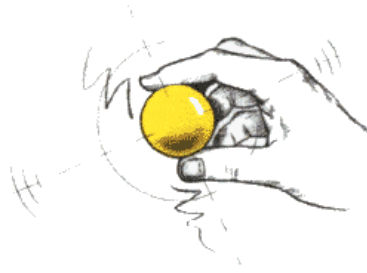


# Plasmotec Limited



# Employee Handbook

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## **Introduction**

This employee handbook pulls together information on Company policies and procedures about key aspects of your employment and various other topics. It covers many of the more general areas about which employees sometimes ask questions.

It illustrates our intention to treat all employees fairly and consistently and to follow the law as regards to employment practices.

It is important that all employees are aware of the policies adopted by the Company and understand the procedures to ensure the policies are put into practise and adhered to.

The handbook is not intended to cover every situation or explain everything about your employment and some policies may not be specifically covered. If in doubt please ask.

If there is anything in this staff handbook which you do not understand or on which you require further clarification, you should in the first instance speak to your manager.

### **Contractual status**

Your contractual terms and conditions of employment are contained within the following documents:

- Letter of appointment
- Contact of employment
- Job description
- Staff Handbook

### **Changes to the Staff Handbook**

If you believe this document is delinquent in some respect or it should cover a specific topic that it does not currently you should make your views or concerns known by addressing them in writing to the Office Manager.

This may or may not result in your concerns being addresses in any up-issued versions of the handbook. Without knowledge of your opinion however your concerns will not be capable of consideration.

From time to time, this Staff Handbook may be amended and updated. You are responsible for keeping up-to-date with the Company's policies and procedures. A copy of the latest version of this Staff Handbook is located on the Company's intranet.

You should appreciate therefore that if you are looking at a hard copy, a printed copy, of this handbook it may well be superseded in some respect. For this reason you are encouraged to view the intranet copy.

Laurence Hibble

## **Equal Opportunities**

The Company is an equal opportunity employer and is fully committed to a policy of treating all of its employees and job applicants equally.

The Company will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or beliefs, sex or sexual orientation.

Employees have a duty to co-operate with the Company to make sure that this policy is effective in ensuring equal opportunities and in preventing discrimination. Action will be taken under the Company's disciplinary procedure against any employee who is found to have committed an act of improper or unlawful discrimination. Serious breaches of this equal opportunity policy will be treated as potential gross misconduct and could render the employee liable to summary dismissal.

You should draw the attention to a Director to suspected discrimination acts or practices. You must not victimise or retaliate against an employee who has made allegations or complaints of discrimination or who has provided information about such discrimination. Such behaviour will be treated as potential gross misconduct in accordance with the Company's disciplinary procedure. You should support colleagues who suffer such treatment and are making a complaint.

### **Vacancy Advertising, Selection & Recruitment**

As a general rule any employee may apply for any position for which a vacancy exists.

Wherever practicable and appropriate, vacancies will be notified to job centres, careers offices, schools, colleges, or elsewhere. We will also consider placing adverts in local shops and newspapers and using recruitment agencies.

Selection and recruitment decisions will be made on the basis of fair and objective criteria. Our selection criteria is reviewed from time to time to ensure that it is appropriate for achieving our objectives and for avoiding unlawful discrimination.

Wherever possible and practical, more than one person will be involved in the selection interview and recruitment process.

### **Personnel Records**

In order to ensure the effective operation of the equal opportunity policy (and for no other purpose) a record may be kept of all employees' and job applicants' gender, age, race and any disability.

Where necessary, employees will be able to check/correct their own record of these details. Otherwise, access to this information will be strictly restricted.

## **General**

The objectives of this policy are to:

Ensure Plasmotec Limited has access to the widest possible labour market and secures the best employees commensurate with our needs.

Ensure that no applicant or employee receives less favourable treatment, and that, wherever possible, they are given the help they need to attain their full potential to the benefit of Plasmotec Limited and themselves.

The co-operation of all employees is essential for the success of this policy. Behaviour or actions against the spirit and or the letter of the laws on which this policy is based will be considered serious disciplinary matters, and may, in some cases, lead to dismissal.

## **Recruitment and Probation**

The purpose of this policy is to document our approach to recruitment and development and training of Plasmotec employees. The objective is to ensure that all employees are capable of performing their duties not only to the best of their abilities but also competently and with confidence. Our culture should be one that recognises and rewards wherever practicable above average performance and addresses and corrects below average performance. As such we must ensure that we recruit the right people, properly train them and ensure we have in place systems and procedures that enable timely feedback to be given.

### **Recruitment**

The recruitment process will be conducted in such a way as to result in the selection of the most suitable person for the job in terms of relevant experience, abilities and qualifications. The Company is committed to applying its equal opportunities policy statement at all stages of recruitment and selection.

The Application Form is an important document when it comes to recruitment, containing (as it does) important details and information that should be taken into consideration when evaluating the suitability of a candidate.

All applicants should fully complete a Company Application Form. The completed form is to be reviewed by the individual doing the recruiting. Any questions arising concerning the applicant's fitness and suitability for the position should be investigated.

If the applicant is successful the completed application form should be placed on the employee's file.

Application Forms may be referred to when determining and planning training requirements.

References should be taken up whenever possible and any feedback obtained factored into the decision to recruit. As a general rule references should be taken up prior to any offer being made. Any questions arising from the references should be investigated as appropriate.

Aptitude tests to evaluate basic reading, writing skills and numeracy and to verify and validate the applicant's skills level should be undertaken.

Where applicable exam results and qualifications should be verified.

### **Probationary Period**

All new employees should be aware that during the first 3-6 months of their employment they will be expected to successfully complete certain training and demonstrate their suitability, competence and that they have the ability to undertake the position for which they have been recruited and to meet expectation.

As a general rule all new applicants will be expected to successfully complete their probationary period within 3-6 months of their start date.

