principles

This procedure applies to all employees, regardless of length of service.

It is used to address misconduct and poor performance but does not apply to cases of genuine sickness absence or redundancies.

No disciplinary action will be taken until the matter has been fully investigated.

Minor conduct or performance issues can often be resolved informally through private discussions with the Contract Manager. If the issue is not resolved, or if informal discussions are inappropriate due to the seriousness of the matter, formal steps may be taken.

Employees will not typically be dismissed for a first act of misconduct unless it constitutes gross misconduct or occurs during the probationary period. Employees with disabilities should notify the company of any difficulty they may experience at any stage of the process.

All employees have the right to appeal against disciplinary decisions.

Confidentiality

Disciplinary matters will be handled sensitively and respectfully. All information shared during investigations and hearings must remain confidential. Neither employees nor their companions may record meetings electronically.

Investigations

Investigations aim to establish a fair and balanced view of the facts before proceeding to a disciplinary hearing. The extent of the investigation depends on the nature of the issue and may involve interviewing employees, witnesses, and reviewing documents.

Investigative interviews are fact-finding only and do not result in disciplinary decisions.

Employees do not typically have the right to bring a companion to an investigative interview, though exceptions may be made for disabilities or language difficulties.

Employees must co-operate fully by attending interviews, identifying witnesses, and providing relevant documents.

Criminal Charges

If an employee is subject to a criminal investigation, charge, or conviction, the company will investigate the facts to determine the relevance to their employment. Actions may be taken independently of the outcome of any prosecution.

A criminal matter outside work may be treated as a disciplinary issue if it is deemed relevant to the employee's role.

Suspension

Suspension may be necessary to prevent interference with an investigation. Employees will be notified in writing, and suspension will last no longer than necessary.

During suspension, employees must not visit company premises or contact colleagues, clients, or suppliers without authorisation. Suspension is not a disciplinary penalty and does not imply guilt. In some cases, suspension may be without pay.

Notification of Disciplinary/Capability Hearing

After an investigation, if disciplinary action is deemed necessary, the employee will be required to attend a hearing. Employees will receive written notice including:

- Details of the allegations and the potential consequences.
- A summary of relevant evidence.
- Copies of relevant documents and witness statements (where confidentiality permits).

Hearings will be scheduled as soon as practicable, allowing reasonable time for preparation.

Right to Be Accompanied

Employees may bring a companion to disciplinary, capability, or appeal hearings. The companion can be a trade union representative or a fellow employee.

The chosen companion must be confirmed with the Contract Manager in advance. Companions are not obligated to participate, and reasonable time off will be provided for them to act as a companion.

The company may reject a companion if they are deemed unreasonable (e.g., due to conflicts of interest, availability, or unsuitability). Exceptions may be made for companions outside the company where needed for disabilities or language barriers.

Disciplinary/Capability Hearing

No penalty will be imposed without a hearing. Penalties will be determined fairly, considering the specifics of each case. While previous penalties for similar cases may inform decisions, each case is assessed individually.

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	Fourth Occasion
UNSATIS-FACTORY PERFOR-MANCE	Formal verbal warning	First Written warning	Final written warning	Dismissal
MISCON-DUCT	First Written Warning	Final written warning	Dismissal	
SERIOUS MISCON-DUCT	Final written warning	Dismissal		
GROSS MISCON-DUCT	Dismissal			

Attendance at Hearings

If you or your companion cannot attend the hearing, you should inform us immediately, and we will arrange an alternative time. You must make every effort to attend. If you fail to attend without good reason or are persistently unavailable, we may make a decision based on the available evidence.

At the disciplinary or capability hearing:

- The allegations or performance issues and evidence will be presented to you.
- You will have the opportunity to respond and present your own evidence.
- Your companion may make representations and ask questions but cannot answer on your behalf.

If further investigations are required, the hearing may be adjourned. You will have a reasonable opportunity to review any new information before the hearing is reconvened.

You will be informed in writing of the decision and the reasons for it, usually within seven working days of the hearing.

Disciplinary Penalties

Penalties for misconduct or unsatisfactory performance are determined fairly, with each case assessed on its own merits. Decisions from similar cases may inform outcomes but will not set precedents.

The stages of penalties are as follows:

Stage 1 – First Written Warning

A first written warning, authorised by the HR Department, is typically issued for a first act of misconduct or unsatisfactory performance if no other warnings are active.

Stage 2 – Final Written Warning

A final written warning, authorised by the HR Department, is usually issued for:

- Further misconduct or unsatisfactory performance when a first warning is already active.
- Serious misconduct that warrants a final warning even if no prior warnings exist.

