



ENGAGE
PARTNERS

EMPLOYEE HANDBOOK

INTRODUCTION



Engage Education is a specialist education recruitment agency that partners with schools to place high quality teachers and help raise standards. Our philosophy is to work closely with schools to gain an in-depth understanding of their culture, aims, student population as well as the personality and skill sets they require from each teacher. This approach, combined with our rigorous selection process of candidates, allows us to provide teachers who represent a best fit, long-term solution that helps fulfil their potential. Engage Education was formed in 2008 and has achieved consistent growth in a competitive market. Future turnover is expected to continue this trend which is reflective of our good relationships with teachers and successful working partnerships with schools.



Through listening to our clients, Engage Education created **iday** (interview day) in 2010, a new unique provision in the education sector. iday is a dedicated recruitment day that offers schools handpicked quality teachers from the UK, Ireland, Canada, Australia and New Zealand. It was set up based upon schools' needs to hire better quality teachers, whilst also aiming to achieve time and cost efficiencies as public spending austerity measures are implemented. iday represents an ideal opportunity for schools looking to recruit for multiple positions, face-to-face and timed to resignation dates, when schools most need to fill positions.



Engage Construction was founded in 2010 and has quickly grown into one of the leading construction recruitment companies in the UK. Specialising purely in white collar recruitment from Trainee through to Director level positions we have a track record of helping both small bespoke construction companies through to leading Global Construction organisations. We have also advised and assisted a whole range of specialist construction professionals with their next career move making sure the next position we help them find is the right one. Our consultants are highly trained with many coming from a construction background so have a unique understanding and insight in to the construction industry. We are now recognised by construction companies throughout the UK with many including both top 20 contractors and leading residential developers using us as their preferred supplier of specialist white collar staff.

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A breakdown of Engage Partners' HR Policies can be found on www.ilounge.tv

This Handbook has been developed to explain the group's policies, your entitlements, what you can expect from us as your employer and what we need from you as an employee.

This handbook needs to be read in conjunction with your Contract of Employment. Please ensure that you understand its contents and if you have any queries please ask your Line Manager to explain and clarify any specific issues with you.

EQUAL OPPORTUNITIES & DIGNITY AT WORK

We are committed to eliminating discrimination and encouraging diversity amongst our employees. The purpose of this policy (**HR Policy 19**) is to provide equality and fairness for all in our employment, and to not discriminate on any grounds. We oppose all forms of discrimination.

We commit to:

- Creating an environment in which individual differences and the contributions of all our staff are recognised and valued
- Fully utilising the talents and resources of the workforce to maximise the efficiency of the organisation
- Ensuring that all employees, part-time, full-time or temporary will be treated fairly and with respect
- Ensuring that we do not discriminate in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy
- Ensuring that every employee has a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated
- Making sure that equality is an integral part of our essential ethos
- Regularly reviewing all our employment practices and procedures to ensure fairness

You must commit to:

- Contribute to a workforce which is completely fair, honest and accountable in respect of Equality, Diversity and Dignity in all areas of work practice
- Attending and applying any relevant training appropriate to your role
- Setting an example to others by your own conduct and behaviour, and being aware of the impact that you have on others
- Treating all colleagues, clients and suppliers in a professional manner and with dignity and respect at all times
- Raising concerns about someone's behaviour or conduct with the senior management in the first instance
- Reporting any bullying or harassment by customers, suppliers, visitors or others
- Challenging behaviour in others that you believe breaches, or may lead to breaches of this policy, and intervening if necessary to support those affected
- Working with your colleagues to ensure there is a supportive working environment for everyone

Employees can be held personally liable as well as, or instead of the Company for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence. Acts of discrimination, harassment, bullying, or victimisation against employees or customers are disciplinary offences and will be dealt with under the Company's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

Diversity/Religious Observance

The Company respects all religious faiths, beliefs and practices equally, and they will all be respected within the workplace. All employees have the right within the law to religious freedom, the peaceful practice and expression of their religious faith, including the beliefs, the values and practices involved in them. As part of our culture it is the expectation and requirement that religious groups and adherents of all faiths within the company should accord full respect to the religious faith, beliefs, values and practices of others, including those who subscribe to no faith.



FROM THE START

References

As detailed in your Contract of Employment, your employment with us is subject to the receipt of two satisfactory references. One of which should be your most recent employer or Head Teacher for school/university leavers. Unsatisfactory references may result to an end in your employment or withdraw of an offer of employment.



Disclosure and Barring Services (DBS) Check

School facing employees will undertake a DBS Check. The level of disclosure and the frequency of renewal will be at the company's discretion. This is likely to be the enhanced level of disclosure.

If during or prior employment an unsatisfactory disclosure is received, you will be suspended from duty immediately. An investigation into the circumstances will take place and you will be subject to the disciplinary procedure up to and including dismissal.

If a DBS disclosure is relevant to your role and you refuse to comply with an application for a disclosure from the DBS, you will be suspended immediately and will be subject to the disciplinary procedure up to and including dismissal.

You must notify your manager immediately if you are questioned or arrested by the police, or charged, cautioned or convicted in connection with any criminal matter. Failure to do so could result in disciplinary action, which in turn could lead to the termination of your employment.

Medical Assessment

If we have concern for an employee's or applicant's health we may require that a medical examination, by a Doctor or Occupational Health Professional appointed by the Company, be undertaken.

We will advise the applicant or employee on the medical advice received and will consider what, if any, appropriate action is to be taken. No applicant or employee with a disability will be unlawfully discriminated against.

Induction

In order to welcome you to our team and ensure you settle in as quickly as possible, we will always take the time to introduce you to your colleagues and explain how the business operates day to day.

Everyone here is happy to help and answer any questions you may have relating to any aspect of your work, so please ask.