During the probationary period the employee should receive appropriate training and supervision such that the Company is in a position to properly evaluate the employee's eligibility to sustain the position, whether the probationary period requires extension and if further basic training is required.

If the probationary period is extended or successfully completed the employee should be notified accordingly.

Completion of the probationary period does not ordinarily confer any particular increase in salary but will as a general rule result in certain sickness benefits and the entitlement to accrue holiday at a rate greater than the current statutory minimum. An employee who has not properly completed their probationary period cannot be promoted nor will they be able to participate or benefit from any 'general' or specific salary review. Ultimately a failure to successfully complete the probationary period and any extensions thereto is likely to result in disciplinary action that may result in dismissal.

### **Probationary Interview**

At the completion of the time set for the probationary period, usually 3-6 months, a review meeting should take place. The meeting should be attended by the employee, the employee's principle Supervisor or Manager and possibly the Managing Director. The objective of this meeting is to:

- Provide a relatively formal forum in which the employee's comments can be discussed.
- Evaluate and discuss training including training that should have been successfully completed and further training requirements.
- Review with the employee their job description.
- Consider the individual's performance to date including time and attendance record.
- Consider and discuss any other relevant points.
- Formally determine whether the probation period has been successfully completed or not.
- Determine key actions or areas on which to focus moving forward.
- Set a date for any subsequent review meeting.

Further probationary review meetings should be held where the employee has not successfully completed their probationary period. The length of the extension should be determined at the close of the initial or prior probationary meeting.

As part of the probationary review meeting process up to three documents will require completion as follows:

1. Probationary Review Employee Feedback  
This is a feedback document that the employee should complete prior to the start of the actual review meeting.
2. Probationary Review Supervisor Feedback  
This document is used to obtain and summarise comments about the employee from other supervisors or managers the employee may report to or work with.
3. Probationary Review Meeting Document

This is the summary document that pulls together the above and provides an outline and record of the meeting and what was discussed and concluded.

The above documents once completed should be held on the employee's file.

Employees will not be capable of completing their probationary period if any identified basic training requirement steps remain outstanding. Equally a poor time and attendance record may result in an extension of the probation period as may performance inconsistent with any reasonable standard of expectation.

### **Unsatisfactory Job Performance**

If there is significant deficiency in an individual's performance, or any personal failing which affect the individual's work, the Manager will follow the disciplinary rules set out later in the handbook. Although the Company will endeavour to do what is necessary to facilitate improvement the prime remedy lies with the individual employee.



## **Job Descriptions**

All new employees should receive a job description within a short period of their employment commencing. Two copies will be provided, one for the employee and one to be placed on the employee's file. The job description should be signed by the employee and on behalf of the Company.

The job description should be discussed with the individual to ensure that he or she is clear as to the purpose of the job description and the duties they will be expected to perform.

As the employee gains experience and knowledge then the job description may need to be amended or redrafted to reflect the changes in duties and responsibilities that occur. However, a job description traditionally has most relevance at the beginning of employment. As time passes its relevance as an accurate document that describes the specific duties and responsibilities of a given job is likely to decrease as systems, procedures and responsibilities change and as the Company and individual evolve and develop.

The job description should be reviewed at the employee's probationary review meeting.

The job description may be reviewed when determining and planning training requirements.

## Training

Training is fundamental to any organisation. It is essential to ensuring each member of the organisation is properly and sufficiently informed as to how they should do the job they are employed to do. The points below are extracts from PL 852 v1, Training.

Training should be

- Comprehensive and address all areas that are commensurate with:
  - Ensuring the individual knows what each and every element of their job involves.
  - The individual knows how to undertake each element of their job properly, efficiently correctly and to a high standard.
  - Ensuring employee clarity regarding the requisite standard required.
  - One that encourages employee development.
  - The proper communication of technical issues and new practices.
  - Improving productivity.
  - Ensuring compliance with the Company's systems and procedures and health and safety.
  - The importance of OTIF and customer service.
  - A focus on quality.
  - Ownership of issues and responsibility to properly resolve problems and issues.
- Sufficient to ensure that all aspects of an employee's job are covered.
  - Any and all elements of an individual's job should be covered with some form of formal training.
- Training should be innovative and designed to maximise the opportunity for the individual to learn and be comfortable with the learning experience
  - Training material may include any of the following or a mix of the following:
    - Written modules and material that is explained and discussed
    - Question and answer sessions
    - Demonstration
    - Observation
    - Set reading
    - Review of work done
    - Buddying up
- All training should be properly verified and it should be applied by the trainee wherever it is relevant and applicable. Verification may include any of the following or a mix of the following:
  - written questions
  - multiple choice
  - verbal question and answer sessions
  - demonstration of a particular task by the trainee
  - casual observation of work done over a period of time
  - review of work done including an audit of work undertaken
- An accurate record of what training is to be done and what has been done should be maintained using the Company's training repository in the PDMS

- The PDMS should accurately record precisely the status of training for all employees.
  - The PDMS should show all planned training for an employee.
  - All training should be properly documented.
  - All training verification should be properly documented
  - The PDMS should clearly show and evidence what training has been undertaken.
  - The PDMS should clearly show and evidence what training has been verified.
  - Version control should be maintained so that it is easy to verify what precisely has been done and how that compares with the latest issue of the relevant training material.
  - All training (training documents and feedback devices) allocated should show the date the training should be successfully completed by and when it was completed.
  - Specific training undertaken or to be done should be capable of being quickly and easily located.
- A copy of the training matrix should be given to the employee and he or she should be encouraged to take a role in ensuring he or she meets realistic training objectives.
    - Training matrices for each employee should be regularly refreshed.
    - Training status should be taken into account whenever salaries are reviewed.
    - Feedback should be obtained from the trainee on a timely basis on training.
    - The trainee should be responsible for maintaining their own physical training folder which should include a recent copy of their training matrix printed from the PDMS and the modules they have completed (training and feedback devices) should be held in the file for reference by them.
    - Employees should take responsibility for ensuring their training matrices are fully up to date at all times.
  - Training should be undertaken on timely basis.
    - Responsibility rests with both the supervisor and the trainee to get all training done that should be done as quickly as is reasonable taking all things into account.
    - Training done and not done should be taken into account when assessing whether an individual can graduate from probation or gain promotion or progression.
    - Training is not optional.

