

**Company Policies and Procedures**

The YourZone45 way



**Company Policies and Procedures**

**Index**

* **Health and Safety Policy Page 3**
* **Absence Through Sickness Policy Page 12**
* **Computer Usage Policy Page 13**
* **Telephone Policy Page 15**
* **Booking Time Off Policy Page 16**
* **Smoking Policy Page 17**
* **Employee Dress Code and Grooming Policy Page 18**
* **Group Disciplinary Procedure Page 19**
* **Company policy acknowledgement form Page 22**

**HEALTH AND SAFETY POLICY**

1. **GENERAL SAFETY STATEMENT**

YourZone45 aims to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide them with the necessary information, instruction and training to achieve this aim.

Appropriate preventive and protective measures are, and will continue to be, implemented following the identification of work-related hazards and assessment of the risks related to them.

The health and safety of all YourZone45 employees is of paramount importance. YourZone45 recognise the importance of employer/employee consultation on matters of health and safety and the value of individual consultation prior to allocating specific health and safety functions.

YourZone45 also accepts responsibility for the health and safety of other persons who may be affected by our activities.

The allocation of duties for safety matters, the identity of competent persons appointed with particular responsibilities, and the arrangements made to implement this policy are set out therein and/or in associated health and safety document records.

Expert advice will be sought as necessary when determining health and safety risks and the measures required to guard against them.

The objectives of this safety statement can only be achieved through the support and co-operation of employees and all other persons who use the premises, e.g. members and visitors.

The contents of this statement will be kept up to date to reflect the changes in the nature of the activities and the size or complexity of the organisation. YourZone45 will review its effectiveness as appropriate and in any case at least annually.

………………………….

**Director**

1. **ORGANISATION – responsibilities**

It is the duty of management to ensure the following:

* Providing and maintaining systems of work that are safe and without risk to health
* Ensuring safety and absence of risks to health in connection with handling, storage and transport
* Providing information, instruction, training and supervision
* Maintaining all places of work in a safe condition
* Providing and maintaining a safe working environment

Ultimate responsibility for health and safety rests at director level, with delegation of duty to recognised employees. Those named below are fully aware of their duties:

|  |  |
| --- | --- |
| **a) Overall and final responsibility for Health & Safety and execution of the policy:** | |
| Name: |  |
| Status: |  |
| **b) Safety Training:** | |
| Name: |  |
| Status: |  |
| **c) Maintenance Appliances:** | |
| Name: |  |
| Status: |  |
| Any Apparent faults should be reported to this person. | |
| **d) Employees** | |
| All employees whilst at work have a responsibility to work safely. Employees must observe and comply with the information in this Health & Safety Policy Statement and rectify risks to health and safety themselves where possible. Failing this, the risk must be reported straight away to the appropriate person named above. Employees are responsible for the health, safety and welfare of any members or visitors that come to the club. | |

1. **EMERGENCY AND FIRE EVACUATION**

|  |  |
| --- | --- |
| **a) Facilities** | |
| Number of Escape Routes: |  |
| Location: |  |
| Number of Fire Extinguishers: |  |
| Type & Location: |  |
| Number of Break Glasses: |  |
| Fire Alarm Testing: |  |
| Location: |  |
| Sound of the fire alarm: |  |
| Fire Drills: |  |
| **b) Evacuation** |  |
| Employees must read and understand the Fire Evacuation notice and be aware of the location of the emergency exits and assembly point. All employees are responsible for ensuring that escape routes, fire doors and fire equipment are kept clear of obstruction, fire doors kept closed, and staircases and corridors kept clear at all times. In the event of a fire, employees must follow the Fire Evacuation instructions and evacuate the building immediately – Protection of individuals is the first priority. | |
| As soon as the fire alarm is sounded, one of the Fire Wardens will contact the Fire Brigade by dialing 999. The Fire Wardens are responsible for ensuring everyone is evacuated from the building and liaising with the Fire Brigade when they arrive at the premises. | |
| **c) Bomb Threats** | |
| If you receive a bomb threat, this call must be passed onto a Director of the Company, who will obtain as much information as possible. Necessary action will then be taken to evacuate the building, following the Emergency Evacuation procedure. | |
| **d) Suspicious Packages/Bombs in the Post** | |
| If you receive a suspicious package in the post, do not touch it but immediately inform a Director of the Company. | |
| **e) Fire Prevention** | |
| There is a No Smoking policy in and around the building and everyone must comply with this rule including any visitors. If an employee or visitor wishes to smoke, they must go outside of the building and onto the roadside and they must ensure that their cigarette stubs and matches are completely extinguished in an appropriate way before returning into the building. | |