Changes in personal details

We are required to keep your personal records up to date and we need to maintain accurate information on our payroll and other records. Therefore, you must notify a member of HR in writing of any changes in your personal details.



Probation

Your employment is subject to satisfactory completion of a probationary period, which can be six months. This is the time for you to learn about your job and also for us to review your progress. During this period either you or the Company may terminate the employment by giving one week written notice. The probationary period may be extended if we consider it appropriate to do so.

Upon the successful completion of the probationary period you will continue on the terms and conditions received at the commencement of employment.

Conduct

It is essential that we always act in a dignified and professional manner. We will never tolerate rudeness, brusqueness or off-hand behaviour to our clients or fellow colleagues.

Workstations

Your workstation should be kept tidy and present a business like image. At the end of the day all confidential papers should be locked away.

Breaks

Each department will have different arrangements for when breaks are taken during the day. These will be arranged by your line manager to ensure that you receive a break, and that offices and tasks are covered. Breaks are always taken in line with prevailing workloads.

Smoking Policy

It is our policy that our workplace is smoke free. E cigarettes will be treated as normal cigarettes and are also prohibited within the office. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace, including company vehicles. This policy applies to all employees, contractors, customers or business partners and visitors.

Those employees who wish to smoke during their breaks must do so in the designated area. When attending a client's site you must follow their policies. Please ensure that all cigarettes are extinguished and the designated area is left tidy.

Disciplinary action may be taken if any employee does not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.



**Designated
smoking area**

Respect

We ask all employees to show respect for each other and for Company property.

Telephone calls

Personal telephone calls from land lines are only allowed in the case of an emergency or with the authorisation of your line manager. Please refer to HR Policy 15 IT and Telephone Acceptable Use Policy

Mobile phones

The use of personal mobile phones is not permitted during working hours. They may only be used during authorised breaks or in the case of an emergency.

If you are issued with a Company mobile phone, you are only permitted to use the phone for a limited number of personal calls. The Company reserves the right to ask you for the cost of any personal calls, text messages, emails or other communication methods.

Company Property

You may be issued with company equipment to aid you in the performance of your duties such as a mobile phone, laptop or other electronic device. You will be asked to sign a receipt when it is issued; it is your responsibility to take care of it whilst it is in your possession. Any loss, damage or theft of any equipment must be reported to your manager immediately. The equipment is intended for business use only and you should not keep personal data on any equipment.



Depending on the circumstances in which the property was lost, we will be responsible for replacing the property, unless carelessness on your part can be shown as the cause of the loss – in this case you will be required to reimburse the company for a replacement after the matter has been fully investigated. You agree to any such deduction pursuant to Part II of the Employment Rights Act 1996.

Please ensure that personal or company property is not left on display in unattended cars, or leave equipment in the boot or back of any vehicle.

Requests

We will from time to time issue reasonable instructions which you will be expected to follow. This may be asking you to do different tasks to your normal work to enable us to meet our clients and business partner's expectations. We will not ask you to do anything that you are not capable of doing or to undertake anything that could be considered a health and safety risk.

DRESS CODE



Suit, Jacket, Trousers, Dresses

Skirts that are split below the knee

Head covers that are required for religious purposes



Clothing that reveals too much cleavage, your back, your feet, your stomach or your underwear.

Flip flops

Miniskirts/Skirts split above the knee

Clothing with words, terms or pictures that may cause offence

Formal Business Attire Recommendations

This is an overview of appropriate formal business attire and what will be generally accepted. No dress code can cover all contingences so employees must exert a certain amount of judgement in their choice of clothing to wear to work. If you are uncertain as to the acceptability please speak to your Line Manager or a member of the Human Resources team.

Dress Down

Certain days can be declared dress down days, generally Friday. On these days, business casual clothing is acceptable. Although clothing potentially offensive to others, is not allowed.

Please contact a member of the HR department if you have any questions regarding the dress code.



PROFESSIONAL RELATIONSHIPS

Employees and colleagues review

It is not uncommon for close relationships to develop between people who work together and such relationships need not present any difficulty. Relationships between employees may cause concern where there is a potential for a conflict of interest, breaches of confidentiality or with regard to financial or audit requirements.

Such situations will be handled with care and sensitivity in the interests of all concerned and the company will ensure that any approach or actions are not unfair or discriminatory, by avoiding from the outset that the working relationship will be unsatisfactory.

Guidelines the Company will adopt:

- Where a close personal relationship exists or develops between any two employees, this must be declared to a HR representative who may need to review the existing reporting structure or operational requirements with regards to the daily running of the team, or audit/finance requirements.
- Where a close personal relationship exists or develops between any two members of the team, and interferes, is reasonably perceived to interfere, or is reasonably perceived to interfere with the work of that team or group. Consequently it may be necessary to explore the possibility of one party being moved to a different area of work or location.

It is acknowledged that work related friendships are quite naturally formed in the workplace, employees are expected to judge if the friendship has developed to an extent that it could potentially raise any issue with the guidelines. If any employee is in doubt, they should discuss the situation with the Head of HR or the Managing Director.

To avoid any accusation of bias the company will insist on the following:

- An employee must not be involved in any appointment process where they are related, or have a close personal or business relationship outside work with an individual being considered for appointment.
- An employee should not be involved in any decisions relating to discipline, promotional or pay adjustments for any other employee where there is a close personal relationship.

Employees and candidates and/or clients review

Employees are not allowed to engage in relationships with candidates or clients. The employee could find themselves the subject of a complaint of harassment if the client or candidate decides that the relationship breaks down. Such relationships can have an impact on the business relationship between the candidate/client and the Company. If an employee becomes involved in a relationship of this nature it can lead to disciplinary action being taken against them or dismissal.