All basic training requirements as identified on an individual's training matrix should be completed within 3-6 months. Failure to complete these basic training requirements will jeopardize employment.

Training review meetings should take place between the individual and the relevant department Supervisor or Manager on a regular basis.

The main objective of the review meeting is to ensure that training progress is reviewed on a formal and timely basis and the opportunity is taken to discuss any other issue that may require discussion. Formal really means there is some considered structure to the review (the meeting) and that it is recorded. The frequency of the reviews is a function of the specifics. The individual and their position and their length of employment and their progress and the results of previous reviews should all be taken into account by the supervisor or manager in determining what is

appropriate. It is likely that more reviews should take place with new people than with those that have been employed for a number of years. It may also be necessary for more reviews to take place when a training programme is not being completed as quickly as hoped for. The review should consist of 3 elements: the review of how the individual's training is progressing; a review of the attendance record of the individual and a general free format review.

The training review is intended to provide a forum where the specific training record for the individual is reviewed. The idea is that progress and achievement is discussed. In many incidences where training is properly identified, assigned to the individual, scheduled and recorded properly, in all respects and via the PDMS and that training is properly undertaken at a suitable rate the discussion, the review meeting, and what needs to be recorded will be straight forward. Where this is not the case consideration will need to be given as to why and where it is delinquent and what action(s) needs to be taken. Just what that action actually is will be a function of all of the specifics. However if the result or conclusion of the review is that the training for the individual is delinquent in some way then what the corrective action or actions should be must be considered. The form must be used to bullet point what the corrective action is. Corrective actions should be agreed with the trainee as applicable. The conclusions and the corrective actions reached at prior meetings should be reviewed at the beginning or prior to any subsequent review. Proper disposition of correction actions called for in a prior meeting is a significant point. Failure to undertake successfully identified corrective actions must itself be actioned meaning it must be addressed.

The next section of the Review Meeting Record is to formalise a review of attendance. In many cases this will be little more than documenting the number of days sick or absence taken by the individual and converting this to a ratio that expresses the number as a percentage of the total number of days that could have been worked. If the number of day's absence is deemed high further consideration of the specifics may be appropriate. The number of periods of absence may be looked at and further action may need to be considered if deemed appropriate. This would include looking at what the Company can do.

The third section is free format meaning what is covered is largely whatever is deemed appropriate to the supervisor or manager in relation to the specific circumstances of the individual. The breadth and the scope of what might reasonably be considered here for inclusion is considerable. It is not the intention of this document to discuss or dictate the detail of what an appraisal or performance review meeting should consist of. However consideration should be given to using the review meeting to:

- Re-enforce or communicate the objectives of the position the individual occupies and their responsibilities and how they fit in.
- To check that the individual is clear as to what their duties and responsibilities actually are and how they are or how they should be reflected in what they do.
- To discuss the importance of training and what it means, for example, to the individual who is in probation or part of a training programme.
- To discuss the individual's goals and aspirations.
- To discuss the Company's strategy and how they fit into that strategy.
- To discuss the individual's progress.
- To discuss specific areas, new or existing, to the individual that the supervisor or manager wants the individual to focus on either as part of a plan to improve Company or individual performance or to extend the individual's contribution to the business or as part of the development of that individual or to manage effective delegation.
- To team build.

- To identify and discuss areas of performance deemed poor and in need of corrective action.

Training needs and requirements and training undertaken should be recorded for each employee using the training matrix. Each employee is responsible for monitoring their own training needs and requirements and should take ownership that training is being progressed on a timely basis. Each employee should have a training file which contains a copy of their training matrix and completed training modules, it is the individuals' responsibility to maintain their training file.

All training undertaken should be recorded for each employee on the PDMS.

Training status will be taken into consideration at pay reviews.

Induction training for each new employee as detailed in the relevant section of training record PL028 should be conducted within the first month of employment supervised by the Office Manager.

The Directors review the training requirements of all Company staff. Training requirements are reviewed at the Management Review Meeting and more frequently by the Managing Director.

From time to time an individual may be asked or offered the opportunity to attend an external training course or attend training on-site that is undertaken by an external trainer. In addition and from time to time the Company may contribute to a course undertaken by an employee.

Where such training is paid for wholly or partially by the Company the employee commits and undertakes that if they leave employment, or tender resignation, at any point in the following 18 months (contracted minimum period of service) they will refund to the Company an amount proportionate to the unexpired portion of the contracted minimum period of service.

## **Holidays**

### **Holiday Entitlement**

The number of days holiday you are entitled to take in a holiday year is/will be separately notified to you in your contract of employment. A week is determined by the number of days you ordinarily are contracted to work.

### **Holiday Year**

The holiday year runs from the 1st January to the 31st December. Holiday entitlement cannot be carried over from one year to another.

### **Christmas Closure**

Up to one week of the annual holiday entitlement may be required to be taken at the time of the Company's Christmas shutdown if the Company so chooses. The Company may or may not instigate a Christmas shutdown.

The Company will advise of the intent to shutdown or otherwise at the end of the preceding October but reserves the right to reverse the decision in the light of work volumes.

### **Notification**

Individuals should notify the Company of the desire to take holiday by means of the Company's "Holiday Request Form". Every employee should complete one of these in good time prior to the commencement of the holiday. All holiday dates must be approved in advance by your Supervisor or Manager, giving due regard to both operational and individual requirements.

You must not book holidays until your request has been formally authorised in writing. It is your responsibility to ensure that approval is given. You should not assume that because you have requested holiday that you are entitled to take that holiday. Authorisation is at the discretion of management and may be refused if for instance:

1. Inadequate notice is given, or
2. Holiday dates requested clash with those of other employees already requested and authorised, or
3. Holiday may be refused if the total number of day's holiday exceeds two weeks over the period June through August inclusive.