Stage 3 – Dismissal or Deployment (Capability Only)

Dismissal, authorised by the HR Department, is typically appropriate for:

- Further misconduct or unsatisfactory performance when a final warning is active.
- Gross misconduct, which usually results in summary dismissal (immediate dismissal without notice or pay in lieu).
- For capability issues, alternative actions may include:
- Deployment to another suitable role, potentially at a lower grade (if the contract permits).
- Extending an active final warning with a further review period.

Effect of Warnings

Warnings will specify:

- The nature of the misconduct or performance issue.
- The required behavioural changes or recommendations.
- The active period of the warning.
- Consequences of further misconduct or unsatisfactory performance during the warning period.

Typical active periods for warnings are:

Verbal Warning: 3 months.

First Written Warning: 6 months. Final Written Warning: 12 months.

After the active period, warnings remain on your personnel file but will be disregarded in future disciplinary decisions.

Appeals

If you feel that disciplinary action is unfair or unjust, you may appeal in writing, stating your full grounds for appeal. Appeals must be submitted within one week of being informed of the decision.

If appealing a dismissal, the dismissal will not be delayed while the appeal is considered. If the appeal is successful, you will be reinstated without loss of continuity or pay.

New matters raised during the appeal may require further investigation, with a summary and relevant documents provided to you before the appeal hearing.

The appeal hearing may be:

- A full re-hearing of the case.
- A review of the fairness of the original decision, based on procedures followed and new information presented.

Appeals are handled impartially. Where possible, the appeal will be conducted by a manager not previously involved in the case.

Outcome of Appeals

Following the appeal hearing, we may:

1. Confirm the original decision.
2. Revoke the original decision.
3. Substitute a different penalty.

You will be informed of the final decision in writing, usually within one week of the appeal hearing. The decision will also be explained in person, where possible. There is no further right of appeal.

Personal Circumstances/Welfare

If personal circumstances arise that prevent you from performing your duties (e.g., lack of dexterity or ill health) but do not prevent attendance at work, we may require details of your medical diagnosis and prognosis. This is usually obtained through a report from your doctor, for which your permission will be needed.

After gathering medical information and consulting with you, a decision will be made regarding your continued employment in your current role or, if feasible, a more suitable position.

Short Service/Probation Period

The capability procedure may be adjusted based on your length of service. Employees with short service may not receive formal warnings before dismissal. However, you will still have the right to a hearing and an appeal.

Examples of Misconduct

The following are examples of misconduct that may result in disciplinary action:

- Failure to adhere to health and safety rules and procedures.
- Persistent absenteeism or lateness.
- Unsatisfactory work standards or output.
- Rudeness, harassment, bullying, or inappropriate language towards others.
- Unauthorised use of email or the internet.
- Failure to follow reasonable instructions or company procedures.
- Unauthorised use or negligent damage to company property.
- Private use of company vehicles without approval.
- Failure to report incidents or driving convictions if work involves driving.
- Examples of Gross Misconduct

The following are examples of gross misconduct that may result in summary dismissal (immediate dismissal without notice):

- Grossly indecent or immoral behaviour, unlawful discrimination, or serious harassment.
- Smoking in non-smoking areas or consuming alcohol on the premises.
- Dangerous behaviour, fighting, or physical assault.
- Being intoxicated or under the influence of drugs at work.
- Theft, fraud, or unauthorised possession of company property.
- Serious breaches of health and safety rules endangering others.
- Misuse of company equipment.
- Gross insubordination or refusal to follow instructions.
- Abuse of company policies (e.g., Anti-Harassment, Whistleblowing).
- Absences due to illness or injury lasting more than 14 consecutive days (pregnancy-related absences excluded).



Grievance Procedure

Informal Resolution

Most grievances can be resolved through informal discussion with us, the agency, or the end client. If informal discussions do not resolve the issue, you should promptly initiate the formal grievance procedure.

Written Grievance

Submit a written grievance outlining the nature of your complaint, including relevant facts, dates, and names of individuals involved. The company will contact you to discuss the matter confidentially.

Grievance Meeting

A grievance meeting will be arranged, typically within five working days of receiving your written grievance. You should make every effort to attend.

You may bring a companion (trade union representative or fellow employee) to the meeting. If you or your companion cannot attend, an alternative time will be arranged.

If further investigations are required, the meeting may be adjourned and reconvened later. The final decision and any intended actions will be communicated in writing within ten working days of the last meeting. You will also be advised of your right to appeal.

Appeal

If the grievance is not resolved to your satisfaction, you may appeal in writing within seven working days, stating your full grounds of appeal.

An appeal meeting will be held, usually within two weeks of receiving your appeal. It will be conducted by a manager not previously involved in the case.

You may bring a companion to the appeal meeting. The final decision will be provided in writing, usually within seven days of the appeal hearing. There will be no further right of appeal.



Contractor Handbook
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