PAY, HOURS OF WORK & BENEFITS

Pay

You will be paid monthly in arrears on or around the 28th day of each calendar month. You will be asked to supply your bank/building society account details when you start work with us. If these details change you should let us know as soon as possible so your payments go through smoothly.

General Policy

We aim to maintain remuneration at all levels which:

- a) Enables us to recruit and retain quality employees who will perform their roles effectively
- b) Motivate employees to achieve the objectives set by their Line Managers so that the goals are met
- c) Provide progression for employees assuming greater responsibility and duties that are more demanding

Remuneration packages will be reviewed annually at the end of the year but a review may not automatically result in an increase. If you have less than one year's service when the salary review takes place, any increase may not apply to you until the following review date. A review in salary will also be affected by performance.

Queries on Pay and Income tax

Any queries regarding pay should be discussed first with your Line Manager. Your starting salary will be notified in the Terms and Conditions of Employment. Subsequent changes will be notified in writing.

Deductions from Pay

If, either during or on the termination of your employment, you owe the Company money as a result of any loan, overpayment, default on your part or any other reason whatsoever, the Company shall be entitled to deduct the amount of your indebtedness to it from any payment or final payment of wages which it may be due to make to you. Such deductions may include, but are not limited to:

- An overpayment of, or advancement on, wages, bonus, commission or expenses, whether made by mistake or otherwise
- Annual leave taken as at the date of the termination of your employment which is in excess of your accrued entitlement
- Any Company property which has been damaged due to carelessness or neglect
- Any fines, charges, penalties or other monies paid or payable by the Company to any third party for any act, omission or offence on your part for which the Company may be held vicariously liable (e.g., speeding fines)
- The market value of any unreturned Company property on the termination of your employment
- You may undertake accredited courses during your employment with the Engage Group. That payment is conditional upon you remaining in employment with the Company. You will receive the terms and conditions upon the offer of the course.
- The Company may also recover the entire cost of funding your attendance on a training course where you fail to complete that course or complete the course successfully.

Hours of work and time keeping

It is your responsibility to attend work punctually. This means that you should be ready to commence work at the start of your start time, not arrive then. You may not leave work before your normal finishing time without the permission of your immediate Line Manager.

Pensions

Upon the successful completion of your probation period you shall become entitled to join the Company's Stakeholder Pension Scheme.

Commission

If you are entitled to a commission payment it will be stated in your Contract of Employment. Full details of the scheme will be available to you on your first day. The company reserves the right to review the bonus structure annually.

In the event that the Employee is late for work on more than five occasions in a calendar year, this will impact on his/her entitlement to commission payments in the following way.

- Lateness will be monitored on an annual basis from January – December
- 50% of the commission from the GM for the day will be deducted on the 6th lateness and any lateness up to their 10th lateness within the calendar year
- 100% of the commission from the GM for the day will be deducted on the 11th lateness and any lateness beyond this within the calendar year

In the event that the Employee has a consistent poor sickness record, commission payments on the day of sickness will be entirely at the company's discretion.

The Company will consider any exceptional circumstances advanced by the Employee to explain the lateness, but any decision to waive this paragraph and pay commission as if no lateness had occurred is entirely a matter for the discretion of the Company.

Expenses

The Company will reimburse all business expenses reasonably and properly incurred provided that VAT receipts and expense claims are submitted according to Company policy. Business travel outside of your normal place of work will be reimbursed for the following: Fares/Mileage, accommodation (£50 per night per room), meal costs (£10 Breakfast, £10 Lunch, £20 Dinner) and any reasonable expenses that have been authorised in advance by a director. This does not include travel between home and office unless the employee is recognised as being a "contractual home-based employee".

All approved expenses in sterling must be supported by VAT receipts or invoices. Credit Card receipts will not be acceptable. All expenses must be submitted by the last day of every month to the accounts department, and will be in accordance to the schedule found on ilounge. Expenses which are outstanding for two months or more will not be paid unless there are mitigating factors and with the agreement of the managing director.

RECRUITMENT, TRAINING & DEVELOPMENT



Recruitment

Engage Partners will advertise all positions internally as well as externally. The recruitment method will be detailed in the advert and internal applicants should inform their line manager of their intention to apply.

Candidates sourcing and interviewing processes will be conducted fairly, objectively and without unlawful bias. Person and job specifications will be limited to those requirements necessary for the effective performance of the position concerned.

Remuneration

All salary and remuneration packages will be governed by an individual's ability to do their job and their experience.

Promotion

Promotion may arise from the recognition that an individual has reached a point of being able to take on additional responsibilities or from vacancies resulting from the departure of another employee. The assessment of an individual's potential for promotion involves consideration of many aspects of both current performance and future capabilities. Length of service, on its own does not lead to promotion; the only consideration is the person's ability to fulfil the role in question.

Disability

The requirements of candidates and employees who have a disability (as defined under the relevant legislation) will be reviewed to ensure that wherever possible reasonable adjustments are made to enable them to enter, or remain in, the Company's employment.

The interview and selection process will be undertaken in a fair and consistent manner. Candidates who meet the specification in terms of knowledge skills and attitude will be offered the position. For internal candidates the normal notice period will apply.

Personnel records

You have a personnel file which contains all the relevant information about your employment including records from appraisals, individual meetings and training and development undertaken.

You have the right to know what data is held by the Company about you and can request to be supplied with a copy of your file. Requests for a copy should be made to your line manager.

Data relating to employees is not to be revealed, verbally or in writing to anyone who does not have rights to such data.

Training and Development

Engage Partners believes that its most valuable resource is its employees. The continued success of the organisation depends upon having highly motivated staff with proper skills in the right job at the right time. We recognise the need to offer all employees a clear path of progression within the business. Therefore, job descriptions and personal objectives will be reviewed on a regular basis.