Authorisation may not be unreasonably refused.

When dealing with competing requests for annual leave, the Company may introduce or apply a first come, first served basis as a fair criterion for selection. This is more likely to be the case during periods of high demand, such as during the summer months.

## **Holiday Pay for Leave untaken on Termination of Employment**

Any accrued untaken leave will be paid on termination of employment. Payment will be made for the exact amount of leave accrued.

Example 1: An employee working a 5 day week leaves after working 6 weeks and 3 days, no holiday taken. The employee is still in probation period and holiday entitlement is 5.6 weeks (28 days) pro-rata.

$3/5$  of a week = 0.6 + 6 full weeks = 6.6  
 $6.6 / 52 \times 28 = 3.55$  days entitlement to be paid

Example 2: If in the above example the employee had received pay for 1 bank holiday then the entitlement to pay at the time of leaving would be 2.55 days.

Production staff who receive different rates of pay for day and night shifts will be paid an average rate of the two when calculating holiday pay due or deduction of overtaken holiday.

If you have taken more leave than your entitlement on termination of employment, the appropriate amount will be deducted from your final pay. Final payment will be made to you when the next payroll run is processed (i.e. at the end of the following month), and not on the day you leave.

## **You are sick while on holiday**

Should you be incapacitated work for due to sickness or injury during any period of pre-booked annual leave (whether in whole or part), you must adequately notify the Company in accordance with its sickness absence reporting procedure set out in the sickness absence procedure policy.

The Company will then reimburse the period of annual leave entitlement lost due to your incapacity and instead pay you Statutory Sick Pay (not full sick pay) for your period of sickness absence, provided you meet the qualifying conditions for SSP, you fully comply with your obligations relating to sickness absence reporting and your absence is properly certified. You must therefore deliver to the Company a relevant self-certification form or doctor's certificate covering the entire period of your incapacity for these provisions to apply.

## **General**

It is your responsibility to keep accurate records as to how much holiday you are entitled to and how much you have taken.

Failure to return to work from your holiday at the correct time without reasonable excuse, and without informing your line manager or an appropriate member of staff such as another manager or director, will result in disciplinary action which could lead to dismissal.

If your holiday entitlement is exceeded, an appropriate deduction from your salary will be made. Holiday taken over and above what you are entitled to may lead to disciplinary action. From time to time holiday may in exceptional circumstances be bought back by mutual agreement. A holiday form will need to be completed stating the individual wishes to sell holiday.

## Notification of Sickness & Absence

To assist the smooth running and operation of the Company it is essential that the Company is made aware on a timely basis of any individual's absence and the likely duration of that absence. This is an obvious but essential requirement. The absence of any employee means, that amongst other things, that person's job needs to be covered. This invariably puts additional pressure on colleagues to cover the absentee's work. Notification of absence on a timely basis is therefore essential to enable the business to be managed.

### Policy

1. On the first day of your sickness / absence, you must contact the Company and speak to your Supervisor at the earliest opportunity and prior to or as close to your normal start time as possible. In any event, this must be no later than two hours after your normal start time. If you are unable to speak to your Supervisor personally, you should speak to an appropriate member of staff such as another Manager or Director. You should give details of the nature of your illness / absence and, if the illness is of a minor or suitable nature, you should indicate when you believe you will be fit to return to work. You must inform your Supervisor as soon as possible of any change in the day you anticipate to return to work.

Leaving a message with a colleague to inform others, a message with whoever answers the phone or on the voicemail system, is not fully informing an appropriate member of staff. Contacting your Supervisor by text message, e-mail or any form of social media is not acceptable unless specifically agreed with your supervisor and it does **not** relate to the first day. It is also unacceptable for a third party to contact the Company on your behalf to report your sickness absence, other than in very exceptional circumstances (for example, where you have been admitted to hospital and you are not in a position to make the telephone call yourself).

2. For an absence of seven consecutive calendar days or less, you are required to speak to your Supervisor on a daily basis in accordance with the procedure stated above. You must also complete a self-certification of sickness absence form immediately on your return to work. Self-certification forms are available from the office, and should be returned once completed to Sarah. It is up to you to ensure that doctor's certificates and self-certification forms are handed to the office. You are reminded that it is a serious disciplinary offence to provide false information on a self-certification form.
3. Should your sickness absence be for a period in excess of seven calendar days a doctor's certificate must be obtained as you are only able to self-certify for up to 7 days. It is still up to the individual to speak with his or her Supervisor or Manager each day as above.

It is further the responsibility of the employee to keep his or her Supervisor updated and appraised of the illness or injury and advise if the period of absence is increased as a result of a further doctor's certificate.



You MUST always provide medical certificates (either self –certification of sickness absence forms or doctor’s certificates) to cover the entire period of your sickness absence.

4. The Company reserves the right to request a doctor’s certificate for any period of sickness absence even though this may be less than eight calendar days. If you incur a fee in relation to obtaining a doctor’s certificate, the Company will reimburse it upon the production of a receipt.
5. Where a doctor’s certificate indicates that you may be fit for work and the doctor has suggested ways of helping you get back to work, such as a phased return to work, altered hours, amended duties or workplace adaptations, your line manager will discuss the advice on the doctor’s certificate with you and will consider any functional comments made by the doctor, any of the return to work tick boxes and any other action that could help you return to work despite your illness. The various options will be discussed with you and if a return to work is possible, your Supervisor will agree with you a return to work date, any temporary adaptations or adjustments that are to be made and for how long and will set a date for review.

If you disagree with the Company’s proposals to support your return to work, you will be asked to confirm why you believe you cannot return to work despite your doctor’s suggestions, and the Company reserves the right to obtain further medical evidence as necessary, such as a medical report.

