

Employee Handbook

This handbook is not contractual, although certain sections of this handbook form part of your terms and conditions of employment and should be read in conjunction with your contract of employment. Additional information and guidance can be found on the shared drive in G:\Information For Staff\Policies. One25 reserves the right to review, revise, amend or replace the contents of this handbook or otherwise to add in additional clauses/policies to reflect the changing needs of the business and to comply with legislation.

You will be notified of changes of detail by way of a general notice to all employees and any such changes take effect from the date of the notice.

You will be given not less than one month's written notice of any significant changes, which may be given by way of an individual notice or a general notice to all employees. Such changes will be deemed to be accepted unless you notify One25 of any objection in writing.

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Absence and sickness

Procedure for notification of sick leave

If you are unable to attend work because of sickness or injury you must contact your manager as soon as possible, but by 9.30 am at the latest, in order to advise us of:

- the reason for your absence
- when you expect to return to work

Please note that personal contact is required at all times when contacting One25. The sending of text messages or e-mail will not be accepted as notification.

If you cannot reach your direct manager by phone, you must contact your manager's manager to notify them instead. Messages about sickness absence should not be left with OST colleagues or other colleagues in your team. If your manager's manager is not available, you should contact the SMT member responsible for your department. If they cannot be reached, you should phone another member of the SMT to report your absence.

If such absence lasts longer than one day, you must keep One25 informed at regular intervals. Such intervals should be agreed between yourself and your line manager during your first call – you may be required to phone in daily if the likely length of your absence is unclear.

Any unauthorised absence must be explained and failure to do so may be treated as a disciplinary matter.

Any absence of more than 4 weeks, unless for a statutory reason, e.g. maternity, will not accrue holiday for the period over and above the statutory entitlement of 28 days including bank holidays.

Return to work interviews

On your return to work your manager will conduct a return-to-work interview to discuss the circumstances of your absence and any support needs you might have on your return to work. If you have had more than 10 days' sickness absence or three separate occasions in the last 12 months a sickness review interview will be arranged. The purpose of which is to provide a supportive approach to explore and identify ways in which the sickness absence may be reduced. See Sickness Absence Meetings Procedure below for more information.

Certification

For absences under seven days, you will be required to complete a self-certification online form through Citrus on your return to work. The system will prompt you and your manager to complete this confirmation that you are fit to work.

If your absence is likely to exceed seven consecutive days (including weekends and holidays) you must consult your doctor and obtain a Fit Note to cover your absence from the 8th day (and thereafter weekly). The Fit Note should confirm the doctor's opinion of the reason for your absence from work. The Fit Note must be forwarded to One25 immediately. If further Fit Notes are required then they must be obtained and submitted in the same way.

Your doctor might indicate on your Fit Note that you are able to return to work on:

- a phased capacity
- altered hours
- amended duties
- following workplace adaptations

One25 will consider any suggestions but is under no obligation to provide them. If One25 does offer you adjustments on your doctor's advice to enable your return to work you are required to take all reasonable steps to accommodate this. Failure to do so could lead to disciplinary action.

Please note if a self-certification form is not completed, or a Fit Note as appropriate is not supplied, this may impact on your sick pay arrangements.

Payment during sickness

If you are absent from work due to sickness or injury, and you comply with the requirements regarding notification and certification set out above, you will normally be paid as follows

Length of Service	Sick Pay Entitlement	
	Full Pay followed by	Half pay
Under one year	2 weeks'	2 weeks'
One to three years	8 weeks'	8 weeks'
Three years and over	13 weeks'	13 weeks'

Thereafter you will normally be paid the current rate of Statutory Sick Pay (SSP).

Sick Pay Entitlement is calculated on a 12-month rolling basis (i.e. all sickness within a 12-month period will be included). The above entitlements apply to full time staff. Entitlement for part time staff will be on a pro rata basis.

It is forbidden for employees to undertake work for anyone else whilst in receipt of sick pay, whether statutory, or discretionary or contractual company sick pay. In exceptional circumstances if it is felt that undertaking work, whether paid or unpaid, whilst signed off sick would be beneficial to aid recovery, then express written permission must be sought beforehand.

Illness whilst on holiday

If you become ill whilst on holiday, you must notify your manager as soon as possible, in accordance with the usual reporting rules above. You must also provide medical evidence as soon as practicable for the entire period of your incapacity, irrespective of the number of days you were affected, if you wish to claim a refund of your holiday allowance.

Access to Medical Reports

In certain circumstances it may be necessary for One25 to obtain a Medical Report from your Doctor / Specialist in order to establish:

- reason for and likely duration of absence
- when you will be able to return to work, and whether the problem will recur
- what, if any, treatment is being prescribed; and
- whether you can carry out all the duties of the job.

It is in the interests of both yourself and One25 to establish, with the benefit of expert medical opinion, your ability to work. You have certain rights under the Access to Medical Reports Act 1988.

Your Doctor / Specialist cannot submit the report to One25 without your consent. You may withhold consent to the report being sought or can request to see the report prior to it being forwarded to One25.

If you indicate that you wish to see the report in advance, One25 will inform you when the Doctor / Specialist has been written to; and the Doctor / Specialist will also be notified that you wish to see the report. You then have 21 days to contact the Doctor / Specialist regarding arrangements to see the report.

Should you indicate that you do not wish to see the report before One25, you still have the right to write to the Doctor / Specialist, if the report has not been provided to One25, and have 21 days to contact the Doctor / Specialist regarding arrangements to see the report. You have the right to ask the Doctor / Specialist for a copy of the report for up to 6 months after it has been supplied. (There may be a charge for this.)

You may ask the Doctor / Specialist to amend any part of the report which you consider to be incorrect or misleading. If the Doctor / Specialist are not in agreement, you may attach a statement of your views with the report. If the Doctor / Specialist think that you or others would be harmed by the report, or any part of the report, it can be withheld from you.

No decision will be made that could affect your employment without careful consideration of all the circumstances.

Where One25 wishes to obtain a medical report, you will be asked for your written

consent. Should you withhold such consent, One25 will take a decision regarding your continuing employment without the benefit of medical opinion.

Sickness Absence Meetings Procedure

We may apply this procedure whenever we consider it necessary, including, for example, if you:

- Have been absent due to illness on a number of occasions;
- Have discussed matters at a return-to-work interview that require investigation; and/or
- Have been absent for more than three weeks consecutively.

Unless it is impractical to do so, we will give you two days' written notice of the date, time and place of a sickness absence meeting. We will put any concerns about your sickness absence and the basis for those concerns in writing or otherwise advise why the meeting is being called.

You may bring a work colleague or trade union representative to any meeting or appeal under this procedure.

The meeting will be conducted by your manager and may be attended by another member of staff to take notes. You may bring a companion with you to the meeting (see above paragraph).

You must take all reasonable steps to attend a meeting. Failure to do so without good reason may be treated as misconduct. If you or your companion are unable to attend at the time specified you should immediately inform your manager who will seek to agree an alternative time.

A meeting may be adjourned if your manager is awaiting receipt of information, needs to gather any further information or give consideration to matters discussed at a previous meeting. You will be given a reasonable opportunity to consider any new information obtained before the meeting is reconvened.

Confirmation of any decision made at a meeting, the reasons for it, and of the right of appeal will be given to you in writing, normally within five days of a sickness absence meeting (unless this time scale is not practicable, in which case it will be provided as soon as is practicable).

If, at any time, your manager considers that you have taken or are taking sickness absence when you are not unwell, they may refer matters to be dealt with under our Disciplinary Procedure.

Stage 1 First Sickness Absence Meeting

The purpose of a first sickness absence meeting may include:

- a) Discussing the reasons for absence.
- b) Where you are on long-term sickness absence, determining how long the absence is likely to last.
- c) Where you have been absent on a number of occasions, determining the likelihood and business impact of further absences.
- d) Considering whether medical advice is required.
- e) Considering what, if any, measures might improve your health and/or attendance.
- f) Agreeing a way forward, action that will be taken and a timescale for review and/or a further meeting under the sickness absence procedure. This may include a formal warning that failure to improve attendance could place ongoing employment at risk.

Stage 2 Second Sickness Absence Meeting(s)

Depending on the matters discussed at the first stage of the sickness absence procedure, a further meeting or meetings may be necessary. Arrangements for meetings under the second stage of the sickness absence procedure will follow a formal process; you will be invited in writing with at least 48 hours' notice and have the right to be accompanied.