Induction

Upon joining, each new member of the team receives an induction to the Company, its aims and goals, the individual's department and role, and how they contribute to the activities of our company. We will also introduce you to your colleagues and try to ensure you settle in smoothly. If at any time you have any queries or are unsure about any aspect of your work please ask us.

On-going Training

Once your induction training has been finished and you have settled in to your new role, you will be given opportunities to learn and develop existing and new skills.

External Training

It is recognised that some training needs cannot be address in a timely or effective way through any of the methods detailed above. In these cases training delivered by external providers may be the only choice. Advice on the most suitable training solution to address and identified need and recommended training will be sought by your line manager.

Performance Reviews

We believe in harnessing and developing the skills of our employees for today and for future business growth.

As part of our commitment to you, you will receive an annual review conducted by your line manager; these will take place every January. In addition you will receive a six month review in June to discuss your development and set further objectives for the following six months. This is a positive and structured meeting to review your performance over the last year and for you and your manager to agree on your personal development plan and objectives for the year ahead.

You will be given any necessary documentation to complete prior to the meeting so that the meeting is of maximum benefit to both parties.

COMMUNICATIONS

Engage Partners is committed to developing effective communications with its employees. Obtaining everyone's views and feedback is central to our communication strategy, and we welcome constructive ideas and suggestions from all our team as to how we improve the company and make this a better place to work.

All communication should meet the following standards:

Clear	–	Easy to understand
Consistent	–	Dependable, constant
Relevant	–	Appropriate to audience
Timely	–	At the right time
Honest	–	Believable, trustworthy
Open	–	Good and bad news

The purpose of communication is to inform and motivate employees so that they can support and play an active role in achieving the organisation's objective.

Communication is a fundamental task in all employees' daily working life and personal development. Additionally it plays a role in people management and leadership.

What should you do?

- Understand your communication responsibilities to your colleagues, your manager and your organisation.
- Know where and how to access the information you need to perform your role.
- Participate fully and actively in all internal communications.
- Seek clarification on any communication that is not understood.
- Gather information which will make you more knowledgeable about your own area of expertise.
- Respect information that is confidential.

The regular communication channels are:

- Intranet – “lounge”
- E-Mail – Electronic mail system
- Face to Face meetings
- Telephone
- Social Media – Twitter, Facebook, LinkedIn
- Skype

Social events

We usually hold events each throughout the year; hopefully these are enjoyable opportunities to mix with your colleagues. All employees are asked to remember that they are representing the Company at these events and behave accordingly.

Public Relations

If you receive an enquiry from the media or even if you just suspect that you are speaking to a member of the press, you must refer them to a Director. This is to ensure that the question is dealt with effectively, accurately, in order to protect the image of the Company.

CONTROLLING RISKS

General

It is everyone's responsibility to prevent the theft or damage of goods, company property or resources from the business.

The security arrangements are designed to minimise the risks of loss and your fullest co-operation in implementing, maintaining and improving our procedures is required. These rules and procedures are also designed to protect you. Failure to follow the security rules may on its own lead to the inference that you have acted dishonestly.

We may use at our locations a variety of security and surveillance techniques for the protection and management of the business and its employees, including monitoring communication.

If you notice anything suspicious, report it to your line manager or another available member of management as soon as possible. Any suggestions for improvements in the security procedures are always most welcome, these should be taken up with your manager in the first instance.

Security Passes

All employees are issued with Access Swipes which are your responsibility. If you lose one you will need to inform the IT and Infrastructure Assistant. Please be reminded you will be required to pay for the replacement Swipe.

Visitors

If you are expecting a visitor to a site please let them know the site's meeting point. It is your responsibility to ensure that your visitor is looked after during the time they are in our premises and they should be made aware of our fire procedure and escape routes. You will also need to inform the Building Site Manager of any daily visitors.

Personal Property

Please do not bring valuables or large sums of money to work with you as we cannot accept responsibility for your money, clothing or other property on our premises.



ABSENCE FROM WORK

Holidays

Please refer to your individual statement of terms and conditions for your yearly holiday entitlement. If you start or finish your employment during the year, holiday entitlement will be calculated as a ratio of the annual entitlement for each completed day of service during that holiday year (rounded up to the nearest half day).

Education Consultants and Talent Acquisition Consultants will generally only be granted the odd day's holiday during the peak season, this is from May half-term to the end of the academic school year and from October half term to the end of the autumn term, If the Employee has special circumstances which lead to a request for a longer period of holiday in the peak season, this will be considered by the Company.

In addition Talent Acquisition Consultants are only permitted to take no more than odd day's holiday during the week leading into iday events, special circumstances will be at the discretion of the company.

Bank / Public holidays

We recognise 8 Bank/Public Holidays each year. These are Good Friday, Easter Monday, May Day, Spring Bank Holiday, Late Summer Bank Holiday, Christmas Day, Boxing Day and New Year's Day.

In the event that the government announces one or more unique extra bank or public holidays in addition to those specified above (the 'extra days'), then we may, in its absolute discretion, temporarily increase your total holiday entitlement to include the extra days for the holiday year in which they fall. We will confirm whether or not this will be paid or unpaid. If we agree to increase your holiday entitlement in accordance with the government announcement then we shall not be obliged to do the same in subsequent years where further bank or public holiday are decreed.

Procedure for Booking Holidays

To book a holiday you must request a holiday through the "ilounge" system. The following guidelines have been set:

- Each department from Resource, Compliance, HR, and Admin must have at least one person in at all times.
- All departments must have a **minimum** of 50% of their team in the office (one must be management or have been with the company for a minimum of 12 months)
- All holiday must be signed off and the line manager must have checked at least 7 days before the holiday is taken.
- Head of construction will decide when Engage Construction Employees are able to take annual leave.