1. **EMERGENCY SERVICES CONTACT NUMBERS**

Any serious accident or health condition must be reported immediately to a Director of the Company.

|  |  |
| --- | --- |
| **Nearest Hospital With Casualty Department** | |
| Name: |  |
| Address: |  |
| Tel: |  |
| **Police Station** | |
| Name: |  |
| Address: |  |
| Tel: |  |
| **Fire Station** | |
| Name: |  |
| Address: |  |
| Tel: |  |
| **Gas** | |
| Name: |  |
| Tel: |  |
| Any employee noticing a smell of gas on the premises must report this immediately to the Gas Board –– from whom advice should be sought on action to be taken until an investigation can be arranged. | |
| **Electricity** | |
| Name: |  |
| Tel: |  |
| **Water** | |
| Name: |  |
| Tel: |  |
| **Environment** | |
| Name: |  |
| Tel: |  |

1. **ACCIDENTS AND DANGEROUS OCCURRENCES**

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) requires the direct reporting to the Health & Safety Executive of certain injuries, diseases and dangerous occurrences. Therefore, all injury accidents sustained at work must be reported immediately to one of the Directors, who will record the accident, take any further action and/or investigate it as necessary. The Directors are responsible for completing a RIDDOR form when required and sending this to the correct authorities.

It is the employee’s responsibility to report any accident, incident, hazard or potential hazard which leads or might have led to a personal injury or illness, or damage to equipment, property or the environment, to one of the Directors, who will take any necessary action and/or investigation.

|  |  |
| --- | --- |
| **a) Accident Book:** | |
| Located: |  |
| Person responsible: |  |
| Person responsible for recording accidents in Accident Book: |  |
| **b) Investigation of accidents and dangerous occurrences** | |
| Person Responsible: |  |
| Status: |  |

1. **FIRST AID**

|  |  |
| --- | --- |
| **a) First Aiders** | |
| Name:  Date of Expiry: |  |
| Name:  Date of Expiry: |  |
| Name:  Date of Expiry |  |
| Name:  Date of Expiry |  |
| Name:  Date of Expiry |  |
| **b) First Aid Box:** | |
| Located: |  |
| Person Responsible: |  |
| **c) Person/s to take control in an emergency** | |
| Name: |  |
| Status: |  |

1. **VISITORS/CONTRACTORS**

Employees are responsible for the members and any visitors’ health and safety when on-site, including their understanding of and adherence to the emergency evacuation procedures.

If any accidents happen whilst members or visitors are on site, the RIDDOR procedure must be followed.

1. **ELECTRICAL EQUIPMENT**

Under the Electricity at Work Regulations 1989, a competent person may only undertake electrical work. An electrical contractor will carry out thorough checks of the electrical installation and equipment (regular Portable Appliance Testing) when required.

|  |  |
| --- | --- |
| **Electrical Testing** | |
| Person responsible for organising this: |  |
| Any apparent fault on or electric shock from electrical equipment should be reported to: |  |

Any portable electrical item that is brought into the club for use by an employee must be given authorisation by a Director, where appropriate PAT testing must be undertaken.

Any portable electrical item that is brought into the club for use by a member must be assessed in the risk assessment, where appropriate PAT testing must be undertaken. If there is any reason for concern about the safety of the electrical item, this should be referred to a Director for authorisation of its use or otherwise.

All employees must:-

* Switch off electrical appliances at the end of the working day.
* Ensure that wires and extension leads do not create a tripping hazard.
* Unwind electrical extension leads fully when in use
* Ensure that no water comes into contact with any electrical appliances – in particular rainwater dripping from/through the windows.
* Keep any heat producing electrical equipment away from combustible materials, e.g. files, cardboard, papers

1. **MANUAL HANDLING**

Employees must take care if they have to lift heavy items. Employees must not lift more than they can easily handle and where necessary, the Company will provide handling aids. The correct lifting procedure must be followed by all employees when manual handling/lifting any items. Do not stand on unstable objects, e.g. chairs, boxes, to reach items at inaccessible heights – use a ladder.

