

Conduct and Standards Policy

What this policy covers

This policy details the main standards of behaviour that you need to adhere to and also details the behaviours that the Company would normally regard as gross misconduct. The standards of behaviour listed in this policy should not be considered exhaustive. For full details on the information on what the company considers as misconduct, serious misconduct or gross misconduct, please refer to the Disciplinary Policy and Procedure.

Your duties and responsibilities

You are under a duty to comply with the standards of behaviour required by the Company and to behave in a reasonable and professional manner at all times.

Attendance and Timekeeping

You must:

- comply with the rules relating to notification of absence set out in the Company's Absence Procedure
- arrive at work promptly, ready to start work at your contracted or arranged starting time
- remain at work until your contracted finishing time
- obtain a written management authorisation if for any reason you need to arrive later or leave earlier than your agreed normal start and finish times

The Company reserves the right not to pay you in respect of working time lost because of poor timekeeping. Persistent poor timekeeping may result in disciplinary action.

Wages and salaries

Payment

Payment periods are detailed in your individual's Main Terms of Employment along with the date you are paid. You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g. Income Tax, National Insurance, etc. Any pay queries which you may have should be raised with the Payroll Department.

Overpayment

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

Income Tax & National Insurance

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

Conduct Standards

You must:

- maintain satisfactory standards of performance at work
- comply with all reasonable management instructions
- co-operate fully with your colleagues and with management
- ensure the maintenance of acceptable standards of politeness
- take all necessary steps to safeguard the Company's public image and preserve positive relationships with all persons and organisations connected to the Company
- ensure that you behave in a way that does not constitute unlawful discrimination
- comply with the Company's Operating Policies and Procedures

- Unless otherwise instructed, personal mobile telephones must be switched off or switched to silent mode at all times during normal working hours and not used during working hours

Head Office telephone recordings

The purpose of this statement is to ensure call and screen recording are managed in line with complaints procedure and will be used to improve the service provided to our clients, customers, employees and to support staff in carrying out their role.

This statement applies;

- All external incoming calls, made to and from the Control Room in the Company head office, dialled to 020 7837 2012, option 1.
- All internal incoming and outgoing calls made by the Control Room in the Company head office.
- Transfers (i.e. when a caller is transferred by a member of another department in the Company head office to the Control Room but as soon as the call is transferred to another department by Control, the recording will be terminated).

All customers are advised as part of the corporate welcome message that calls may be recorded for quality and training purposes.

How will the recordings be used?

Recordings will be used for quality and training purposes. Recordings will also be used to assist in quality control to identify any issues and training needs, with a view to improving them.

Recordings are automatically deleted after 30 days. However, some may be saved where calls have been abusive or otherwise problematic, or where complaints have or are expected to result. These calls will be saved for as long as necessary within the HR department in accordance with data protection and the storing of personnel files.

Flexibility

You may be required to work additional hours at short notice, in accordance with the needs of the business. You may also be required to undertake duties outside your normal job remit and to work at locations other than your normal place of work.

Confidentiality

You must keep confidential, except as required by law, both during your employment and at any time after its termination, all information gained in the course of your employment about the Company and that of all persons, clients, customers and organisations connected to the Company.

Conduct while representing the Company

As a general rule, behaviour outside of normal working hours is a personal matter and may not directly concern the Company. However, there are some exceptions to this rule.

The Company will become involved when incidents occur:

- at office parties or other work related social occasions or gatherings
- at social occasions or gatherings organised by a third party, where you have been invited in your capacity as a representative of the Company
- at work related conferences
- while working away on business on behalf of the Company

On these occasions you are expected to behave in an appropriate and responsible manner, keeping in mind that you are representing the Company. You are instructed specifically not to consume any alcohol at such events where you are driving.

If your conduct or actions outside of the working hours brings the Company into disrepute or a complaint is received from our clients or customers, you will be subject to the Company's disciplinary procedure. Such behaviour may be

viewed as a gross misconduct offence and could render you liable to disciplinary action up to and including dismissal without notice.

Change in personal details

You must notify us in writing of any change of name, address, telephone number, change of emergency contact details etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

Communications

We will try to keep you informed about items of interest and any amendments to this Employee Handbook by means of our notice board or via emails. Please note it is your responsibility to keep yourself updated regularly of such changes. You may use our notice board (with permission), if you wish to promote any particular item of interest to fellow colleagues.

Mail

All mail received by us, (including E-Mails), may be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

Collections

Unless specific authorisation is given by your Line Manager, no collections of any kind are allowed on any of our or our client's premises.