You should not make arrangements for holidays e.g. flights hotels etc. unless approval is received. Your line manager will explain any refusal. Holidays will be agreed to on a first-come, first-served basis. You may request up to two consecutive weeks' holiday at any one time, although longer periods will be considered in exceptional circumstances and agreed to at the discretion of the Company.

The Company does not allow any part of one year's holiday entitlement to be carried forward to subsequent years other than in exceptional circumstances and with the express permission of a Director. Any holiday that is required to be carried over will need to be agreed by the 30th September prior to the new holiday year starting in the following January.

Holiday pay is at your normal basic rate of pay. Where this rate of pay varies or where there are no fixed contractual hours of work (normal working hours), the rate will be calculated as an average of the pay received in the 12 weeks leading up to the period of holiday requested. Should your employment come to an end before any accrued holiday is taken, you will be paid the balance of holiday pay due.

You will accrue holiday entitlement during ordinary maternity leave, additional maternity leave; paternity leave and adoption leave periods at your normal rate.

Payment made for holiday in excess of your entitlement will be recovered from your final pay or any money owed to you, where appropriate. This is an express term of your contract of employment when you are working under notice; we reserve the right to require you to take any remaining holiday entitlement during this period.

Sickness Absence

Engage Partners aims to secure the attendance of all employees throughout the working week. We recognise, however, that a certain level of absence may occur due to sickness and we aim to support you during your period of absence and their subsequent return to work.

If you are unable to work through sickness or injury, the company with you will manage your absence to ensure that there is regular communication and that a fair and consistent process is applied. For the purposes of this policy, absence is defined as either short term or long term. Please refer to the Absence Policy at HR Policy 1.

	Defined as	Covered by
Short Term Sickness	1 – 4 weeks	Up to 1 week - Self-Certification After 1 week – Medical Certification
Long Term Sickness	Longer than 4 weeks	Medical Certification

In the event that the Employee has a consistent poor sickness record, commission payments on the day of sickness will be entirely at the company's discretion.

Disability

Where any employee has a condition that would be classified as a disability they have a duty to inform the Company. Any information will be treated in the strictest confidence but will allow the Company to support and make any reasonable adjustments necessary.

Sickness Absence Procedures

If the Employee is absent from and the absence has not previously been authorized by the Company, the Employee must inform their line manager by speaking with them over the telephone at least one hour before work is due to commence. Text messages or emails are not an acceptable means of communication for this purpose. The Employee should also leave details of how and where he/she can be contacted during the period of absence.

If the line manager is not available, the Employee must speak with the line manager's manager, and if that person is unavailable the Employee must speak with the Head of HR and Training. You should indicate the reason for your absence and its likely duration. In the event that your absence continues for a number of days or weeks, you must maintain regular contact with your manager to keep us informed of the reasons for your ongoing absence and a date you expect to be able to return to work.

Contact should be made directly by you and only in exceptional circumstances should partners, parents, or friends ring on your behalf. Please do not text a message to your manager as a verbal contact is required.

All periods of absence through sickness must be covered by a sickness self-certification form or a medical certificate and be entered on to the “ilounge” system. It is important that the completed form indicates actual days of sickness, even if they include days when you would not normally have worked. For sickness absence up to seven working days, you should complete the self-certification upon your return to work and hand it to your manager.

For sickness absence of more than seven calendar days, you must also provide a medical certificate. Subsequent medical certificates must be produced as necessary to cover the total duration of the period of absence.

The company reserves the right to request medical certificates for sickness absence less than seven days at its discretion. If a charge is incurred then the company will reimburse the charge.

Medical Certification

Medical certificates are now referred to as “Fit Notes” Where a medical certificate indicates that you may be fit for work for some work the doctor may have 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 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. If you return to reduced hours your pay would reflect this. If the Company is not able to make any adaptations or adjustments to help you return to work, your line manager will explain the reasons for this to 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’.

Statutory Sick Pay (SSP)

SSP will be paid in accordance with legislation in force at the time of absence. SSP is currently paid after three days absence and for a maximum of 28 weeks. The Company may at any time require you to have a medical examination at the Company’s expense.

Company Sick Pay

Any entitlement to company sick pay will be detailed in your Contract of Employment. Full sick pay is at the total discretion of the Company.

Sick pay in excess of the above entitlement is paid at the absolute discretion of the company.

Damages from Third Parties

If you are absent due to incapacity caused by a third party or for an accident covered by insurance, any payments made by us under the Sick pay scheme will be a loan and you or your personal representatives must include in any claim you make against a third party or Insurance company, a claim in respect of that loan.

Infectious or Contagious Diseases or Viruses

You must report to your manager if you come into contact with anyone suffering an infection or contagious disease or contract such a disease yourself. The Company may require you to remain home on full pay subject to medical advice.

Behaviour whilst Absent

Employees are expected to attend work unless sickness or injury prevents them performing their duties.

Whilst an employee is absent, they must adhere to the policy and do nothing to aggravate or delay recovery such as working for another employer or taking part in inappropriate social or sporting activities.

Should any employee wish to take holiday whilst absent (in receipt of Company sick pay or SSP) this must be approved by their G.P.

Returning to Work

On occasions, you may feel ready to return to work but if you are on any form of medication that could affect your ability to carry out your normal duties you must inform your line manager.

To ensure the Company does all it can to understand the causes of absence, a return to work interview may be held.

Medical/Dental Appointments

Appointments should be made where possible outside working hours. Where this is not possible, they should be made at the start or end of the day. You must inform your line manager of any such appointments in advance and at the managers discretion you may be asked to make the time up.

Compassionate Leave

To enable employees who suffer bereavement to be present at the funeral and to attend to family legal matters, the following arrangements will be available;

For the bereavement of immediate relatives (i.e. mother, father, wife, husband, civil partner, son, daughter, brother or sister) will be granted up to one day's paid leave with reasonable notice for attendance to the funeral. In addition, any further days required may of course be requested and it will be at the discretion of the Company as to if it is paid or unpaid. This will be usually up to five days.