The purpose of further meeting(s) may include:

- a) Discussing the reasons for and impact of your ongoing absence(s).
- b) Where you are on long-term sickness absence, discussing how long your absence is likely to last.
- c) Where you have been absent on a number of occasions, discussing the likelihood business impact of further absences.
- d) If it has not been obtained, considering whether medical advice is required. If it has been obtained, considering the advice that has been given and whether further advice is required.
- e) Considering your ability to return to/remain in your job in view both of your capabilities and our business needs and any adjustments that can reasonably be made to your job to enable you to do so.
- f) Considering possible redeployment opportunities and whether any adjustments can reasonably be made to assist in redeploying you.
- g) Where you are able to return from long-term sick leave, whether to your job or a redeployed job, agreeing a return-to-work programme.
- h) If it is considered that you are unlikely to be able to return to work from long-term absence, whether there are any benefits for which you should be considered.
- i) Agreeing a way forward, action that will be taken and a timescale for review and/or a further meeting(s). This may, depending on steps we have already taken, include warning you that you are at risk of further formal action and/or dismissal.

Stage 3 Final Sickness Absence Meeting

Where you have been warned that you are at risk of dismissal, we may invite you to a meeting under the third stage of the sickness absence procedure. Arrangements for this meeting will follow a formal process; you will be invited in writing with at least 48 hours' notice and have the right to be accompanied.

The purpose of the meeting will be:

- a) To review the meetings that have taken place and matters discussed with you.
- b) Where you remain on long-term sickness absence, to consider whether there have been any changes since the last meeting under stage two of the procedure, either as regards your possible return to work or opportunities for return or redeployment.
- c) To consider any further matters that you wish to raise.
- d) To consider whether there is a reasonable likelihood of you returning to work or achieving the desired level of attendance in a reasonable time.
- e) To consider the possible termination of your employment.

Termination will normally be with full notice or payment in lieu of notice.

Appeals

You may appeal against the outcome of any stage of this procedure and you may bring a work colleague or trade union rep to an appeal meeting.

An appeal should be made in writing with five working days, stating the full grounds of appeal, and you will be advised in the outcome letter who the appeal should be addressed to.

The appeal will be held as soon as possible. Any new matters raised in an appeal may delay an appeal meeting if further investigation is required.

Where practicable, an appeal meeting will be conducted by a manager of or more senior to the individual who conducted the sickness absence meeting; in a small organisation such as ours this may not always be possible.

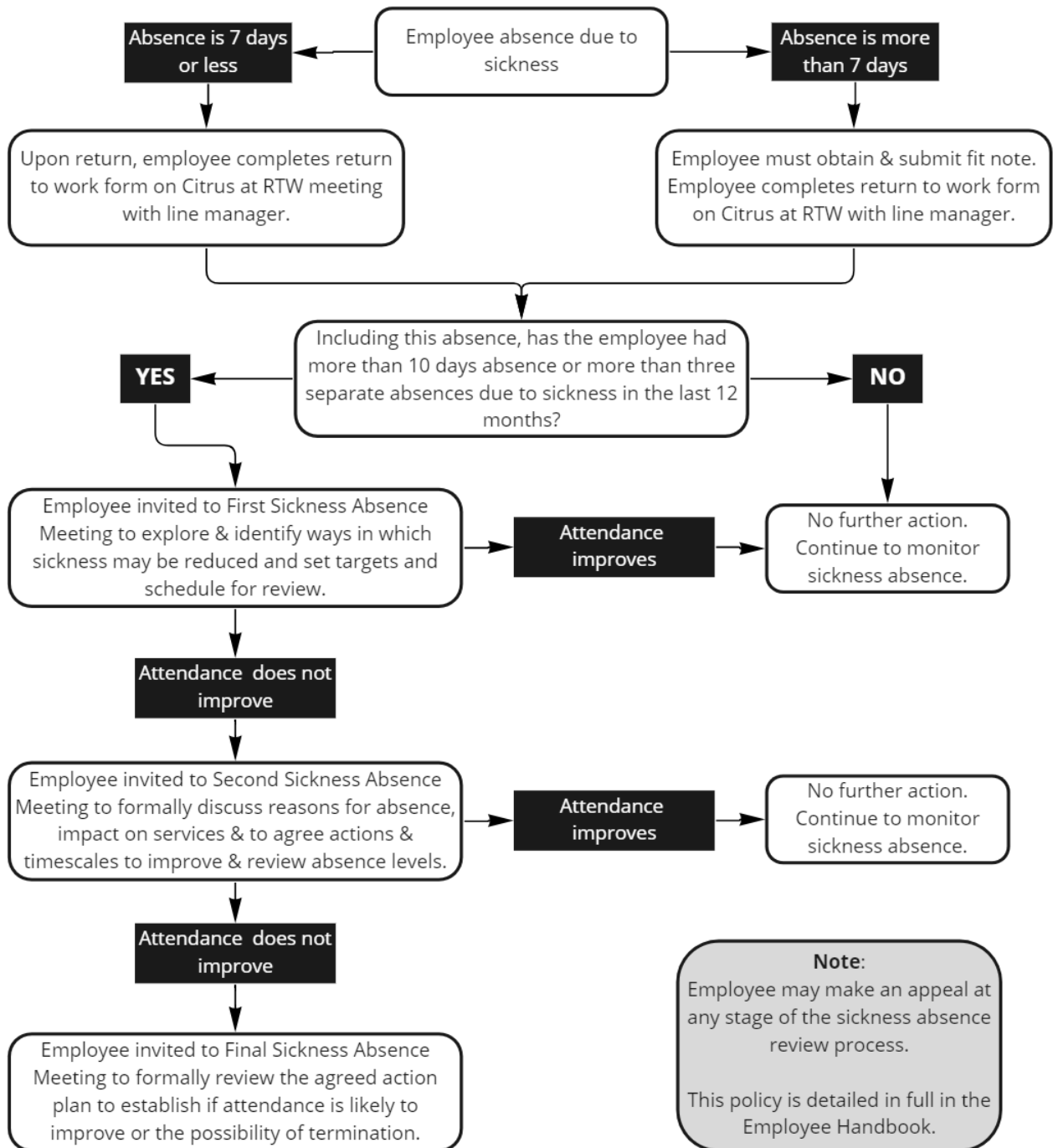
Depending on the grounds of appeal, an appeal meeting may be a complete rehearing of the matter or a review of the original decision.

Following an appeal the original decision may be confirmed, revoked or replaced with a different decision. The final decision will be confirmed in writing, if possible within five days of the appeal meeting. There will be no further right of appeal.

The date that any dismissal takes effect will not be delayed pending the outcome of an appeal. However, if the appeal is successful, the decision to dismiss will be revoked

with no loss of continuity or pay.

Sickness Absence Review Process



Adverse Weather

One25 does not expect employees to put their own safety at risk when travelling into work during adverse weather conditions, but they should make every endeavour to attend work if practical.

If police advise that due to severe weather conditions roads and public transport should

be avoided, One25 requires employees who are unable to attend work, or if they did attend work would be significantly late, to advise their manager as soon as possible. However, employees should do their best to anticipate problems getting into work and make arrangements with their manager the day before to work from home.

One25 is under no obligation to pay employees who do not attend work, if employees are found to be abusing these guidelines their pay will be withheld and disciplinary action may be taken.

Alcohol and drugs

The use of alcohol or drugs (including but not limited to any banned substance) at the work place and / or during working hours is strictly prohibited, other than prescription medication which your medical practitioner has confirmed will not affect your ability to work safely. If your performance or attendance is affected as a result of alcohol or drugs or we believe you have been involved in a drug related offence you may be subject to investigation and disciplinary action which may lead to your dismissal.

One25's Substance Misuse Policy further outline's the organisation's approach to dealing with either intermittent or continuous use of drugs and/or alcohol, which interferes with work performance, productivity and safety. Please refer to this policy for more information.

Appointments

Employees are expected to ensure that appointments to visit the doctor, dentist, hospital etc. are made in their own time and outside normal working hours. However, if this is not reasonably practical, time off work will be permitted to attend such appointments providing that the appointment is substantiated with an appointment card (if requested). Any such appointments, which have to be made in work time, should either be made at the beginning of the day, the end of the day or around lunchtime to minimise disruption to the business. We reserve the right to request employees schedule their appointments outside of work time, take leave of absence from their entitlement, take unpaid time off or make up hours not worked, where appropriate and reasonable.

Appraisals

All employees and their performance and development will be reviewed annually through One25's appraisal process. The Appraisal process provides a systematic approach to:

- positively reviewing individual performance
- encouraging and facilitating individual growth and personal development
- identifying future learning and development needs of staff
- ongoing regular performance reviews, which set short-term achievable objectives in the workplace

The appraisal process is a collaborative process between the employee and their line manager; it takes a retrospective look at performance over the last 12 months and seeks to agree a plan of action for the forthcoming year. Feedback from other colleagues in the organisation is also invited for consideration in the appraisal process.