1. **CHEMICALS/HAZARDOUS SUBSTANCES**

The Control of Substances Hazardous to Health (COSHH) regulations requires that employers assess the health implications of any chemicals used in the workplace. Where this assessment shows a risk from hazardous substances, the employer is required to control the risk.

YourZone45 does not have and do not use hazardous materials. However there is a small number of low-risk, general purpose chemicals used in the general club. Employees must read and comply with the manufacturer’s instructions for use of any such products before use, and in particular take note of any first aid instructions in case of any accidents whilst using the product (e.g. splash of liquid into eyes, spillage onto skin, etc.). Some employees may need to take more care than others as some products can cause skin irritation.

Cleaning materials for cleaning the club are kept in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

YourZone45 or any individual will not without due notice bring into, or use, any hazardous substances/material in the premises without it being assessed by the Directors of the company, who will be responsible for authorising requirements for its use.

N.B. Aerosol sprays are extremely flammable. Use in well ventilated areas and do not leave near a heat source including direct sunlight.

1. **RISK ASSESSMENTS**

YourZone45 recognises the importance and compliance of conducting Risk Assessments as stated in the ‘Health & Safety at Work Regulations 1992’ and will carry out assessments on a regular basis. Any risks identified by assessments will be reduced to the lowest extent reasonably practicable.

1. **HOUSEKEEPING**

|  |  |  |
| --- | --- | --- |
| **a) Cleanliness** | | |
| Employees are responsible for keeping the work areas clean and tidy. Any spilt liquids on the floor should be cleared up promptly – slippery floors are dangerous. | | |
| Person responsible for ensuring that  the relevant premises are kept clean: |  | |
| **b) Waste Disposal** | | |
| Waste collected on and by: |  | |
| Any issues to be reported to: |  | |
| **c) Storage and Safe Keeping** | | |
| Employees are responsible that all materials and objects are stored safely and are not likely to fall and cause injury, or cause a tripping hazard. Employees must not store any heavy items on tops of high cupboards. | | |
| Person responsible for ensuring that any items stored on the premises are stored safely: | |  |

**13. WORKPLACE AND WELFARE**

|  |
| --- |
| **a) Work Equipment** |
| The Directors of YourZone45 are responsible for assessing the safety and suitability of all work equipment used by employees of the company.  Employees must only use equipment in accordance with any advice and/or training they have received and must inform their manager if they require further assistance. Employees must immediately report any equipment defect to their manager. |
| **b) Filing Cabinets** |
| Employees must take care to avoid filing cabinets tipping over if the upper drawers are full and the lower drawers are empty. All cabinets should be loaded from bottom drawer working upwards. |
| **c) Mobile Phones** |
| It is company policy that employees do not use their mobile phone whilst at work. |
| **d) New and Expectant Mothers** |
| Employees are advised to communicate their pregnancy to their manager or a Director of the Company as soon as practical to ensure all maternity information necessary is given to the employee. A Risk Assessment on the pregnant employee’s job role will be completed at this time. |
| **e) Young Person(s) at Work** |
| Before a young person (over 16 but under 18 years of age) starts work (permanent or temporary), a risk assessment must be completed with regard to the precautionary measures already in place and the degree of risk remaining and how this will be managed. |
| **f) Hazard/Warning Signs & Notices** |
| Employees must comply with all hazard/warning signs and notices displayed on the premises. |
| **g) Alcohol and Drug Misuse** |
| The Company will not allow an employee to continue to work if that employee is suspected of being or is under the influence of drink and/or drugs. |
| **h) Stress/Bullying and Harassment** |
| Employees are encouraged to discuss any concerns they may have with regard to stress/bully and harassment at work with their manager. |

**14. ADVICE & CONSULTANCY**

**Including information, instruction and training**

YourZone45 recognise the importance of employer and employee consultation on matters of health and safety, and the value of individual consultation prior to allocating specific health and safety functions. In line with the Health and Safety (Consultation with Employees) Regulations 1996, the Directors of the company will consult with employees in good time, on matters relating to their health and safety at work. If there is anything you do not understand, please ask you manager

Any suggestions on improving health and safety or concerns about any health and safety issues in the working environment should be made to:

|  |  |
| --- | --- |
| Name: |  |

Any employee who believes a health problem is developing which may be related to the work or working environment, must report the facts immediately for investigation and any necessary remedial action to:-

|  |  |
| --- | --- |
| Name: |  |

If you require any further advice or information regarding Health & Safety, please contact:

|  |  |
| --- | --- |
| Name: |  |

**ABSENCE THROUGH SICKNESS POLICY**

All employees are entitled to Statutory Sick Pay (SSP) in accordance with the rules laid down by law.