If the Company is not able to make any adaptation or adjustments to help you return to work, your Supervisor will explain the reasons for this with you and will set a date for review. You may then use the doctor’s certificate as if the doctor had advised “not fit for work”.

6. For long-term sickness or frequent periods of sickness, the Company reserves the right to request a medical report from your GP or consultant or send an employee to see a Company doctor for a medical examination if necessary. The cost of any such report or examination will be met by the Company and you are required to co-operate in the obtaining and disclosure of all results and reports to the Company.
7. The Company reserves the right to withhold sick pay in circumstances where the certification procedure described above has not been followed or where there is sufficient reason to doubt the validity of your sickness absence claim.
8. If the Company considers an employee to have had excessive time off or persistent short-term sickness the Company reserves the right to invoke disciplinary action that may result in termination.
9. It is Company policy that any employee in receipt of sick pay (including Statutory Sick Pay) is prohibited from undertaking any form of paid alternative employment, self-employment or voluntary work. Any breach of this rule will be regarded as gross misconduct, which may result in your dismissal.
10. Your contract of employment will state the number of weeks to which you may receive full pay. A week will be the number of days ordinarily worked e.g. a shift operator currently works 4 days. This is providing the requisite procedures are adhered to in any

12 month rolling period. If the number of sick days exceeds this, payment for the excess days may not be paid. Unauthorised absence will be taken into account when calculating sick pay.

Notwithstanding that a day may not receive full pay, that day will be counted when deciding if the number of days sick over the previous 12 months exceeds the number of days for which you may otherwise receive full pay. You may be entitled to statutory sick pay in accordance with S.S.P. rules.

11. Any sickness or absence during any probation period, including any extensions thereto, will not receive full pay from the Company. You may be entitled to Statutory Sick Pay in accordance with S.S.P. rules.
12. As a general rule your pay is calculated prior to the end of the month and overtime is only paid when more than 40 hours are actually worked in any week (Monday to Sunday). An adjustment may need to be made in the following month to correct pay because of sickness after the date the payroll is made up.
13. If any sick pay is paid over and above statutory sick pay during the probation period it will be clawed back if the probationary period is not successfully completed. This may therefore be the case if an employee leaves the Company before successful completion in which case adjustment made be made to the employee's final pay.
14. Appointments at dentist, doctor or hospital should, where possible, be made outside of your normal hours of work or so as to cause the minimum disruption to an individual's work commitments.

Time off work to attend medical appointments must be authorised by your Supervisor in advance, the Office Manager should also be notified. There is no contractual or statutory right to be paid for absences relating to attendance of medical appointments. Any payment will depend upon the specific circumstances of each case and will be at the absolute discretion of the Company.

15. Leave of absence may be granted at the discretion of your Supervisor. Typical example of where reasonable leave of absence may be granted is close family bereavement. All requests for compassionate leave will be considered on an individual basis. Wherever possible, leave of absence should be so arranged that the minimum of Company time is involved.

There is no contractual or statutory entitlement to be paid for absences relating to compassionate leave. Any payment will depend upon the specific circumstances of each case and will be at the absolute discretion of the Company.

Failure to adhere to any of the above will mean that any sick pay or paid leave that would otherwise be paid will not be made. It should be noted that any abuse of the system and the taking of unauthorised absence may well result in disciplinary action that could result in dismissal.

An employee's attendance record will be taken into account if and when an employee's progression in the Company is considered.

## **Information regarding payroll**

Payslips are issued on the last Thursday of each month and pay will be in your bank account on the Friday. This means that the date your account is credited will not be the same each month. Payroll is made up and processed on the Monday of that week.

It is the responsibility of the employee to manage their own financial situation. The Company does not allow advances on pay.

Any overtime worked after the day the payroll is made up and processed will not be paid until the following month.

In the first month of employment payment will be made for the days worked up to the day before the point payroll is made up and processed. Any days worked between this point up to the last day of the month will be paid the following month.

In the last month of employment payment will be made on the normal pay date (the last Thursday of the month) for days worked up to the day before the point the payroll is made up and processed. Any days worked between the point the payroll is made up and processed and the end of the actual last day of employment will be made in the following month on the normal pay date.

Similarly any holiday pay due will be calculated and paid in the following month.

## **Changes in Personal Details**

To ensure that all of the information is up to date on your personnel record, please ensure that you advise the Office Manager in writing of any changes in your personal circumstances including:

- Name
- Address
- Telephone number
- Emergency contact details (name and telephone number)
- Bank details

## **Ethical Policy**

### **Employment:**

Employment with The Company is freely chosen, no forced, bonded or involuntary labour is accepted. Employees are free to leave The Company's employment subject to their agreed notice periods.

A documented grievance, and disciplinary and appeal process operates within The Company.

Freedom of association and the right to collective bargaining are respected.

Working conditions are safe and hygienic, personal protective clothing and safety equipment is freely provided as appropriate.

The Company operates solely within the UK and adheres to all UK Employment legislation. No discrimination is practiced by The Company on the grounds of gender, race, religion, disablement, sexual orientation or marital status.

### **Environmental:**

The Company understands and is dedicated to minimising its environmental impact. The management of The Company considers the protection of the natural environment to be one of its responsibilities.

The Company works with suppliers and clients to develop innovative injection moulded components with the aim of improving manufacturing efficiency, cutting moulding cycles and costs.

Wherever possible regrind and re-use of waste or scrap material generated by our manufacturing process is promoted.

The Company requires every employee to comply with all relevant environmental laws, regulations and standards, and to identify & manage the environmental risks within our operations and apply best practice principles to the prevention of pollution.

The Company endeavours to use natural resources such as energy and water, responsibly and minimise the environmental impact of our manufacturing process.

The Company will endeavour to continually improve its performance through training, management review, research and development.

## **Glass, Brittle Plastic & Sharps Policy**

### **Glass & brittle Plastics Controls**

There shall be no unnecessary glass or brittle plastic within the Production facility. All glass or brittle plastic within the Production and its associated areas shall be controlled via PPM schedules. Under no circumstances shall drinking glasses, bottles or any other glass object (other than spectacles) be brought into the manufacturing and associated areas.