Further information about the appraisal process can be found in documentation saved on the shared G drive: G:Managers Forms\Appraisal Forms

Attendance and time keeping

One25 places great importance on its employees attending work regularly and punctually. All employees are reminded that they should be ready to start work promptly at their designated commencing time. Hours of work are detailed in the contract of employment. Persistent absenteeism and lateness may be dealt with under the Company's Disciplinary Procedure which can be found later in this handbook.

If you need to leave work early or have time away during your normal working hours you must obtain your manager's authorisation beforehand, failure to do so will lead to your absence being recorded as unauthorised and unpaid and may lead to disciplinary action.

Blogging and social networking

Blogging is defined as writing a personal online journal that is frequently updated and intended for general public consumption. Social networking is defined as sharing your personal interests and emotions in an online forum with like-minded individuals. Common social networking sites include but are not limited to Facebook, Twitter, Instagram, Tik Tok and LinkedIn.

Blogging by employees and the use of social networking sites, whether using One25 property and systems or personal computer systems, is subject to the terms and restrictions set out below:

- Employees should not under any circumstances use One25's systems to participate in any internet chat room, post messages on any internet message board or set up or log text or information on a blog for non-business related reasons, except in their own time.
- You are reminded that your duty of confidentiality to One25 applies to blogging and social networking. As such, workers are prohibited from revealing any confidential or proprietary information, trade secrets or any other material deemed as confidential by One25.
- Employees shall not engage, even in their own time, in any blogging or social networking that may harm or tarnish the image, reputation and/or goodwill of One25 and/or any of its employees or customers or which is detrimental to One25's interests.

- You should not express opinions on any social networking site which purport to be the opinion of the Company, nor comments representing your own views on the Company.
- Employees may not, even in their own time, attribute personal statements, opinions or beliefs to One25 when engaged in blogging or social networking. If an employee expresses their beliefs and/or opinions in blogs or social networking sites, the employee may not, expressly or implicitly, represent themselves as an employee or representative One25.
- Employees must never use social media in order to harass or bully other staff in any way or to post material that is deemed offensive or may cause distress to their colleagues.
- Employees must not connect with or become 'friends' or followers of any of our service-users.
- You should not upload photographs to your social networking sites of yourself or any other employee taken in a work situation or in a work context, unless you have the express permission of the Company and the individuals in the photograph to do so.
- It goes without saying that sexual or offensive content should not be posted or shared on social media or messaging apps.
- Apart from following all laws pertaining to the handling and disclosure of copyrighted materials, One25 trademarks, logos and any other One25 intellectual property may not be used in connection with any blogging or social networking activity.

Messaging Apps

Employees should also note that when using messaging services such as WhatsApp and Messenger for business or personal use with colleagues, they should refrain from using derogatory or offensive language or messaging in a way that could be construed as bullying or making offensive remarks about the Company, staff or service-users. The Company reserves the right to access such messaging services where it has reason to believe that these guidelines have been breached and messages may be used as evidence in any disciplinary proceedings that need to take place as a result.

Business Use of Social Media

As an organisation, we use Facebook, Instagram and Twitter to raise awareness of the Company and what we are doing. Social media for the Company is the responsibility of and carried out by Amy Sutcliffe (Fundraising and Communications Manager). Approval will be granted where use is required for staff within the remit of their role but otherwise, staff should not under any circumstances access or post on Company social media accounts. Staff are permitted to share or draw attention to Company posted social media updates via their personal accounts.

If your duties require you to speak on behalf of the organisation in a social media environment, you must still seek approval for such communication from your manager

who may require you to undergo training before you do so and impose certain requirements and restrictions with regard to your activities.

Likewise, if you are contacted for comments about the organisation for publication anywhere, including in any social media outlet, direct the inquiry to your manager and do not respond without written approval.

Monitoring

The contents of our IT resources and communications systems are our property. Therefore, staff should have no expectation of privacy in any message, files, data, document, facsimile, telephone conversation, social media post conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on our electronic information and communications systems. One25 reserves the right to routinely monitor all users for the purpose of ensuring that One25 rules are being complied with, investigating wrongful acts, or complying with any legal obligation.

Any breach of the above terms is likely to result in disciplinary action being taken. A serious breach of this policy may be considered as gross misconduct warranting summary dismissal.

Boundaries

Staff are expected to maintain clear professional boundaries with Service User (SUs) at all times and after they leave the employment of One25. This is vital for their progression and the independence we are aiming to foster in SUs. Staff are expected to model the behaviour we want from Service Users and, whilst we offer love and support, Service Users are not our friends and should not be treated as such, for their own benefit. Staff must read One25's Professional Boundaries Policy in full which prohibits behaviour such as:

- Divulging personal information that compromises your relationship with a woman and which might make them feel uncomfortable in any way. This may include information about your living circumstances, personal relationships, children (as they may have had children removed) where you live and your behaviour outside work.
- Giving or accepting personal gifts to/from Service Users.
- Having any contact with Service Users outside work or after you have left a position at One25.
- Socialising with Service Users.
- Any action which promotes harmful behaviours in Service Users including
 - Giving money to Service Users outside parameters outlined or agreed with managers.
 - Glamourising drugs or alcohol.
 - Discussing the personal details of other Service Users.

Failure to observe these guidelines or any other guidance around boundaries given by managers could result in disciplinary action against a staff member. It may also result in information about inappropriate use of boundaries being passed to future employers in the form of a reference or relevant information to protect a Service User.

For further information, please refer to One25's Professional Boundaries Policy.

Bullying and harassment

Bullying and harassment is considered as unwanted behaviour that is offensive and causes emotional or physical harm to the recipient. It is humiliating and unacceptable within the working environment and unlawful.

We prohibit harassment, retaliation and victimisation of any kind. Harassment, victimisation and bullying may include:

- Derogatory name-calling
- Derisory remarks, verbal abuse, insults and threats
- Ridicule or belittling of an individual
- Repeated gibes in reference to personal traits or appearance
- Offensive verbal or practical jokes
- Exclusion from normal workplace conversation or social events
- Unfair allocation of work and responsibilities
- Offensive graffiti or insignia
- Display or electronic transmission of offensive material
- Physical attack
- Incitement of others to commit any of the above

Harassment relating to disability may include:

- Unwelcome discussion of the effects of a disability on an individual's personal life
- Refusal to work / study alongside a person with a disability
- Communicating with a person with a disability via a third party
- Excluding a person with a disability or who cares for a person with a disability from social events or meetings
- Uninvited, patronising or unnecessary assistance with work / study
- Prejudging an individual's capabilities without reference to them
- Mischievous interference with personal aids or equipment

An employee who is a victim of minor harassment or bullying is advised to make it clear to the harasser / bully that they consider the behaviour unacceptable and request that they immediately stop the offensive behaviour. This can be done orally or by a letter. If this is done by letter, a copy should be sent to the CEO. In the letter it should state the name of the harasser / bully, the nature of the harassment / bullying, dates and times when the harassment occurred, names and witnesses of any incidents and any action already taken to date by the complainant to stop the harassment / bullying.

If the harassment / bullying continue, the employee should take their complaint through the grievance procedure. All complaints will be handled in a timely and confidential manner. Employees will be protected from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation. Retaliating against an employee for complaining about harassment or bullying is a disciplinary offence. There will be a full investigation and action will be taken if the complaint is considered to be justified. This is likely to result in disciplinary action.

An allegation of bullying or harassment is a serious one. An employee who brings a complaint of bullying or harassment will not suffer any victimisation for having done so but, should their complaint prove to be untrue, malicious and / or made in bad faith, then disciplinary action may be taken against the person making the complaint. This is necessary in order to protect the integrity of this policy.

Carer's Leave

In certain circumstances where an employee has caring responsibilities for a dependent child or adult the TOIL policy may be amended to accommodate unplanned but necessary caring responsibilities that require time off work.

In this case - more than 1 day's TOIL may be taken in 1 timesheet period, and should be noted on a timesheet as C and recorded on Citrus by requesting TOIL using the 'Other Paid Absence' option. In addition up to the equivalent of 3 days' negative TOIL can be taken but this must be worked back as soon as practical and definitely within 3 months.

If negative TOIL is not worked back within 3 months from the date it was taken, unless in exceptional circumstances and agreed by the CEO, it will automatically be converted to Leave (paid or unpaid if no paid Leave remains).

In the event that an employee leaves One25 still owing negative TOIL this will be deducted from any untaken leave or if no leave remains deducted as unpaid leave.

Working from home with children

Where an employee is working from home whilst caring for a child under primary school age, they need to have a meeting with their Manager to confirm the arrangements. This may include adjusted hours. If an employee is not able to work their contracted hours due to caring for a child, they will need to use TOIL.

Company property

It is the responsibility of all employees to take reasonable precautions to secure any One25 property.

Use of One25 property for any purpose other than normally defined duties is not permitted. Failure to adhere to the above may result in disciplinary action being taken.

We reserve the right to require employees to immediately return any One25 property which is in their possession or control, at any time, on demand, and with immediate effect.