You will not be paid for the first three days of absence due to sickness in line with current legislation. Thereafter, you will be entitled to receive statutory sick pay provided you meet the relevant statutory criteria – see below.

Qualifying days, for SSP purposes, are defined as those days of the week on which you are contracted to work.

**PROCESS**

The Employee shall only be entitled to receive payments for SSP where he/she complies with the following procedures:

1. If the Employee is absent from work for any reason and the absence has not previously been authorised by the Company, the Employee must inform the club manager, or in his absence, another staff member, at least two hours before the Employees shift is due to start on each day of absence. The Employee should also leave details of how and where he/she can be contacted during the period of absence, and its likely duration.
2. Any unauthorised absence must be properly explained and in the case of absence of uncertain duration the Employee must keep the Company regularly informed of its expected duration.
3. Immediately following the return to work after the period of absence, the Employee is required to complete a Self-Certification form stating the dates of and the reason for the absence, including details of sickness on non-working days as this information is required by the Company for calculating SSP entitlement.
4. If the Employee is absent from work due to sickness or injury which continues for more than 7 days (including weekends) the Employee must provide the Company with a medical certificate on the 7thday of absence. Thereafter medical certificates must be provided to the Company on a weekly basis.

**COMPUTER USAGE POLICY**

This policy sets out the use of the computer facilities including use of e-mail and the Internet (“the facilities”) by employees and temporary personnel working for the Company.

**MONITORING OF USE**

The facilities are made available to you to assist you in carrying out the business of YourZone45. As such the Company has the right to monitor any and all aspects of the use of the facilities that are made available to employees and temporary personnel and to monitor, intercept and/or record any communications made by using the facilities. This is to ensure compliance with this policy or for any other purpose authorised under the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000. By using the facilities you consent voluntarily and knowingly to your use being monitored. You also acknowledge the right of the Company to conduct such monitoring.

**DISTRIBUTING INFORMATION OUTSIDE THE COMPANY**

A high degree of caution must be exercised when issuing information to outside individuals or companies. Confidential information should never be transmitted to outside individuals or companies via the facilities without the authorisation of a Director of the Company or your immediate manager. Care must be used in addressing data or messages to make sure that they are not sent to the wrong individual or company. In particular, exercise care in using e-mail distribution lists to make sure that all addressees are appropriate recipients of the information.

**USE OF EMAIL**

* The facilities can only be used for personal use outside your hours of work, within reason.
* Minimising (hiding without closing) personal email or websites while working is not acceptable. The content of personal e-mails must also comply with the restrictions set out in this policy.
* Please take care to ensure that all messages sent via e-mail are courteous, professional and business like and do not contain any material, which would reflect badly on the Company reputation or standing. E-mail messages must not contain derogatory remarks about another person, as this may constitute libel.
* Forwarding or otherwise perpetuating “chain-letter” type e-mail within or outside the organisation is strictly prohibited.
* You should also not store large quantities of e-mail or downloaded files or attachments. The retention of such data utilises large amounts of storage space on both network servers and PCs, and adversely affects system performance. You should delete any e-mail messages sent or received that no longer require action or are no longer relevant. You should make hard copies of any information that you need to retain for record-keeping purposes.
* Company email accounts should only be used for business purposes, and not for personal emails. Should you receive any email not of a business purpose, please be kind enough to refer them to your personal email accounts.

**USE OF COMPUTER EQUIPMENT**

The following uses of the facilities are expressly prohibited:

* Removal of any hardware or software from the premises without prior approval.
* Installing or downloading any software or hardware without the specific approval of a Director of the Company or other person delegated by him/her to give such approval
* Duplicating copyrighted or licensed software or other information without the appropriate authorisation.

**USE OF INTERNET**

The following uses of the facilities are expressly prohibited:

* Viewing internet sites which contain pornographic, obscene, abusive, slanderous or otherwise offensive material or downloading/forwarding such material
* Communications that are in violation of company policy including, but not limited to, the transmission of defamatory, obscene, offensive or harassing messages, or messages that disclose information without appropriate authorisation
* Using social networking sites or internet for personal use during working hours unless authorised by a director of the company which would be for business purposes only.