Jury Service

If you are called to Jury service, you should inform your manager immediately. The court will send you a loss of earnings form which you should complete and return to the court with a copy to your manager. You will be paid in full whilst carrying out your jury service but the loss of earnings payment made by the court to you will be deducted from your salary.

Time off for Dependant Emergencies

We recognise the right of all employees to reasonable amounts of unpaid leave to deal with incidents involving a dependant. It is normally up to two days at any one time. This is defined as any person who reasonably relies on you to make provision of care. The type of situations when this leave may be taken would be when a dependant:

- Is ill, injured gives birth or is assaulted;
- When care arrangements unexpectedly break down;
- When a dependant dies
- To deal with an unexpected incident involving a child at school.

Employees wishing to take leave to deal with any of the above must telephone their line manager personally prior to the start of their working day giving the reason for the absence and the expected duration of the absence.

Severe Weather and Disruptions to Travel

The Company acknowledges that employees may occasionally have problems travelling to and from work due to either severe weather conditions or major disruptions to public transport (for example, train strikes or accidents on the roads). Whilst we understand and are committed to protecting the health and safety of all our employees, we must also ensure that the business and our clients are not unduly disrupted by external factors. Please refer to **HR Policy 26** for full information in the event of bad weather which can disrupt the transport system.

Falsifying Claims

In the event of an employee taking time off fraudulently under any of the above sickness and absence policies we will investigate and disciplinary action may be taken.

WORKING FAMILY POLICY

Stated below are the outlines of the various policies in relation to working parents and carers. Please refer to the policies on ilounge which gives full details of entitlement and procedures in applying for different type of absences.

Maternity

If you are pregnant, please do speak to us as early as possible so that we can discuss with you any particular health and safety risks which may affect you or the baby. By the 15th week before the baby is due, you must inform us in writing when you wish to start your Maternity Leave. This leave can be started any time from 11 weeks before the baby is due. We will then write to you to confirm all the details and state the date we will be expecting you to return to work.

Adoption Leave

As long as you have 26 weeks continuous service ending in the week in which you are notified of being matched with a child, you will be entitled to 52 weeks leave. Either one of the parents may choose to take Adoption Leave.

Paternity Policy

In order to qualify for paternity leave in birth situations you must be: the child's biological father, and have, or expect to have responsibility for the child's upbringing. You will be the spouse, partner or civil partner of the mother (including same-sex partners) and have, or expect to have, responsibility for the child's upbringing.

To qualify for paternity leave in adoptive situations you must be married to, or be the partner or civil partner of the primary adopter (including same-sex partners) and have, or expect to have, responsibility for the child's upbringing.

Parental Leave

The right to parental leave applies to you when you have completed 1 year's service with the Company. It allows parents with children to take time off to care for a child. The right applies to mothers and fathers and to a person who has obtained formal parental responsibility for a child under the Children Act. Parents are able to start taking parental leave when the child is born or placed for adoption or as soon as they have completed one year's service with their employer, whichever is later.

Flexible Working Entitlement

It is the Company's view that the promotion of flexible working arrangements increases staff motivation, reduces employee stress, improves employee performance and productivity and encourages staff retention. The Company implements the right to request flexible working set out in legislation. Employees have a statutory right to request to work flexibly and to have their flexible working application dealt with in a reasonable manner.

In order to make a request under the statutory right, an employee must have worked for the Company for a continuous period of 26 weeks at the date their application is made. They must also not have made another request to work flexibly under the statutory right during the previous 12 months. Employees can apply to vary the number of hours they work, the times they work or their place of work (between their home and the Company's place of business). Employees may wish to apply for flexible working to accommodate caring arrangements, charity work, leisure activities, external study or for any other purpose.

RESOLVING PROBLEMS

We believe that clear, open and fair procedures for the resolution of problems are necessary both for the success of the Engage Partners and for the fair treatment of all our team.

These procedures are entirely non-contractual and do not form part of an employee's contract of employment.

HR Policy 5 Grievance and Dealing with Harassment at Work

Any grievance or complaint can be discussed informally, or through the formal grievance procedure. Often raising issues promptly at the time in a sensible way helps to solve them and prevent further difficulties.

HR Policy 3 Discipline Procedure

Please note the disciplinary procedure is entirely non-contractual and does not form part of an employee's contract of employment. The company reserves the right to amend the procedure and may not be referred to for employees with less than two years' service depending on the circumstances.

HR Policy 2 Capability Procedure

The success of the Company depends on all employees working together to achieve the best possible standards of performance. We aim to provide support and training to enable all employees to fulfil their potential and deal with any changes that the Company may require.

However sometimes people perform below the standard that the job requires, although they are not doing anything deliberately wrong.

In these cases we believe that it is best to deal with these problems openly and fairly and to provide clarity and practical support to improve performance.

Please note the capability procedure is entirely non-contractual and does not form part of an employee's contract of employment. The company reserves the right to amend the procedure and may not be referred to for employees with less than two years' service, depending on the circumstances.

HOW WE DO BUSINESS

Engage Partners is striving hard to build a good reputation. This section sets out requirements for employees, which are designed to maintain the reputation for integrity and protect employees from accusations of partiality in commercial matters.

Conflict of Interest

The requirements are based on three principles and relate to the activities of all employees.

1. Employees will not allow their outside activities to interfere with their work nor allow any conflict between their duties and their private interests to affect their ability to carry out these duties effectively.
2. Employees will not make use of or exploit the Company, brand names associated with the Engage Partners, their connection with the Company or information obtained in the course of their duties, to further their own private interests or those of any outside organisation, to the detriment of the Company.
3. Employees will not act in a manner likely to bring the Company or its' shareholders/partners into disrepute or to affect its reputation for integrity.