Where damage occurs that poses a risk of contamination, a responsible person shall be placed in charge of the clean-up, and they will ensure that no other area is allowed to become contaminated.

Where area contamination occurs from lubricants, water, broken glass or brittle plastics, the surrounding area shall be isolated, movement restricted and all machinery, raw materials, products and containers within the area, deemed to be contaminated and disposed of accordingly.

Corrective action taken shall ensure that all raw materials, products and containers, are removed and scrapped. A thorough cleaning of machines, associated equipment and the surrounding environment shall be undertaken prior to further manufacture taking place.

Each incident of such area contamination described above shall be recorded in the Production Log and escalated / reported to the Snag system as required.

### **Sharps Controls**

All sharp knives, blades and instruments (Sharps) used during the manufacturing process shall be suitably controlled both into and out of the factory, and returned to Supervisors for proper disposal when no longer in use.

All sharps are to be kept away from any area that would allow them to contaminate raw material or finished product.

The issue and safe storage of sharps are to be controlled by department managers and supervisors.

No sharps or loose tools shall be left on machinery or ancillary equipment within the Production and associated facilities.

“Snap-off” type bladed knives shall not be used.

## **Dress and Appearance Policy**

The Company wishes to portray a professional business image to customers, prospects, suppliers and other business contacts at all times. As a result, it operates minimum standards of dress and appearance, which require employees to dress in a manner that is suitable and appropriate to the Company's business both within the workplace and when representing the Company.

This policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and employees must therefore use common sense in adhering to the principles underlying the policy.

### **Dress and appearance**

All employees are required to be neat, clean, well-groomed and presentable whilst at work, whether working on the Company's premises or elsewhere on Company business.

If, as part of your duties, you come into contact with the Company's customers, prospects, suppliers or members of the public on a regular basis, you must adhere to the following minimum dress and appearance standards:

- Your clothing should be of smart appearance and clean.
- Men should wear collars, either shirts or polo t-shirts
- Tops with slogans or symbols that could cause offence are not acceptable
- Blue jeans or scruffy looking jeans and trainers are not acceptable
- Sports clothing, for example tracksuits and football shirts, are not acceptable
- Nose rings, eyebrow rings and other facial or visible body piercings are prohibited

If your job does not bring you into contact with the Company's customers, prospects, suppliers or members of the public on a regular basis, you are permitted to wear more casual clothing in line with your job role but the following are still classed as unacceptable:

- Damaged, torn and unclean clothing
- Football shirts
- Tops with slogans or symbols that could cause offense

During summer months shorts can be worn by employees but must be of knee length. Employees who arrive to work in shorts of an unacceptable length will be asked to return home and change into more suitable clothing.

Employees who occupy roles that require protective clothing or personal protective equipment, such as hats, gloves, safety glasses, are required to wear these items at all time when carrying out their job. If you need protective equipment or clothing or replacements, please advise your supervisor or manager.

Staff and visitors will be provided with hats. All personnel entering the production facility are required to wear the hats provided.

Production or Packaging personnel must not wear nail varnish, false nails or eye lashes. Nails are to be kept clean.

Production personnel or anyone entering the Production or Afterwork areas must not wear jewellery (including wrist watches) other than single banded rings and un-jewelled sleeper earrings.



## Hygiene

Before entering the production areas all new employees, contractors and visitors are required to read the requirements of the Hygiene & Jewellery Policy in order to better understand their obligations and responsibilities in relation to said policy.

By signing the visitor's book each of the above formally recognise their obligations in relation to the policy and their responsibilities to comply with each of the requirements & associated procedures.

New and existing staff are to be aware that if they are suffering or have recently suffered from diarrhoea, vomiting, throat infections, skin rash, boils or other skin lesions they should report to their manager or supervisor.

All visitors, contractors, full or temporary Production and Afterwork personnel suffering from infectious conditions not during work hours, must bring to the attention of the manager or supervisor:

1. If any member of the household is suffering from diarrhoea or vomiting.
2. If they are returning from work after an illness involving diarrhoea or vomiting.
3. If they are returning to work from a holiday during which an attack of diarrhoea or vomiting lasting for two days or more was experienced.

It is vitally important that all Production and Afterwork personnel involved in the direct handling of food grade materials maintain a high level of hygiene.

### Personal Hygiene

All employees are required to take all reasonable steps to maintain acceptable levels of personal hygiene. This includes ensuring that you do not have body odour, dirty or stale smelling clothing, dirty hair or bad breath whilst at work. Poor personal hygiene can result in an unacceptable working environment for other employees, given the close proximity in which you have to work.

You must refrain from wearing overpowering or excessively strong smelling aftershave or perfumes as these can be equally unacceptable to third parties.

The Company accepts that, occasionally, a problem of body odour or bad breath may be a result of a health or medical issue and may not always be due to a lack of personal hygiene. In this case, you should seek medical advice from your doctor.

All production and afterwork personnel must wash their hands regularly and in particular:

1. At Start of or returning to work.
2. After visiting the toilet facilities.
3. Before and after any cleaning procedure.
4. After handling waste/refuse.

Alcohol Gel stations are provided at strategic points around the Production facility. Cuts and abrasions must be covered with “blue” metal strip dressings.

Food and drink must **NOT** be consumed within the Production or Afterwork areas. Eating or drinking is **STRICTLY FORBIDDEN** within these areas, this includes eating confectionary and chewing gum.

## **Cleanliness and Waste**

### **Waste**

Waste must not be allowed to accumulate in the kitchen, canteen or Production facilities and must be disposed of regularly during the shifts. Waste collected in waste bins must be removed when full or at an appropriate frequency as detailed within the relevant cleaning schedules.

Containers (waste bins) must be maintained in a clean condition.

### **Factory and Equipment Cleanliness**

The floors of the general injection moulding, de-spruing, printing and packing areas shall be cleaned at an appropriate frequency.