Staff may from time to time use the internet for their own personal use in their lunch breaks and out of hours, however the following should be avoided at lunch breaks as they can cause a slowdown in the system and disrupt others working:

* Using programs such as MSN messenger.
* Video streaming and live broadcasts
* Downloading large attachments

**USE OF COMPANY DATABASES**

Databases and information held by the company on its systems are the property of the company. Data should not be shared with anyone outside the company without express permission from a senior staff member. Staff should not make copies or attempt to take company data off the premises without prior permission.

**VIRUSES, WORMS, ETC.**Please contact your manager immediately if you receive any suspect documents, e-mail messages or computer virus alerts. Do not open attachments to any email message whose address you do not recognise. Do not forward them to any other internal or external user without the approval.

**PASSWORDS**

Passwords should be kept secure and be changed regularly. To protect passwords, you should not access the facilities in the presence of others and confidential information should never be left open on the screen when equipment is unattended.

**USE OF THE SERVER**

Only shared information, intended for access by all staff should be stored on the server.

If you place a document on the server, you should take responsibility for updating it and where necessary removing it when it is no longer needed. Please remember however that if you delete something from the server in error it can be difficult to retrieve.

Personal use of the company computer systems outside of working hours is a privilege the company would like you all to enjoy, however if there is any evidence that this privilege is being abused then it will be withdrawn.

**DECLARATION**

This policy does not constitute a contract and the Company reserves the right to change its terms at any time. Failure to comply with the policy may lead to disciplinary action up to and including dismissal.

**TELEPHONE POLICY**

The Company’s telephone lines are for the exclusive use by employees in connection with the Company’s business. Whilst we will allow essential personal telephone calls concerning an employee’s domestic arrangements, excessive use of the telephone for personal calls is prohibited. This includes lengthy, casual chats and calls at premium rates.

If the Company discovers that the telephone has been used excessively for personal calls, this will be dealt with under the Company’s disciplinary procedure and the employee will be required to pay to the Company the cost of personal calls made.

Personal telephone calls should only be made during lunch breaks except in the case of a genuine emergency.

**Mobile Phone Policy**

Mobile Phones should not be used during work time for either texting or phone calls, unless the calls are work related. Mobile phones should be kept out of the way in bags or pockets, not on show, and should be switched off or turned onto silent during work time.

**BOOKING TIME OFF POLICY**

* All staff must complete a holiday request form, and get it signed by their manager when wishing to take time off.
* Managers must enter all holiday for their team on the holiday spread sheet, within the week that it is booked.
* Staff should ensure that they give adequate warning of time they wish to have off. The timescales are shown below:

|  |  |
| --- | --- |
| **Holiday Period** | **Notice Needed** |
| 1 or 2 days | 2 weeks |
| 3 days plus | 4 weeks minimum |

* Where possible it would be appreciated if staff could give us as much notice as they can for time off to allow adequate cover to be planned.
* This rule will be waived in special circumstances such as time booked off for hospital appointments. In these circumstances, the staff member should talk it through with their manager.
* Managers should take responsibility for logging their own holiday (once signed off) onto the spread sheet.
* All holiday requests are dealt with on a first come first serve basis, no guarantee can be given with any holiday request.
* There cannot be more than one member of staff off on the same day
* Maximum length of any holiday is 2 weeks

The chart below shows who should sign off your holiday form:

**SMOKING POLICY**

As part of its continuous review of health and safety matters, the company has considered the current scientific evidence of the health risks associated with passive smoking. In addition the discomfort suffered by non-smokers exposed to tobacco smoke has been taken into consideration.

The company’s business premises are completely no smoking areas. Smoking is therefore prohibited in all common areas and work areas.

**Common areas**

Smoking is not permitted in any of the following areas:

* In the company building
* Company vehicles
* Company car park

**Work areas**

Smoking is not permitted in any work areas. This applies at all times, not just during normal working hours.

**External Property**

The company wishes to portray a professional business image to its customers, members and visitors etc. Therefore smoking is also not permitted in the company car park, on all external property and at all entrances to company premises.

**Visitors**

This policy applies to all visitors to the company’s premises at all times. Appropriate signs are displayed at entrances to the building; however, staff should politely remind any visitors not to smoke.

**Breach of Policy**

Anyone found to be smoking at work in contravention of this policy will be subject to disciplinary action in accordance with the company’s disciplinary procedure. However, disciplinary action should not be the first resort. Managers should initially reinforce the terms of this policy with the employee concerned. If the person concerned continues to breach this policy then appropriate disciplinary action will be taken. Smoking at work will be viewed as serious misconduct. A repeated offence, after a formal warning could result in dismissal.