On termination of your employment it is your responsibility to ensure that all One25 property is returned in a clean and fit state. Failure to do so may lead to a charge being made, equivalent to the value of the property or the cost required to either repair damaged property or clean it, and that amount being deducted from your final salary or other payment due to you.

Compassionate leave

In the event of serious illness or death of a close family member (for example, but not limited to, spouse, mother, father, sister, brother, mother-in-law or father-in-law), we aim to be as supportive as possible but recognise that every case will be different. We would therefore encourage you to speak to your Manager to agree arrangements for time off on compassionate grounds. Leave will need to be approved with the CEO and may be taken as holiday or unpaid leave or may be, at our discretion, paid (for up to two weeks).

If you suffer the loss of a child, you are entitled to Parental Bereavement leave and the details of this are set out in the Parental Bereavement Leave and Pay section.

In order to attend a funeral of a close friend or non-immediate member of family, you may take the time off as holiday or unpaid leave.

Conduct

You are expected to demonstrate certain standards of professional conduct and performance, ensuring you carry out your duties for One25 effectively and competently with integrity and honesty, and with due regard to public safety. As a general principle you should adhere to the following standards:

- Maintain confidentiality both internally and externally
- Only undertake work that your education, training and experience have rendered you competent to perform. If work is not of this nature, always seek appropriate approval and support
- Provide work or services of a quality and scope, and to a level, which are commensurate with accepted standards of the role
- Disclose any interest, whether financial or otherwise, which is related to the work for which you have been employed and which may cause conflict. This applies to interests in any company, firm, organisation or with any person
- Ensure your attire and appearance is suitable and reflects positively on One25

- Maintain good relations with those for whom and with whom you work both within One25 and with customers or clients
- Respect the property of One25 and of other people
- Maintain an accurate record of any business expenses incurred and work completed via the authorised forms.

As a general rule, what employees do after normal working hours and off Company premises is a personal matter and does not directly concern the Company. However, there are some exceptions to this rule and the Company will become involved where incidents occur:

- at office parties, office drinks events or other work-related social occasions or gatherings, whether organised by the Company or by employees themselves
- at social occasions or gatherings organised by the Company's customers or clients where the employee has been invited in their capacity as an employee of the Company
- at work-related conferences or training and development events
- whilst the employee is working away on business on behalf of the Company.

On these occasions, employees are expected to be moderate if drinking alcohol and to behave in an appropriate, mature and responsible manner, taking into account that they are representing the Company. They must take specific action to ensure they are well within the legal limits if they are driving.

Any employee who is found to have harassed or verbally or physically abused or assaulted another employee or a customer/client or business contact of the Company at such an event, or who otherwise brings the reputation of the Company into disrepute, will be subject to disciplinary action under the disciplinary procedure. Depending on the circumstances of the case, such behaviour may be treated as gross misconduct and could render the employee liable to summary dismissal.

Where the employee's off-duty conduct seriously undermines the trust and confidence that the Company has in the employee, and / or brings the Company's name into disrepute, whether at a work-related social occasion or otherwise, under the Company's disciplinary procedure this could result in the employee's dismissal.

Confidential information

During the course of your employment with One25 you may have access to secret or confidential information regarding the affairs of the Company and its clients, customers and business associates.

During the course of your employment and after its termination you shall not use any Confidential Information (save for the benefit of the Company and in the proper performance of your duties); and you shall not, without the Company's prior written consent, disclose, divulge or communicate directly or indirectly to any third party, any

Confidential Information (with the exception of where such information is already in the public domain).

Nothing in this clause shall restrict or limit your rights under the Public Interest Disclosure Act 1998 (whistleblowing legislation).

You further undertake that immediately on termination of your employment, you will return to us all equipment, documentation and data in your possession belonging to us, including documents (computer data or copy), abstract, summary or précis thereof, made or obtained by you in the course of your employment.

Core values and behaviours

One25's core values are:

- Person-centred
- Justice
- Unconditional love
- Non-judgemental
- Compassionate
- Truthful
- Willing to see things through.

The Core Behaviours Framework seeks to embed these values into the daily work and activities of staff while encouraging them to act with integrity at all times.

There are five core behavioural competencies:

- Working with Others
- Communicating
- Organisational awareness
- Learning and growth
- Planning and delivery of work
- Motivational Leadership.

The Core Behaviours Framework expands on this list of competencies and outlines how outstanding, effective and unacceptable conduct might be demonstrated. One25 expects that all staff will be able to demonstrate effective or outstanding behaviour in all aspects of their performance across all core behavioural competencies. One25 also expects that staff will never display unacceptable behaviours.

The Core Behaviours Framework is used in a variety of processes including recruitment, induction, probation reviews, appraisals and personal development. Please refer to The Core Behaviours Framework for more information.

Cycle Friendly

One25 recognises the environmental, health, financial and practical benefits of cycling and as such strives to encourage staff to commute by bicycle, where possible.

Initiatives that have been implemented to promote cycling include:

- Secure and under-cover bike parking to provide protection from theft and from the elements. Bike store keys can be requested from OST.
- Bicycle pump and puncture repair kit on site for staff to use.
- Shower facilities for staff.
- Twice yearly Dr Bike visits to service bicycles and advise on repairs.
- Membership of Cycle Scheme: employees are able to save between 25-39% of the cost of a new bike and accessories, whilst also spreading the cost by paying monthly via salary deductions. Please email hr@one25.org.uk to request guidance on accessing the scheme.

Disciplinary procedure

It is our intention that all employees are treated fairly and consistently. Every effort will be made to help employees carry out their duties and staff will be given sufficient opportunity to demonstrate commitment to their work and to One25. However, if an employee commits an act of misconduct or is not able to meet the performance requirements of their position, the following procedure will apply.

Policy objectives

The purpose of this disciplinary procedure is to:

- ensure consistent and fair treatment of disciplinary and performance issues, and
- help and encourage employees to achieve and maintain appropriate standards of conduct and performance

This procedure aims to bring about improvements in work and conduct. It is not simply a mechanism for dismissing employees, although in some cases this may be the outcome of the procedure.

One25 will not dismiss an employee for a first offence, unless the offence amounts to gross misconduct (see gross misconduct section), in which case the employee will be dismissed without notice or pay in lieu of notice.

Procedure

If an employee breaches One25 standards of conduct or performance, One25 will carry out the following procedure:

- Conduct a prompt and proper investigation. What constitutes a 'proper investigation' will depend on the nature of the case and will be at the discretion of One25. If the employee is asked to attend a meeting, One25 will specify whether the meeting is investigatory or disciplinary. In conduct (but not performance) cases, where possible a different manager will carry out the investigation hearing to the

disciplinary meeting. Depending on the circumstances, it may be appropriate to briefly suspend the employee with pay from work to enable the investigation to take place. Suspension with pay does not amount to a disciplinary sanction and does not infer guilt or imply that any decision has already been made about the allegations. However, during the period of suspension, the employee will not be entitled to enter One25's premises except at the prior written request or with the prior written consent of One25, and subject to such conditions as One25 may impose. The decision to suspend an employee will be notified by the Manager and confirmed in writing.

- Give or send the employee a letter, setting out the complaint made against the individual, advising that they must attend a disciplinary meeting to discuss the matter and confirming the time, date and location of the meeting which will be at least 48 hours away. The letter will also explain the possible outcomes of the disciplinary meeting, including highlighting if dismissal is a potential outcome, and the employee's right of representation by a work colleague or recognised trade union official. If an employee has difficulty understanding the letter, they should ask for an explanation. An employee who has been invited to attend a disciplinary meeting must take all reasonable steps to attend the meeting. The meeting may be postponed by up to 5 working days upon request if the employee's chosen representative is not available. If an employee fails to attend a disciplinary meeting without previously advising One25 of their justifiable reason as to why they cannot attend One25 will make a decision in their absence based on the evidence available. One25 reserves the right to withhold Company sick pay if an employee goes absent during the course of any disciplinary action and to make a decision in their absence.
- Give the employee copies of relevant evidence before the meeting.
- Give the employee and any permitted companion a reasonable amount of time to consider their response to this information.
- The reason for the disciplinary meeting (previously confirmed in writing) will be restated at the start of the disciplinary meeting. The employee will have an opportunity to put forward their case in respect of the allegations made. One25 will summarise the main points after discussion and check the employee has nothing further to add before adjourning to make a decision.
- Give the employee a copy of meeting records.

If matters come to light during a disciplinary meeting which require further investigation, One25 may, at its discretion, adjourn the meeting to enable further investigation to be carried out.

One25 will not undertake any disciplinary action without first completing the above procedure. Each stage of the procedure will be carried out without unreasonable delay.

One25 will keep records of any action taken under these disciplinary procedures. These will be treated as confidential.