During set up and throughout manufacturing as required injection moulding, printing machinery and associated ancillaries shall be subject to a cleaning routine necessary to ensure freedom from contamination. This requirement also includes the area immediately surrounding the machine.

With the exception of gauges and first off samples no loose items of any description shall be left on moulding or printing machines or associated equipment when in production use.

Workbenches used for holding product shall also be free from unsecured articles. Packing / de-spruing benches shall be cleaned at a frequency that is suitable for maintaining cleanliness compatible with contamination free product.

All boxes, plastic bags and liners shall be suitably protected whilst in the moulding, printing, de-spruing and packing areas to prevent ingress of contaminants.

Doors within the production facility are to remain closed at all times except to exit and enter for the purposes of loading / unloading and attendance at the work place.

## **First Aid**

The first aid, accident and fire procedures are all covered in the induction training. However, should you require further information or clarification please see the Production Director.

Names of first aiders can be found on the poster outside the toilets in production.

First aid boxes are located in production outside the toilets, in the toolroom on mezzanine floor, and at the bottom of the stairs in unit F. There is also a first aid box in the QC which contains spare items for replenishing the first aid boxes.

It is each employee's responsibility to notify the Office Manager if any of the items in the first aid boxes are running low or have been used.

## **Smoking Policy**

In order to enable employees to work in a smoke-free environment and to comply with legislation, the Company's business premises are designated "no smoking". Smoking is prohibited in all areas of the Company's buildings at all times.

Smoking is confined to two outside areas, both have cigarette bins, these are at the end of the main production unit and outside unit F. Smoking is only permitted if outside and close to those points.

The Company prohibits the use of electronic cigarettes (also known as vaporising cigarettes or e-cigs) in its premises in the same way as smoking.

The Company's prohibition on smoking applies not only to employees but also to any visitors to the workplace, including customers, prospects and suppliers.

If you wish to smoke, you must do this in your own time either outside your normal hours of work, during your lunch break or authorised tea break. You are not permitted to take additional smoking breaks during the day, this includes smoking full stop outside of official break times.

Failure to comply with the above rules is a disciplinary offence and will be dealt with in accordance with the Company's disciplinary procedure. Where the smoking creates a clear health and safety hazard, then such behaviour constitutes potential gross misconduct and could render the employee liable to summary dismissal.

## Clear Desk Policy

The Company operates a clear desk policy for all employees for the following reasons:

- It portrays a professional business image to our customers, prospects and suppliers when they visit the Company's premises and internally to all employees
- It enables desks to be cleaned more readily
- In open plan office it may reduce the threat of confidential information being disclosed as it will generally be less available.
- It ensures compliance with data protection requirements, personal data must be held securely at all times.
- It protects employees health and safety by reducing the risk of workplace accidents

At the end of your working day you must tidy your desk and tidy away all work related paperwork and files into your desk drawer, filing cabinet or cupboard in an efficient and organised manner.

Please use the Company's shredding machine, located in the main office, where the information in the paperwork is confidential. Any paperwork that contains personal data must be shredded.

The Company is working towards reducing the amount of physical paper that is produced or used, which in turn reduces the amount of printing costs and filing space needed. You should not print out hard copies of e-mails or documents to read them unless this is really necessary. All information stored on the Company's computer and e-mail systems are back-up so you will not lose the information unless you have specifically delete it.

Finally, the floor space around your desk should remain tidy and free from obstructions at all times, items left on the floor act as potential health and safety risk.

It is your personal responsibility to adhere to this policy.

## **Alcohol & Drugs Policy**

Alcohol and drug misuse or abuse can be a serious problem within the Company. Employees who drink excessively or take unlawful drugs are more likely to work inefficiently, be absent from work, have workplace accidents and endanger their colleagues or visitors. The Company has a duty of care to protect the health and safety of its employees.

In relation to drugs, we are referring to those drugs that are unlawful under criminal law and not to prescribed medication.

### **Prohibition on alcohol and drug consumption in the workplace**

No alcohol or drugs must be brought onto or consumed on Company premises at any time or whilst attending any training courses or representing the Company.

Staff must never drink alcohol or take drugs if they are required to drive private or Company vehicles on Company business.

Social drinking after normal working hours and away from the Company's premises is, of course, generally a personal matter and does not directly concern the Company. The Company's concern only arises when, because of the pattern or amount of drink involved, the employee's attendance, work performance or conduct at work deteriorates.

A breach of these provisions is a disciplinary offence and will be dealt with in accordance with Company's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in the employee's summary dismissal.

### **Alcohol and drug related misconduct**

Even a small amount of alcohol can affect work performance and, if an employee is found under the influence of alcohol whilst at work there could be serious health and safety consequences. The same applies to being under the influence of drugs. Incapacity or misconduct caused by an excess of alcohol or drugs at work is a potential gross misconduct offence under the Company's disciplinary procedure and the employees is therefore liable to be summarily dismissed. This also applies to any employee believed to be buying or selling drugs or in possession of or taking drugs on the Company's premises.

The Company reserves the right in any of these circumstances to arrange for the employee to be escorted from the Company's premises immediately and sent home without pay for the rest of the day or shift. The Company also reserves the right to suspend the employee on full pay while carrying out an investigation.

### **Alcohol and drug testing**

On the grounds of protecting health and safety and only where necessary to achieve a legitimate business aim, the Company reserves the right to carry out random alcohol and drug screening tests on those employees in the workplace whose activities and job duties have a significant impact on the health and safety of others. If an employee receives a positive test

result, this will be viewed as a potential gross misconduct offence and renders the employee liable to summary dismissal in accordance with the Company's disciplinary procedure. Unreasonable refusal to submit to an alcohol or drug screening test will also be dealt with through the disciplinary procedure.



## **Disciplinary Procedure**

Minor issues will be dealt with informally through discussion and training. However, in cases where informal discussion with the employee does not lead to an improvement in conduct or performance or where the matter is considered too serious to be classed as minor, for example, unauthorised absence, persistent poor time keeping, sub-standard work performance, etc., the following disciplinary procedure will be used.