**Smoking Breaks**

The company does not allow smoking breaks during the working day. Staff are requested to smoke out of working hours or during their lunch breaks only.

**Assistance for Smokers**

This policy is not intended to make people give up smoking. However, it is acknowledged that some employees will need assistance in order to be able to comply. If this applies to you, please contact your manager/medical representative at your earliest convenience.

**EMPLOYEE DRESS CODE AND GROOMING POLICY**

Employees represent YourZone45 and are expected to dress and groom themselves in a casual but professional manner that is appropriate for their duties. YourZone45 reserves the right to prohibit employees from wearing any article of clothing, any hair style or other adornment that we deem, in our sole discretion, that their grooming or appearance is inappropriate.

Employees must wear the company uniform at all times with clean gym trainers and black gym trousers or shorts.

What is not ok to wear at work is – Denim Jeans (long or short), shoes, flip flops or sandals, torn clothing (intentional or unintentional). Any top that is not a YourZone45 top.

**Uniform**

Each employee will be provided 2 T shirts and 1 Hoodie. Additional pieces of clothing can be purchased by the employee.

**Personal Hygiene**

Employees must shower, use deodorant, brush teeth, keep hair clean etc.

Use of perfumes and aftershaves in moderation only.

**GROUP DISCIPLINARY PROCEDURE**

**INTRODUCTION**

It is the Company’s policy to apply and maintain fair and equitable standards in its relationships with all employees and so contributes to the efficient operation of the organisation.

The existence of this procedure is in no way intended to preclude the day to day counselling of employees by their manager in the normal course of their duties or informal verbal warnings given by the manager.

The Company hopes that, in practice, it will only be necessary to resort to the use of formal disciplinary sanctions when all other attempts to improve an employee’s behaviour have failed.

Disciplinary rules are of necessity flexible and when a rule is contravened each case will be considered on its own merits before any disciplinary action is taken.

The Company has drawn up the set of agreed rules and guidelines below to ensure that no employee unknowingly makes him/her liable for disciplinary action in that they deviate from accepted standards.

**GUIDANCE**

a) Failure to Meet and Maintain Company Standards

This covers offences, which may only justify dismissal when there is a current final warning on the employee’s file. In the absence of such a warning, they will normally justify the issue of a formal or final written warning to the employee.

Examples include:

* Substandard job performance as regards quality and/or quantity
* Unauthorised or unreasonable absence; poor timekeeping
* Unseemly or disruptive conduct, behavioural problems
* Unprofessional behaviour or attitude
* Smoking in “No Smoking” areas on Company premises
* Failure to comply with any conditions in the Contract of Employment
* Misconduct, mainly of a careless nature, e.g. damage to company property.

This list is not an exhaustive list.

b) Summary Dismissal

Summary dismissal is a legal term describing instant dismissal for an offence, which is deemed to be misconduct so serious that no prior warning is appropriate.

The employee may be dismissed without notice or pay in lieu of notice and, in some cases, the offence may also lead to prosecution.

Examples include:

* Acts of violence/physical assault on another employee or member; wilful misconduct likely to result in harm to fellow employees.
* Working under the influence of illegal drugs of alcohol
* Acts of indecency at work
* Unauthorised possession/theft of Company property/equipment or property of another employee, customer or supplier
* Unauthorised use/disclosure of confidential Company information to third parties
* Defrauding the Company
* Falsification or being party to falsification of company documents or information
* Use of abusive or threatening language
* A criminal offence committed at work other than a minor road traffic offence committed in the course of the employment, or an offence committed outside work which is incompatible with the Employee remaining in employment
* Acceptance of any bribe, secret profit or unauthorised commission
* Unauthorised absence or gross negligence in the performance of duties
* Any conduct during or outside working hours which brings the name of the Company, or the Employee, into disrepute or which results in the loss of custom of a client or loss of business
* Malicious damage or sabotage to Company property
* Gross insubordination or disobedience in the face of a reasonable request from management
* Any deliberate breach of the Race Relations Act 1976, Sex Discrimination Act 1975 and 1986 or the Disability Discrimination Act 1995
* Any deliberate breach of the Health & Safety at Work Act 1974 and subsequent legislation
* Disclosing details of his/her salary and remuneration to other employees of the Company

This list is not exhaustive, nor is it intended to be. There are other circumstances of examples of gross misconduct where an employee will be liable to instant dismissal

If the Company becomes entitled to terminate the employment, the Company reserves the right in its discretion to suspend the Employee on full pay until such time as a full investigation can be carried out (normally not longer than 20 working days). If, following the investigation, the facts indicate that dismissal would be appropriate; the employee will be required to attend a disciplinary meeting with his/her manager, together with a Director of the Company.