Purchasing and Commissioning

The overriding principle is that all dealings with current and potential suppliers and customers are seen to be properly handled, with the application of high standards of objectivity, integrity and fairness.

Engage Partners is involved in commissioning work and in tenders for contracts with other organisations. Unless the Managing Director of the divisions has given specific permission, employees must not provide information, support or assistance to any company or organisation tendering for work with them that would in any way enhance their chances of being successful in their bid.

Environmental Policy

We acknowledge our responsibility for and commitment to protecting the environment at all levels. We recognise that we have an important role within the local community and we will assist in any way possible to reduce our impact and promote the local environment.

Where ever it is possible Engage Partners will;

- Promote environmental management policies and practices at every level and department.
- Increase awareness of environmental responsibilities among staff.
- Minimise waste and pollution throughout the office and our operations.
- Continue to encourage and facilitate modes of transport by staff which minimise environmental impact and to apply environmentally friendly principles to the operation and maintenance of company owned vehicles.
- Reduce water consumption.
- Avoid using environmentally damaging substances, materials and processes.
- Share our environmental vision with our customers and suppliers.
- Take active participation in raising awareness in the local community.

HR Policy 20 Contains our intent with this important issue. We will review our policy on an annual basis and take positive steps to de-crease our impact on the environment.

The Public Interest Disclosure Act 1998 (commonly known as the 'Whistle Blowing Act')

We encourage an open culture in all our dealings with employees, managers and all the people with whom we come into contact. Effective and honest communication is essential if malpractice is to be effectively dealt with. The procedure below provides guidelines to all our employees, casual, temporary agency staff, freelancers, trainees, home workers and contractors, who feel they need to raise certain issues relating to, in confidence.

The Public Interest Disclosure Act 1998 (commonly known as the 'Whistle Blowing Act') came into effect on 1st July 1999. This Act sets out a framework to promote the responsible and protected disclosure of concerns. HR Policy 23 gives details on the issues

Confidentiality

We operate a very strict policy with regard to confidential information. This information includes, but is not limited to:

- a) Marketing and sales policies or information
- a) Pricing information
- b) Client information
- c) Supplier information
- d) Accounts information
- e) Technical information

The affairs of our clients are also private and any information that you obtain about clients during your employment must be regarded as confidential. We will regard any breach of confidentiality as a disciplinary offence and any breaches may lead to your dismissal.

Accordingly, you agree that during and after your employment you will not disclose any confidential information that has come to your attention during the course of your employment. You will at all times protect and maintain the confidentiality of the Company's information and that of its clients and may only disclose such information as required by law or as is necessary during the course of your duties with us. You understand that this obligation will continue at all times both during and after the termination of employment unless and until the information has come into the public domain.

Technology, Communications and Electronic data

The company will comply with all laws that regulate the use of computers, communication networks, data protection and confidentiality. Furthermore the confidentiality, availability, and integrity of data stored and processed by the company is of paramount importance. You are expected to fulfil your own legal obligations as set out in law and to assist in ensuring that the company complies with its legal duties, and it is therefore very important that you fully understand and adhere to IT and Telephone acceptable use policy framework HR Policy 15. Failure to do so may result in disciplinary action, which could lead to your dismissal on the grounds of gross misconduct in serious cases.

Data Protection

Legislation governs the way in which information about you is held and processed.

The following are the principles that the Company operates under:

Data protection principles

- Personal data should be processed fairly and lawfully.
- Personal data shall be obtained only for one or more specific and lawful purposes and shall not be processed in any manner incompatible with those purposes.
- Personal data shall be adequate, relevant and not excessive in relation to the purposes they are processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data shall not be kept for longer than is necessary.
- Personal data shall be processed in accordance with the individual's rights under the Act.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction or damage to personal data.
- Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures adequate levels of protection for the rights and freedom of individuals in relation to the processing of their personal data.

HR Policy 18 gives full detail on how we handle personal Data.

HEALTH & SAFETY POLICY

Both employers and individual employees have a legal obligation to ensure within reasonable practicable, everyone's health, safety and welfare at work. The Company has a duty of care towards it's employees; however it is necessary that as with any successful community each individual takes a share of responsibility towards the group as a whole. The Health and Safety Policy outlines our commitment towards this.

Our Responsibilities

Engage Partners will take all reasonable steps within its power to:

- Comply with the requirements of the Health and Safety at Work Act (1974), associated regulations and any other relevant health and safety legislation.
- Maintain safe access to a healthy and risk-free work place.
- Ensure plant and machinery are safe and that safe systems of work are set and followed.
- Ensure that articles and substances are moved, stored and used safely.
- Provide adequate welfare facilities.
- Provide sufficient information, instruction, training and supervision to enable employees to avoid hazards and to contribute positively to the health and safety of everyone while at work.

Your Responsibilities

As an employee you are required to help us to maintain standards by:

- Taking reasonable care of you own health and safety and that of others who may be affected by what you do or do not do.
- Correctly use any protective equipment, clothing and footwear that are provided in accordance with training and instruction.
- Co-operate with us on health and safety and observe health and safety policies.
- Not interfering with, or misusing anything provided for your health, safety or welfare.

Please be aware that any breach of Health and Safety Policies may lead to disciplinary action being taken. Please point out to your manager anything that could be considered as a danger to yourself or colleagues, e.g. loose wires, carelessly abandoned boxes, blocked exits, and take action to make and keep areas safe where necessary. You should also ensure that you are aware of all fire exits and the actions that should be taken in the event of an emergency evacuation.

Please make yourself aware of the Risk Assessments which are filed on the Central Store.