Employees have the right to appeal against any formal action taken against them under the procedure and have the right to be accompanied at an appeal meeting.

Right to be accompanied

In any disciplinary meetings under the procedure, including appeals, an employee has the statutory right to be accompanied by a fellow worker or trade union official of their choosing. The employee must advise One25 of who they have chosen as a companion, if they wish to have one, prior to attending any meeting. The companion may address the hearing to put forward the employee's case, sum up their case, respond on the employee's behalf to any view expressed at the hearing and confer with the employee during the hearing. The companion does not, however, have the right to answer questions on the employee's behalf, address the hearing without the permission of the employee, or prevent anyone, including the employee, from making their contribution to the hearing.

Misconduct

The following are examples likely to result in disciplinary action (this is not an exhaustive list):

- Lateness / poor timekeeping / poor attendance
- Poor performance including failure to maintain work standards
- Poor attitude demonstrated towards work
- Refusal to obey a reasonable instruction
- Neglect, damage and / or abuse of company facilities / property resulting in damage or mess
- Repeated failure to provide appropriate sickness absence documentation
- Rudeness to a client or supplier
- Refusal to wear protective clothing or personal protective equipment
- Interference with any company plant or property
- Disregarding safety instructions or safety precautions
- Infringement of company rules
- Disregarding warning notices
- Continued use of company phones and/or company computer equipment for non-work related matters

Gross misconduct

There are certain actions that constitute misconduct serious enough to justify dismissal without notice or pay in lieu of notice. One25 reserves the right in each case to decide what constitutes gross misconduct. The following are examples of gross misconduct, however these are intended as a guide only and the list is not complete or exhaustive:

- Refusal to accept and act on reasonable instructions from management
- Serious negligence that could or does result in unacceptable loss, damage or injury
- Fighting, assault or threatening / bullying behaviour and / or any violent act
- Theft, fraud or falsification of Company records or any dishonesty involving One25, its employees, clients or authorised visitors or attempts to commit such offences,

including working whilst claiming company sick pay, making false statements on the application form, falsification of time sheets

- Deliberate or reckless damage to the property of One25, its employees, customers or authorised visitors
- Being unfit to work through alcohol or illegal drugs or other prohibited substances on company property and / or during company activities
- Misuse or consumption of Company owned products, funds or property
- Inappropriate use of other employee's cash or property
- Criminal offences against One25 or another employee
- Disorderly behaviour (including sleeping) likely to cause damage, injury or waste of resources
- Deliberate and serious contravention of Health and Safety procedures or any action likely to endanger the health and safety of the employee or any other person
- Possession, sale, transfer or use of any illegal drugs or other prohibited materials including alcohol (unless alcohol is so provided by One25 on special occasions) on company property and / or during company activities
- Deliberate harassment (including harassment on the grounds of sex, race, disability, age, religion, sexuality, sexual orientation and other prohibited forms of discrimination) or deliberate discrimination of any other member of staff, supplier, client or third party
- Unauthorised absence of more than 5 working days
- Bringing One25, its name, employees, volunteers and / or clients into disrepute, including making false statements about any of these.

This list illustrates the type of conduct that normally merits dismissal for a first offence; however other types of offence, such as deliberate unlawful discrimination may be treated as gross misconduct, depending on the seriousness of the case.

If One25 is satisfied, following investigation and a disciplinary hearing, that the employee has committed gross misconduct, One25 will normally dismiss the employee without notice or pay in lieu of notice. In certain circumstances, demotion or suspension without pay may be used as an alternative measure.

Possible outcomes of a disciplinary meeting

For certain first offences, disciplinary action might be considered more appropriate than dismissal. In such cases, One25 may issue a formal warning to an employee, which may be a Written (Stage 1) or Final warning / Disciplinary Suspension (Stage 2) as appropriate.

Depending on the seriousness of the misconduct or poor performance or the disciplinary record of the employee, Stage 1 of the procedure may be omitted.

Should a formal warning for misconduct be on file, any subsequent act of misconduct, if found, is likely to result in an escalation of the disciplinary procedure. Therefore

different acts of unrelated misconduct could result in the procedure being escalated. This will not be the case, however, if the previous warning has expired. As required, One25 will always consider relevant mitigating circumstances presented by the employee during the disciplinary investigation or hearing before making a decision.

Stage 1 Written warning

One25 may issue a Stage 1 warning if the employee's conduct or performance does not meet One25's standards.

If, as a result of a disciplinary hearing, One25 decides to issue such a warning, they will advise the employee of the following:

- the reason for the warning
- that it is the first stage of One25's disciplinary procedure
- the action or improvement (if any) required of the employee
- the timescale for implementing any such action, if appropriate
- the consequences for the employee of not implementing the required action or of further misconduct
- when the warning will cease to have effect, subject to satisfactory conduct or performance—(normally be after six months but a longer period may be stated in exceptional cases)
- the right to appeal, in writing to the CEO within 5 working days of being advised of the warning

All of these matters will be confirmed to the employee in writing.

Stage 2 Final written warning

One25 may issue a final warning if:

- the required improvement is not achieved within the timescale stated in a Stage 1 warning
- further misconduct or poor performance occurs within the timescale of a Stage 1 warning, irrespective of whether this involves a repetition of the previous conduct or poor performance
- the seriousness of the misconduct or poor performance merits it, regardless of whether any previous warnings have been issued

One25 may issue a final warning. If, as a result of a disciplinary hearing, One25 decides to issue such a warning, they will advise the employee of the following:

- the reason for the final warning / disciplinary suspension
- the action or improvement (if any) required of the employee
- the timescale for implementing any such action, if appropriate
- the fact that this is a final warning and that the next stage of the procedure will be dismissal

- when the warning will cease to have effect, subject to satisfactory conduct or performance (normally be after 12 months but a longer period may be stated in exceptional cases)
- the right to appeal, in writing to the relevant manager within 5 working days of being advised of the warning. This will usually be a manager more senior than who issued the original warning, however, given the size of our organisation, if this is not possible an appropriate alternative manager would be appointed to hear the appeal.

All of these matters will be confirmed to the employee in writing.

Dismissal

One25 may dismiss an employee if:

- the required improvement is not achieved within the timescale stated in a previous warning
- further misconduct or poor performance occurs during the timescale of a previous warning, irrespective of whether this involves a repetition of the previous conduct or poor performance
- it is reasonably believed that the employee has committed an act of gross misconduct

Unless dismissal is for gross misconduct, the employee will be dismissed with notice or pay in lieu of notice.

If the decision is taken to dismiss the employee, the CEO will advise the employee of the following:

- the reason for the dismissal
- the date on which the dismissal takes effect
- the appropriate period of notice
- the right to appeal, in writing to the CEO within 5 working days of being advised of the dismissal.

All of these matters will be confirmed to the employee in writing.

In exceptional circumstances, One25 may seek the employee's agreement to demotion or other penalty as an alternative to dismissal. Such measures may include:

- A change of duties to avoid a repeat of the performance issues experienced and / or
- A demotion to duties which will endeavour to avoid a repeat of the performance issues experienced and / or
- A reduction in salary / benefits commensurate with a revised role, duties or an entirely new position

If appropriate, a final warning may also be issued or continued in force.

Appeals

Any employee who is dissatisfied with the decision of their disciplinary hearing can appeal against the decision. Appeals should be made in writing to the relevant manager as outlined above, setting out the reasons for the appeal, and delivered to them within five working days of the disciplinary decision. One25 will then invite the employee to an appeal meeting, which will normally take place within five working days, but this may be longer where the appeal chairperson is not available. At the appeal meeting the employee has the right to be represented by a work colleague or trade union official. The employee may ask for an adjournment of up to 5 working days if their chosen representative is not available.

The appeal meeting can take place after the disciplinary decision has taken effect.

For all cases, including dismissal, where possible the appeal will be heard by a member of the senior management team / Trustee or a nominated deputy who was not involved in the original meeting or decision. If no independent person is available the appeal will be heard by the CEO or her nominated deputy.

Wherever possible, the appeal decision will be communicated to the employee orally and in writing within three working days of the hearing. An appeal might overturn, uphold or reduce the original disciplinary decision. The decision of the appeal hearing is final.

Driving

We do not provide company transport but it is likely that you may be driving on Company business. For these times the following applies:

- The vehicle being used should be roadworthy, taxed and safe to drive and you should hold a current and valid driving licence.
- There should be the relevant insurance in place, e.g. for business mileage, and we require to see evidence of this if business mileage expenses are to be claimed. We accept no responsibility for loss and/or damage to the employee/their vehicle or any 3rd party as a result of using the private vehicle on Company business.
- You can claim a mileage rate for any business mileage using the approved HM Revenue and Customs rates (see travel & subsistence section of this handbook).
- Employees must not consume alcohol or drugs prior to or during the course of driving. Infringement of this rule may result in dismissal.
- Employees must not use their mobile phone without a hands-free kit while driving. If an employee doesn't have access to a hands-free kit, they must ensure that the vehicle is safely stationary and engine switched off when making or receiving calls.
- Employees must comply with the Road Traffic Legislation in force from time to time. If an employee is found guilty of a criminal offence committed while driving on Company business, they will be personally liable for any fine or penalty levied.