If the Company does not consider that the conduct complained of either justifies dismissal or suspension, the matter shall be dealt with in accordance with disciplinary action.

**DISCIPLINARY PROCEDURE**

* While the following formal procedure describes the normal pattern, the nature or seriousness of the offence may justify the exclusion of one or more of the steps described
* At each stage, an investigation will be carried out without reasonable delay and the employee will have the right to state his/her case and offer any extenuating circumstances.
* The employee shall be reminded of his/her right to appeal through the Company’s disciplinary appeals procedure.
* At all stages, the employee is entitled to be accompanied by a colleague of his/her choice or a trade union official.
* Meeting times and locations organised by the Company will be reasonable and the employee must take all reasonable steps to attend any meetings.

**STAGE 1: Verbal Warning**

The employee will be interviewed by his/her immediate manager. The offence will be recorded, together with the date of the warning, and held on the employees personnel file.

**STAGE 2: First Written Warning**

1. The manager will write to the employee, setting out the alleged conduct or circumstances that are being made against them and advising them that informal counselling (and any verbal warning) has been exhausted and the formal stages of the procedure will now be pursued.
2. The manager will invite the employee to a meeting to discuss the matter further and to identify all aspects of the problem and how the problem(s) can be resolved.
3. After the meeting, the employee will receive written confirmation of the meeting and a copy will be placed in his/her personal file. This document will state the nature of the offence, the improvement required and the consequences of failing to reach and maintain the standard required. In addition, reference to any previous verbal warning(s) and the date(s) shall also be included.

**STAGE 3: Final Written Warning**

This will take place in cases where there has been either continued failure to maintain Company standards or alleged misconduct.

Steps a), b) and c) will be followed.

In addition

* The meeting will be attended by the employee’s manager and a Director of the Company
* If appropriate, a final warning or dismissal may be given.
* The written confirmation will confirm that this is a final warning and the consequences of a further offence. In most cases, any further disciplinary action will be dismissal.

**STAGE 4: Dismissal**

This will take place where there is either a further failure to maintain Company standards or alleged misconduct or for any case of alleged gross misconduct.

Steps a) and b) will be followed. The employee’s manager and Director(s) of the Company will interview the employee.

If appropriate, following an investigation, the employee will be dismissed.

In addition

* After the meeting, written confirmation of the reason for the dismissal will be given to the employee, together with confirmation of notice entitlement (if any) and date of termination. A copy will be placed in the employee’s personnel file.
* Dismissal will be with notice under the Terms of the Contract of Employment, except in cases of gross misconduct when the dismissal will be summary without notice.
* Once dismissal is confirmed, the employee must be informed of his/her right of appeal.

**DISCIPLINARY APPEALS PROCEDURE**

If any employee feels that the disciplinary action taken is not warranted, he or she will be informed of the disciplinary appeals procedure and that an appeal may be made to a Director of the Company.

At all hearing, the employee may be accompanied by a trade union official or colleague of his/her choice.

STAGES

a) If the employee wishes to appeal they must request this within 5 working days of the warning/dismissal.

b) The Company will then invite the employee to attend a further meeting, normally with a Director of the Company. It is the Company’s intention that all appeals will be heard as soon as possible – within a maximum of 5 days from receipt of the request. However, it may be necessary, owing to the nature of the offence and any subsequent investigation, which may be required, to allow for a longer time for this meeting.

c) The total case will be considered and the employee invited to ‘state a case’ on which the appeal is based.

d) The employee will be advised of the outcome of the hearing in writing within a further maximum of 5 days



**Company policies and procedures acknowledgement form**

I acknowledge that I have read, understood and agree to abide by the following YourZone45 Policies and Procedures:

* **Health and Safety Policy**
* **Absence Through Sickness Policy**
* **Computer Usage Policy**
* **Telephone Policy**
* **Booking Time Off Policy**
* **Smoking Policy**
* **Employee Dress Code and Grooming Policy**
* **Group Disciplinary Procedure**

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form should be completed and returned to HR.