Outside activities and other employment

You are not permitted to engage in any activity outside your employment with the Company that could reasonably be interpreted as competing with the Company. You are required to seek permission from management before taking on any other employment while employed by the Company unless you are on a zero hours contract. You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

Health and Safety

It is your duty and responsibility to familiarise yourself with, and to comply with, the Company or any third party's health and safety policies and procedures. Breach of these rules may result in disciplinary action, up to and including the termination of your employment without notice for gross misconduct.

You must report all accidents, however minor verbally to our Operations Control Centre as soon as they occur and submit an incident report no later than by the end of your shift.

Smoking

In accordance with smoking legislation and in order to provide a working environment which is pleasant and healthy, smoking is not permitted on Company premises or on the premises of the clients, or in vehicles when used on business. A designated smoking area may be used during authorised break times only.

Dress and appearance

Your personal appearance makes an important contribution to the Company's reputation and image. For this reason, it is important that your dress and appearance is professional and reflects the environment in which you work.

Where uniforms are provided and required, these must be worn at all times as instructed whilst at work and laundered on a regular basis. Where uniforms are not provided or required, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

You will be expected to comply with any management instructions concerning dress and appearance and comply with our Dress code policy.

Property and equipment

You are not permitted to make use of Company or a third party's telephone, fax, postal or other services for personal purposes. You must not remove property or equipment from Company or a third party's premises unless for use on authorised business or with the written permission of management.

Where you damage property belonging to the Company or our Clients either through misuse, negligence, deliberate vandalism or carelessness, or through any other means, the Company reserves the right to make a deduction from your pay in respect of the damaged property. This may be the full or part of the cost of repair or replacement.

This includes but is not limited to:

- any damage to vehicles, stock, equipment, uniforms or property
- any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss; and
- in the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £1000.00.

On termination of your employment you must return all Company property, such as keys, laptops, mobile telephones, cards, uniform, Company vehicles, documents or any other items belonging to the Company.

Lost property

Articles of lost property should be handed to your Site manager/ Line Manager who will retain them whilst attempts are made to discover the owner.

Parking

No liability is accepted for damage to private vehicles, however it may be caused.

Clear desk policy

To improve the security and confidentiality, you are required to ensure that when your workstation is unoccupied you take all necessary steps to clear your work station of any sensitive and confidential information. This ensures that all sensitive and confidential information, whether it be on paper, a storage device, or a hardware device, is properly locked away or disposed of when a workstation is not in use. This policy will reduce the risk of unauthorized access, data protection breaches, loss of, and damage to information during and outside of normal business hours or when workstations are left unattended.

Whenever a desk is unoccupied for an extended period of time the following will apply:

- All sensitive and confidential paperwork must be removed from the desk and locked in a drawer or filing cabinet. This includes mass storage devices such as CDs, DVDs, and USB drives;
- All waste paper which contains sensitive or confidential information must be shredded and placed in the designated confidential waste bins. Under no circumstances should this information be placed in regular waste paper bins;
- Computer workstations must be locked when the desk is unoccupied and completely shut down at the end of the work day;
- Laptops, tablets, and other hardware devices must be removed from the desk and locked in a drawer or filing cabinet;
- Keys for accessing drawers or filing cabinets should not be left unattended at a desk.
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Printers and fax machines should be treated with the same care.

Personal searches

The Company may reasonably request to search your clothing, personal baggage, personal storage areas or vehicles. An authorised person must conduct any such search in the presence of an independent witness. Should you refuse such a request, the Company will require the appropriate authorities to conduct the search on behalf of the Company. Failure to co-operate with the Company in this respect may be treated as gross misconduct.

Personal property

You are solely responsible for the safety of your personal possessions on Company premises and should ensure that your personal possessions are kept in a safe place at all times. The Company takes no responsibility for any personal items lost. If you find an item of lost property on the premises, you are required to inform management immediately.

Environment

In order to provide a cost-effective service, you are requested to use Company equipment, materials and services efficiently. You should try to reduce wastage and the subsequent impact on the environment by ensuring that you close windows, avoid using unnecessary lighting or heating or leaving taps running, switch off equipment when it is not in use and handle all materials with care.

Wastage

We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of all our operations. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc.

The following points are illustrations of this:-

- handle machines, equipment and stock with care
- turn off any unnecessary lighting and heating. Keep doors closed whenever possible
- ask for other work if your job has come to a standstill
- start with the minimum of delay after arriving for work and after breaks.

Breach of this policy

A breach of the Company's standards of behaviour is likely to result in disciplinary action being taken.

Policy Review and Assessment

This policy may be amended by Interr at any time in order to take into account changes in legislation and best practice. This policy was last reviewed and agreed by the Board and seeks to be reviewed and updated annually. Any queries arising regarding this policy should be addressed to Mick Tabori.



Mick Tabori - CEO
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