- We do not expect employees to be driving on Company business when excessively tired due to working an extremely long day or having to get up exceptionally early (other than your allocated shift start time). Please speak to your Manager to discuss options so that the situation does not occur.

Electronic communications and systems

If you need assistance with an IT matter, you may contact the Resources Coordinator or any other member of the OST with your query and support will be provided.

One25 also receive support from an external IT Support Provider, Orchard Computer Services, who can be contacted if OST are unavailable to help with your request.

Tel: 0800 091 3252

Email: [**support@orchard-computers.com**](mailto:support@orchard-computers.com)

At the point of induction, all employees are required to read and agree to One25's IT and Acceptable Usage Policy which details the appropriate and expected use of the organisation's systems and data. This includes but is not limited to the use of PCs, laptops, the internet, emails, telephones, smart phones, voicemail, fax machines, copiers, scanners and CCTV. This list is not exhaustive. All employees have a responsibility to use these resources in an efficient, effective, ethical, and lawful manner. Please refer to the IT and Acceptable Usage Policy for further detail.

Employee privacy notice

One25 is committed to protecting your privacy. You will be provided with a Privacy Notice outlining the type of data that we might hold about you and what we use it for. This notice is annexed to your Terms and Conditions of employment and must be signed and returned to the Executive Assistant.

Expenses

Claiming expenses

Staff may claim certain expenses that are incurred in the course of their job. All expenditure incurred by a staff member must be "wholly, exclusively and necessarily" incurred in the performance of the duties of their employment. Only approved expenses should be incurred. If the expense is necessary to fulfil your job description and if you are working within your agreed budgets for the year, then this is considered approved.

To avoid risk of non-payment, if an expense is outside your budget or you have any doubt that it is required to fulfil your job description, you should gain approval from your manager before incurring the expense.

Claims should only be submitted for expenses incurred personally not incurred by a third party.

It is your responsibility to take due care over the claiming of expenses to ensure that your claims are accurate and valid.

We use a web- and phone-based app called Dext for expenses, and an app called Tripcatcher for car and bike mileage. You must provide full details of the expense on Dext and receipts for each item must be submitted. Failure to provide a receipt may result in your claim being rejected.

Authorisation procedure

All expense claims must be checked and approved in accordance with normal Company procedures. They will be approved and authorised by your Manager and will be paid by credit transfer monthly in arrears.

Expenses claims

Dext should be used for all staff expense claims, except for mileage, when Tripcatcher should be used. No other forms should be used. The finance team will show you how to use these apps during your induction.

The following details should be included on all claims:

- Date the expense was incurred
- Full description of the expense and the reason for claiming the expense
- VAT receipt / invoice provided which shows clearly the date, amount, supplier name and the item/purchased.

Further details may be required, depending on the type of expense incurred.

Expense claims for Travel & Subsistence

All employees who are required to travel away from their normal place of work overnight on charity business may be paid appropriate expenses, guidance on which is given below. The intention is that an employee should neither lose nor gain financially from a requirement to travel

Guidelines for Specific Expense/Benefit Types

Subsistence (if out of the office for work purposes)

The following criteria need to be satisfied for a valid claim:

	Lunch	Dinner
Time out of office	> 5 hours	> 10 hours
Distance from office	> 5 miles	> 5 miles
Up to a maximum of	£7	£20
Alcohol allowed	No	No

The costs given above are the maximum amount that may be claimed, not an allowance. You may only claim the actual costs incurred. Detailed receipts of all expenditure must accompany any claim for reimbursement.

Breakfast expenses may only be claimed following an overnight stay for business purposes (see below).

Conferences and Overnight Accommodation

All overnight stays must be authorised by your manager. Where it is possible and appropriate to secure accommodation with friends or contacts in the locality, this option should be utilised to minimise costs. When this is not possible or appropriate, hotel reservations should be arranged. Hotel costs can vary based on location and season; therefore, employees are expected to seek the most cost-effective option that meets their needs. Accommodation better than 3-star category should be selected only in special circumstances and should be agreed with your line manager. Employees can opt to include a hotel breakfast when booking overnight accommodation.

One25 will, wherever possible, settle accommodation expenses on behalf of the employee to avoid employees needing to claim a reimbursement.

Mileage

1. Mileage may be claimed for all business mileage.
2. Mileage cannot be claimed for travel that is made for private rather than work purposes. Nor can mileage be claimed for travel that is substantially private purposes rather than business purposes.
3. All mileage claims must be claimed through the Trip Catcher app.
4. Mileage can be claimed at the defined statutory rates.
5. No travel to your normal place of work can be claimed, even if it is out of hours.

Mileage rates per business mile		
Type of vehicle	First 10,000 miles	Above 10,000 miles
Cars and vans	45p	25p
Motorcycles	24p	24p
Bicycles	20p	20p

Out of Pocket Expenses

An employee's incidental and out of pocket expenses shall be reimbursed, whenever practicable, against receipted bills. Any expense for which there is no receipt/voucher may be refused. All expenses shall be reasonable, and employees must submit details of the expense via the Dext app when submitting claims for reimbursement.

Eye Tests

All employees who habitually use visual display units (VDU), also known as display screen equipment (DSE), as a significant part of their normal work are entitled to an eye test every 12 months, if they would like one, and a contribution towards glasses if the test shows that an employee needs special glasses prescribed for the distance the screen is viewed at.

Vouchers for VDU eye-tests at Specsavers can be requested by emailing hr@one25.org.uk. Your voucher will be issued to you via email and you can use this to book an eye test at any Specsavers branch. Where the test and prescription indicate that glasses are required specifically for VDU use, the voucher will entitle the employee to a £49 contribution towards the cost of glasses as well.

Equal opportunity *

We are committed to the provision of equal opportunities and One25's policy is to treat all applicants, third parties and employees fairly, regardless of sex, marital and / or civil partnership status, pregnancy and maternity, sexual orientation, religion or belief, gender re-assignment (whether proposing to undergo, is undertaking or has undergone the process), race (including colour, nationality, ethnic or national origin), age and disability. The equal opportunities policy applies at all times and should influence the way in which individuals treat their colleagues, clients, candidates, visitors, third parties and contacts.

We regard direct or indirect discrimination, victimisation and harassment on any of the grounds above as a serious matter. This also covers discrimination by association (e.g. where an employee is discriminated against because they care for a disabled person) or by perception (e.g. where an employee is discriminated against because of a presumption about their sexuality). Employees who display such behaviour will be subject to our disciplinary procedure. These acts will constitute gross misconduct and will result in summary dismissal in the absence of mitigating circumstances.

If you believe that you have received treatment contrary to our equal opportunities policy you should pursue your complaint through the grievance procedure.

* See also Equality and Diversity Policy

Family emergencies

You are entitled to take reasonable time off, without pay, to deal with a family emergency; this is called dependency leave. Any time off should only be long enough to deal with the problem that has arisen and sort out any longer-term arrangements, usually no longer than 1 day. From 1st May 2015 One25 staff will be entitled to some paid dependency leave. Full time staff can claim up to 5 days paid dependency leave per year (1st May – 30th April), and part time staff a pro rata allowance. All other terms

and conditions of dependency leave remain unchanged. Longer-term leave can be taken through other leave arrangements and will be at the discretion of One25.

This right to time off only applies when a dependant (i.e. spouse, partner, child, parent or a person living in the same household, but not a lodger or domestic worker) is involved. The person for whom you are taking time off must reasonably rely on you for help on a day-to-day basis or for making arrangements for them to be cared for and the incident or emergency must be quite serious and genuinely unexpected e.g. when a dependant is ill, injured or assaulted.

You are also entitled to take time off to deal with the death of a dependant, or where your arrangements for care for a dependant break down unexpectedly, or should there be an incident involving your child at school. In the event of the death of a child dependant, you are entitled to Parental Bereavement Leave (see separate section starting on Page 40).

If you fail to contact One25 as soon as reasonably practical with the reason for your absence, you will lose the automatic right to time off. In contacting One25 you must also say how long you are likely to be absent. Should you not notify us of the reason for your absence or if you are thought to have abused this right in some way, disciplinary action may be taken.

Flexible working

You may request to work flexibly. There is not an automatic right for your request to be granted as there will always be circumstances when it is not possible to accommodate an employee's desired work pattern.