Accidents

All accidents, no matter how minor, must be reported immediately to a manager and logged in the accident book, they is one per site. These records are reviewed regularly to prevent similar accidents happening in the future.

Eye Care

Engage Partners will cover expenses for eye tests (up to £30) for employees every two years, or as deemed necessary by an optician.

Evacuation Procedures

When you commence employment you will be given full information on the emergency procedures applicable at your work place. It is your responsibility to read the fire and safety instructions posted around the office. It is important that you know the location of fire extinguishers and emergency exits appropriate to your department and other areas you use. You must never obstruct a fire exit - you could be held personally responsible.

If the alarms go off, you should leave the building as quickly as possible. Should you discover a fire, raise the alarm and, if possible, close the doors and windows around the fire and keep other employees clear of the area.

Do not attempt to collect personal belongings, but go straight to the registration area. Do not run or panic, and do not re-enter the building until you are told it is safe to do so. Each department has a fire warden who is responsible for ensuring everyone has left the building.

Drug and Alcohol Policy

It is the responsibility of the Company to ensure, so far as is reasonably practicable, the health, safety and wellbeing of all employees. Employees, who are under the influence of drugs and/or alcohol whilst at work, may adversely influence their own safety and that of their colleagues. The Company may consider instigating random tests in the near future.

Aim

The aim of the policy is to establish clear and comprehensive rules, which will apply to all employees. We aim to provide a supportive environment to those with a drug or alcohol related problem, which are committed to changing their behaviour.

Definition

Alcohol covers all alcoholic beverages. Drugs include all Class A, B, and C substances, drugs that are only legally available on prescription and solvents which are misused.

Rules

The taking of alcohol and drugs is strictly prohibited before working hours where appropriate functioning at work would be adversely affected and at all times during working hours. For the avoidance of doubt, working hours include lunch and other breaks.

Special Circumstances

Where employees are entertaining clients, or attend social functions outside of the normal working day, the Company accept that moderate amounts of alcohol may be consumed.

The Company insists that employees stay within the legal limit whilst driving a car and would strongly advise that no alcohol at all should be taken if driving.

Where employees are taking medication for a pre-diagnosed condition, the type of drug and its possible contra-indications, must be reported by the employee to their Line Manager.

Confidentiality

An employee who has a drug or alcohol related problem may approach Management in confidence, within the provisions of the law, and receive help and support. Any absence during a rehabilitation period will be treated as normal sickness.

Staff Search Policy

The Company retains the right to undertake staff searches within its premises during work hours to maintain security. Employees are advised that a search does not indicate that they are under any suspicion of wrongdoing and searches may be carried out randomly. However, the Company reserves the right to stop and search an employee when it reasonably suspects that they have committed an illegal act or an act in breach of company policy.

Where an employee is required to be searched, the following procedure will be used:

- The search will be conducted in a private room where you will be asked to empty your pockets and show the contents of any bags you may have.
- You may be accompanied by a work colleague or Union representative who is available at that time.
- You will be searched by a member of the same sex as yourself.
- Your property, including vehicles on Company premises may be searched.
- A refusal to comply with the Company search procedure may be subject to the disciplinary procedure.
- Where an employee is found to be in possession of prohibited substances or there is evidence to suggest that he/she has committed a criminal offence, he/she will be suspended on full pay in line with the disciplinary procedure pending further investigation.
- The Company reserves the right to inform the police of any suspicion it may have with regard to the use of controlled drugs by any of its employees on Company premises or with regard to any other criminal offence.

Disciplinary Action

- a) Any employee who is found to be under the influence of drugs and/or alcohol during working hours will be suspended on full pay pending a disciplinary hearing which may result in the employee's dismissal for gross misconduct.
- b) Any employee found to be in possession of, or dealing in, illegal substances will be suspended on full pay pending a disciplinary hearing, which may result in the employee's dismissal for Gross Misconduct.

In all instances of this kind, the employee will be reported immediately to the Police.

LEAVING THE COMPANY

Notice period

Sadly you may choose to leave us and if when you do it would be appreciated if you could give as much notice as possible in writing to your line manager. Please check your Contract of Employment to confirm your notice period as this may be different for some positions.

On termination of your employment you must deliver up to the Company all property, documentation, records, customer lists, client/prospect database information, memory sticks, magnetic discs, tapes or other software media belonging to the Company which may be in your possession. You shall not, without the express written consent of your line manager, retain any copies. If so required by your line manager, you will sign a statement confirming that you have complied with the requirement.

Retirement

The Company does not operate a normal retirement age and therefore employees will not be compulsorily retired on reaching a particular age. Instead, it operates a flexible retirement policy that permits employees to choose to voluntarily retire at any time.

Employees should advise their line manager as early as possible of their wishes in relation to retirement and they are required to give the period of notice of termination of their employment as set out in their contract of employment.

Redundancy

The Company are committed to providing a stable working environment for employees consistent with the need to manage the business effectively and economically. When redundancies have to be considered we will manage the process sympathetically and support employees during the consultation process.

We will comply with all statutory obligations, as detailed by employment legislation at the time.

We will explore alternatives to limit job losses and will listen to employee's suggestions during the consultation period.

We will ensure a fair, consistent and sympathetic process is applied in the selection of employees for redundancy.

Employees who are selected for redundancy will have the right to appeal against the decision.

Restrictions / Consequences of termination

Where there is a restriction clause in your contract of employment please remember that this continues for a period after you have left the Company. If you are unclear about your obligations please speak to us.

For employees leaving Engage for whatever reason, Engage reserve the right to attribute that employee's reasonable costs associated with the staff entertainment and benefits received during that tax year to their individual P11D statement.

Final Salary P45

Your final salary will be paid taking into account any adjustments in respect of over payment to you, money owed by you, by us, or outstanding holiday pay. Your P45 will be prepared at the same time and forwarded to your home address.