The Company will notify the employee in writing of the allegations or the circumstances against him or her and will invite the employee to a disciplinary meeting. This notification will contain sufficient information about the alleged misconduct or poor performance and its possible consequences to enable the employee to prepare a reply or an explanation before the meeting.

The notification will give details of when and where the meeting will be held, and advise the employee of their right to be accompanied at the meeting. The employee should take all reasonable steps to attend the meeting.

During the meeting the Company will explain the alleged misconduct or poor performance and go through any evidence. The employee will be given the opportunity to set out their case and answer any allegations and will also be given a reasonable opportunity to ask questions and present evidence.

After the meeting the Company will notify the employee in writing, without any unreasonable delay, of their decision, setting out where appropriate the action that is going to be taken. The Company will also inform the employee of their right to appeal their decision. The decision might be:

- No action
- Verbal warning
- Written warning
- Final written warning
- Dismissal
- Or anything else that could resolve the problem

### **Alternatives to dismissal**

In some cases the Company may at its discretion consider alternatives to dismissal. These may be authorised by management and will usually be accompanied by a final written warning. Examples include:

- Demotion
- A period of suspension without pay
- Loss of seniority
- Pay reduction
- Loss of future pay increment or bonus
- Loss of overtime
- Transfer to another department

If the employee wants to appeal they must inform the Office Manager in writing without unreasonable delay. A further meeting to hear and discuss the appeal should then be arranged.

It should be noted that an employee's behaviour is not looked at in isolation but each incident of misconduct is or may be regarded cumulatively with any previous occurrences.

Please note that except with the express written permission of the Company, disciplinary investigations and hearing must not be recorded on any electronic device. If the Company discovers that you have done this covertly, you could be subject to further disciplinary action.

The following requirements should be adhered to when implementing the disciplinary procedure:

- Each step and action of the procedure must be taken without unreasonable delay.
- The meeting should be far enough ahead that the employee has had reasonable time to prepare their case, but it should not be delayed for too long.
- The employee has a statutory right to be accompanied by another employee to the hearing.
- The meeting must be at a reasonable time and in a convenient location.
- A thorough investigation of all the relevant circumstances of the case has taken place and communicated to the employee prior to the meeting.
- Meetings must allow both manager and employee to explain their case.
- A director will usually be required to attend any appeal meeting, and final decisions should only be made with a director.

### **Gross Misconduct**

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, the Company reserves the right to dismiss without notice of termination or payment in lieu of notice.

The following list provides examples of offences which are normally regarded as gross misconduct:

- Any breach of criminal law, such as theft, fraud, deliberate falsification of records
- fighting, bullying, aggressive behaviour or language, assault on another person
- deliberate or negligent damage to Company or an individual's property
- serious incapability through alcohol or being under the influence of drugs
- bringing illegal drugs on to Company premises
- smoking on Company premises, other than in designated outside smoking areas
- logging on to sexually explicit website, downloading or circulating pornographic or other offensive, illegal or obscene material or using the Internet or e-mail for gambling, illegal activities or the sending of offensive e-mails.
- serious negligence which causes unacceptable loss, damage or injury
- serious act of insubordination
- serious breach of health & safety rules
- unauthorised absence

- A serious breach of confidentiality, including unauthorised access of computer and personal records and communication of confidential information.

The above list is intended as a guide and is not an exhaustive list.

### **Suspension**

If you are accused of an act of gross misconduct, you may or may not be suspended from work on full basic pay, normally for no more than five working days, while the alleged offence is investigated. If, on completion of the investigation and the disciplinary procedure, the organisation is satisfied that gross misconduct has occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

Such suspension does not imply guilt or blame. Suspension is not considered a disciplinary action.

### **Employees who have been employed for less than one year**

This disciplinary procedure does not apply to any employee who has been employed by the Company for less than one year.

# Employee Grievance Procedure

## Policy

The primary purpose of the grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work or from the Company, and to produce a speedy resolution where genuine problems exist.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by the Company that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

The grievance procedure is not a substitute for good day-to-day communication in the Company where we encourage employees to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

## Procedure

Whenever possible employee grievances should be addressed in an informal manner. If the informal approach does not work however employees have the right to have their grievances addressed. The steps for the grievance procedure are almost identical to the disciplinary procedure. The same implementation requirements detailed above similarly apply to grievances.

### **1) The written statement / notification**

The employee must send a written explanation of their grievance addressed to the Office Manager, making clear that they wish to raise a formal grievance under the terms of this procedure. If your grievance is against the Office Manager you should address it to one of the Directors.

### **2) The hearing / meeting**

The employee should be invited to a meeting to discuss the grievance, this will be with the employee's line manager or one of the directors. There should not be unreasonable delay. The employee has a statutory right to be accompanied by another employee or trade union official

to the meeting after making a reasonable request. The employee should take all reasonable steps to attend the meeting.

At the meeting the employee will be permitted to explain their grievance and how they think it should be resolved.

After the meeting the employee should be informed of what action, if any, will be taken. Decisions should be made in writing, and should set out what action the Company intends to take to resolve the grievance. The employee should be offered the right to appeal against that decision if they are not satisfied with it.

### **3) The appeal meeting**

If the employee wishes to appeal against the decision they must inform the Company in writing within 5 working days of the decision and address it to a director.

The employee should then be invited to a second meeting to discuss the grievance appeal. The employee is again, if they wish, to be accompanied to the meeting. The employees must make every effort to attend the grievance appeal meeting.

Following the meeting the employee should be advised in writing of the Company's decision on the grievance appeal. This is the final stage of the grievance procedure and the Company's decision shall be final.

In the event that the Company discovers a grievance previously raised by an employee is malicious, fabricated or falsified it reserves the right to take disciplinary against. Please note that this could result in dismissal for gross misconduct.