Eligibility

- be an employee
- have worked with the Company continuously for at least 26 weeks at the date the application is made
- have not made another application to work flexibly in the past twelve months

Changes that may be requested

Eligible employees will be able to request:

- a change to the hours they work
- a change to the times when they are required to work
- to work from home

The procedure

- An employee must make an application in writing specifying the proposed change and may only make one application a year. Those applications which are accepted

will result in a permanent change to the employee's own terms and conditions of employment, unless agreed otherwise

- Once the application has been received arrangements will be made to talk privately with you as soon as possible (this may be in a meeting format or in some other way e.g. phone).
- There is no longer an automatic right to be accompanied at any meeting however this may be offered in which case it will need to be a work colleague or a trade union official.
- The company will advise you of the decision including any appeal within three months of the date of the application.

Right to appeal

If your request is rejected, you have the right to appeal.

Your appeal must:

- be in writing and dated;
- set out the grounds on which you are appealing; and
- be sent to the person stated in your outcome letter within 14 days of the date on which you received the written rejection of your request.

The Company will arrange for a meeting to take place within 14 days of receipt of your appeal. The meeting will be held at a convenient time for all those attending and, as at the meeting that considered your request, you may be accompanied by a colleague.

An appeal chairperson will be selected, specifically for the appeal and where possible this will be an independent person who was not involved in the original decision, however in a small Company such as ours this will not always be possible.

You will be informed in writing of the final decision within 14 days of the date of the appeal meeting.

If your appeal is upheld, you will be advised of your new working arrangements, details of any trial period, an explanation of changes to your contract of employment and the date on which they will commence.

Where your flexible working request or appeal are upheld, the changes to your terms of employment will be permanent and you will not be able to make another formal request until 12 months after the date of your original application.

If your appeal is rejected, the written decision will give the business reason(s) for the decision and explain why the reason(s) apply in your case. You will not be able to make another formal request until 12 months after the date of your original application.

Grievance procedure and solving problems

If you have a grievance in relation to your employment you should bring that grievance to One25's attention using the following procedure.

The purpose of this grievance procedure is to ensure that any problems you have are dealt with promptly and resolved fairly. It aims to provide you with an opportunity to discuss the problem and find a mutually agreeable solution. The time limits suggested below may vary to allow further investigation of a problem or because of work commitments.

In many cases problems can be resolved quickly through informal discussion. When a problem occurs, your first step should be to speak informally to your line manager. If you feel unable to speak to your manager, for example, because the complaint concerns him or her, then you should speak informally to the CEO. They may need to speak to others who can help find a solution to the problem. If the problem cannot be resolved through this informal discussion, the steps outlined below should be taken.

You may be accompanied by a work colleague or Trade Union representative during any grievance or appeal meeting. You should advise One25 who your companion is prior to the meeting. One25 may use external mediators during the procedure where appropriate.

Grievance records will be kept confidential and copies of meeting records provided to the employee.

Stage one: Statement of grievance

You should formally write to the Operations Manager setting out the problem and confirm the actions you have taken to date to resolve the situation. You should also state that it is a formal grievance. They will investigate the situation, consulting with other members of staff where appropriate.

Stage two: The meeting

You will be invited to attend a meeting with the Operations Manager to discuss your grievance. The meeting will be arranged as soon as possible on receipt of your grievance statement.

You must take all reasonable steps to attend the meeting. If you or your chosen companion is unable to attend the meeting at the time proposed, you should suggest an alternative date and reasonable steps will be taken to rearrange the meeting. However the alternative date must not be more than 5 working days after the original proposed date.

In some cases it may be necessary for us to carry out an investigation into your grievance. The amount of any investigation required will depend on the nature of the

allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. We will write to you, usually within one week of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

Stage three: Appeal

If you are still dissatisfied with the outcome of the grievance, you have a right to appeal One25's decision. You must notify us of your appeal in writing within five working days of obtaining the written communication of the outcome of Stage Two. You should send your letter to the CEO, together with copies of any correspondence that you want to rely on, setting out the grounds of your appeal.

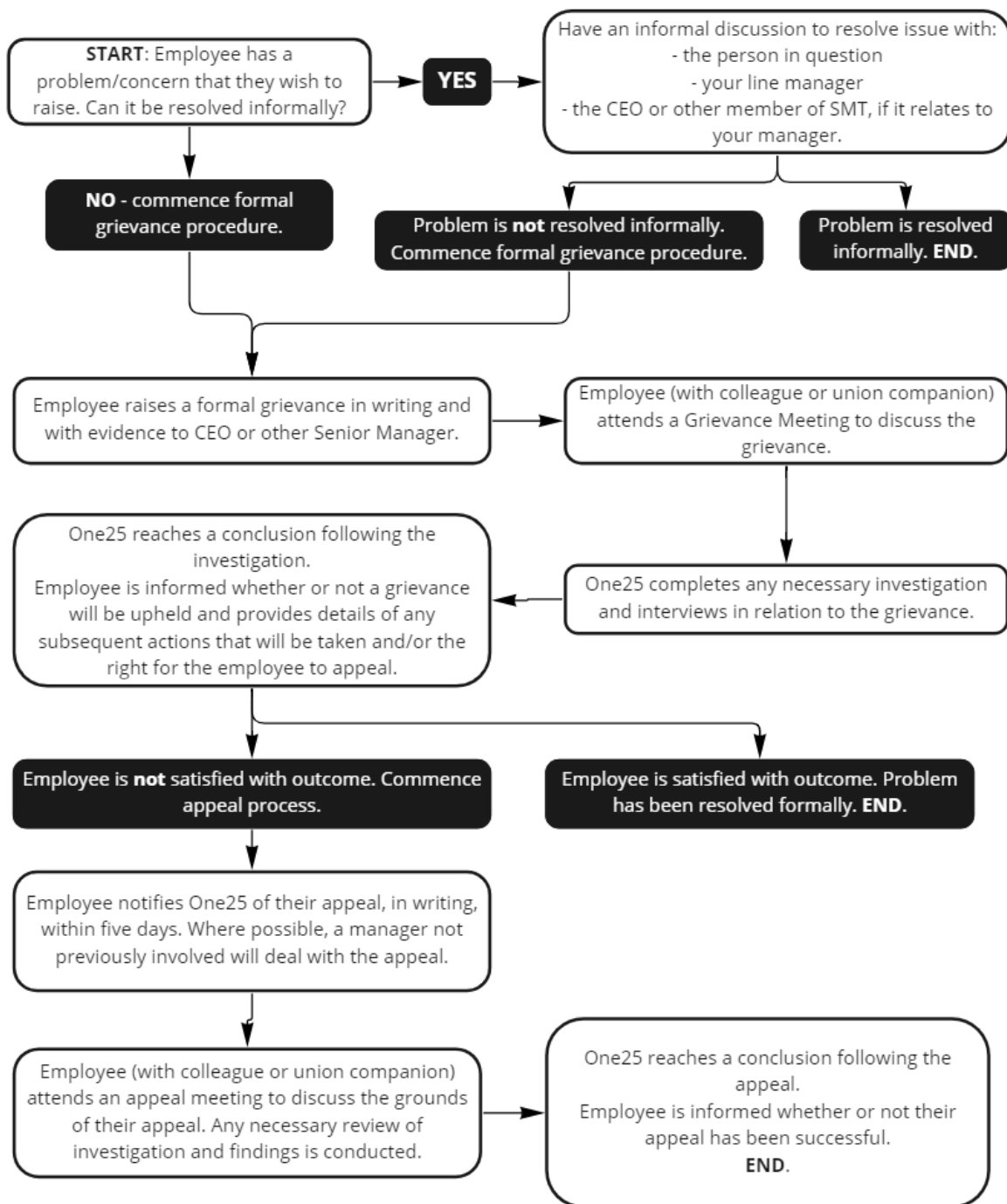
We will then arrange a meeting as soon as practical to discuss the problem and the action taken so far. Again, this will be with a view to reaching an agreement on how the problem can be resolved. You must take all reasonable steps to attend the meeting. Where possible the appeal will be dealt with by a manager not previously involved in the case. If this is not possible, the appeal will be heard by the CEO.

In the event that the grievance relates to a disciplinary matter, notes of the content of the meeting will be taken and signed by everyone present at the meeting. A copy of these notes will be placed on your personal file.

After the meeting One25 will write to you informing you of our decision.

All decisions arising from the meeting will be final and there is no further right of appeal within One25.

Solving Problems Flowchart



Health and Safety *

The Health and Safety at Work Act places general duties for health and safety on all people at work - employers, employees and self-employed people. Individuals as well as organisations may be prosecuted for breaches of the Act. All employees have a statutory duty to observe all health and safety rules and to take all reasonable care to promote the health and safety at work of themselves and their fellow employees. Set out below are our main duties and obligations as your employer, together with details of what we expect from you.

As your **employer**, our duties include:

- Making your workplace safe and without risks to health
- Making sure equipment is safe and safe systems of work are set and followed
- Ensuring articles and substances are moved, stored and used safely
- Providing adequate welfare facilities
- Giving you the information, instruction, training and supervision necessary for your health and safety.

We will also:

- Assess the health and safety risks and put control measures in place
- Draw up a health and safety policy. All employees must read the policy and sign to this effect
- Set up emergency procedures
- Provide first aid facilities
- Make sure that your workplace satisfies health, safety and welfare requirements in areas including ventilation, temperature, lighting and toilets
- Make sure that work equipment is suitable and is maintained
- Take precautions against danger from sources such as flammable or explosive hazards, electrical equipment, noise, radiation, and incorrect manual handling
- Provide and maintain safety signs
- Report certain injuries, diseases and dangerous occurrences
- Undertake appropriate risk assessments

As an **employee**, you must:

- Take reasonable care of your own health and safety and that of others who may be affected by things you do at work
- Co-operate with us on health and safety
- Correctly use work items provided for your use. You should use such items as trained or following instructions given
- Not interfere with or misuse anything provided for your health, safety or welfare
- Report any safety concerns to your manager. These could include, for example, trailing or worn cables, worn or frayed floorings, slippery surfaces and worn or broken equipment.
- Report any faults in equipment to your manager
- Report all accidents and near misses to your manager
- Help us keep emergency exits, stairs and corridors free of obstructions
- Keep the kitchen area and WCs as clean and tidy as possible

Evacuation

You should make yourself familiar with evacuation procedures, details of which can be found in the Health & Safety Policy.

In the event of a fire you should immediately sound the alarm and notify the senior member of staff present.

First aid

All accidents must be recorded in the accident book which is located in the Casework Office in the Grosvenor Centre. First Aid Boxes are located in both 140 and the Grosvenor Centre and in the Van. If you become ill at work and need medical attention, we will make arrangements to call a doctor or call the emergency services if necessary.

* See also Health & Safety Policy

Holidays

Our holiday year is 1st May to 30th April.

You are entitled to 25 working days' holiday in addition to bank / public holidays (of which there are normally 8). Altogether, this equates to 6.6 weeks paid holiday per full year worked (or pro rata where you start part way through the year). Part time workers are equally entitled to 6.6 weeks holiday (inclusive of bank / public holidays) and therefore $6.6 \times [\text{number of hours worked per week}] = \text{total hours of holiday entitlement}$ (this includes entitlement for bank / public holidays).

Your holiday entitlement will start to accrue from the first day of your employment. During your first and last calendar years of employment with One25 your holiday entitlement will be calculated at the rate of 2.08 days for each completed calendar month. We will round up your holiday entitlement to the nearest half-day. Any absence of more than 4 weeks, unless for a statutory reason, e.g. maternity, will not accrue holiday for the period over and above the statutory holiday entitlement.

For all your holiday, you will need to take your holiday entitlement at a time to be agreed with One25. You must submit a holiday request via Citrus at least 2 weeks prior to the dates you are looking to take and this has to be authorised by your Manager. We will try to meet all reasonable requests for holiday but if this is not possible you may be asked to reschedule. We recommend you obtain One25's agreement before you commit yourself to bookings or any other positive arrangements.

One25 partially shuts down for a week over Christmas, approximately between 25th December until the 1st January (depending on how the bank holidays fall). It is assumed that staff will not work during this week and so the non-bank holiday days between these dates **do not** need to be taken from your leave allowance. However, subject to your manager's approval, you can choose to work any of these non-bank holiday days and you will then be entitled to an equivalent number of days as TOIL. If you choose to do this you will need to seek authorisation from your manager.

Only 5 days' leave can normally be carried forward from one holiday year to the next (pro rata for part time staff). In exceptional circumstances, the CEO may grant permission to carry forward leave in excess of this limit; otherwise any excess will be

forfeited without pay. Any leave carried forward must be used within the first 13 weeks of the new holiday year.

If you are sick whilst on holiday and wish to retain the holiday entitlement, you should follow the rules as set out under 'illness whilst on holiday' within the absence section of this handbook. Failure to do so will mean the time is defined as holiday.

In the event of termination of your employment through either resignation or dismissal, we will compensate you for any accrued but untaken holiday entitlement outstanding on the termination of your employment at the rate of 1 / 260th of your annual basic salary for each accrued but untaken day of holiday. If you have taken more leave than has accrued to you at the time you leave employment, you must repay to One25 the excess holiday pay paid to you at the rate of 1 / 260th of your annual basic salary for each day's holiday taken in excess of your entitlement.

Maternity, Adoption, Parental, Paternity & Shared Parental Leave

From 1st December 2014, rules regarding maternity/adoption, parental and paternity leave changed with the introduction of an option for 'shared parental leave' for parents having or adopting a child from 5th April 2015. (see also family emergencies policy)

Your entitlement options are:-

1. A mother / adopter can take a maximum of 52 weeks' maternity/adoption leave (refer to maternity leave and pay section)
2. A partner can take a maximum of 2 weeks' paternity leave (refer to paternity leave and pay section)
3. A mother and partner can share parental leave up to a maximum of 52 weeks if the mother/adopter ends her maternity/adoption leave early (refer to shared parental leave and pay section)
4. A mother or partner can take parental leave (unpaid) up to a maximum of 18 weeks up to the child's 18th birthday (refer to parental leave section).

Maternity/Adoption leave and pay

Eligibility for maternity/adoption leave

In order to qualify for maternity/adoption leave you must:

- be an employee
- for maternity - notify us at least 15 weeks before your due date of when your baby is due and when you would like to start your maternity leave
- for adoption – notify us within 7 days of being matched with a child of when you would like your leave to start, how much leave you want and the date of placement (the expected or actual date the child is due to be placed with you)
- for maternity - provide proof that you are pregnant by providing a MatB1 form from your GP / midwife

- for adoption – provide proof of the name and address of the agency, the date the child is matched (i.e. the matching certificate), the expected or actual date of placement (e.g. letter from the agency), the relevant UK authority's official notification confirming the parent is allowed to adopt.

Eligibility for statutory maternity/adoption pay (SMP/SAP)

To qualify for SMP/SAP, in addition to the eligibility criteria above, you must also:

- have worked for us continuously for at least 26 weeks up to the 15th week before the expected week of childbirth or the 7 days of being matched with a child

We will write to you within 28 days of notification confirming your start and end dates.

Antenatal care

All pregnant employees, regardless of their length of service with the Company, are entitled to the necessary paid time off to keep appointments for antenatal care. In addition fathers and/or partners (i.e. those who are the biological father or those who will assume parental responsibility including surrogate parents) are entitled to take unpaid time off work to attend up to two ante-natal appointments.

Adoption appointments

The main adopter will be able to take paid time off for up to five adoption appointments. The secondary adopter will be entitled to take unpaid time off for up to two appointments.

Length of maternity/adoption leave

Pregnant employees and employees who are adopting have the right to take up to 52 weeks maternity/adoption leave. The first 26 weeks of this period is known as ordinary maternity leave (OML) and ordinary adoption leave (OAL) and the remaining 26 weeks is known as additional maternity leave (AML) and additional adoption leave (AAL). These terms are important because your rights on returning from maternity/adoption leave are different depending on whether you come back at the end of ordinary maternity/adoption leave, or at the end of additional maternity/adoption leave.

Your maternity leave cannot commence until you are 29 weeks pregnant and must include the 2 weeks following the birth of your baby (compulsory maternity leave – CML) or 4 weeks if you are employed to do manual work in a factory environment. Your adoption leave can start 14 days prior to adoption. You must notify us of your intention to take leave no more than 7 days after being told you have been matched and notify us 28 days before (or as soon as is reasonably practical) when you wish to start claiming statutory adoption pay.

Some surrogate parents will become eligible for adoption leave – speak to your line manager if you think this applies.

Contractual and company benefits

Women are entitled to the benefit of their normal terms and conditions of employment, except for terms relating to remuneration, throughout the 26 weeks OML/OAL period and 26 weeks AML/AOL period. While remuneration will not be due, most women will be entitled to company and statutory maternity pay (SMP) or company and statutory adoption pay (SAP) if they have completed 26 weeks' continuous service into the 15th week before the EWC or from the date the child is placed with them. They must also have received average weekly earnings at or above the lower earnings limit (as set annually by the government) in the last eight weeks' earnings up to and including the 15th week before their EWC.

Company maternity / adoption pay and SMP/SAP are paid in the same way as your salary, directly into your bank/building society account at the time when your salary would be paid. Your payslip will be sent to your home address. They are subject to all normal payroll deductions, including tax and national insurance contributions.

If you do not qualify for company maternity pay and SMP you will be issued with a SMP1 Form which will explain why you do not qualify. The MATB1 Form will also be returned to you if appropriate. These documents are important and must be kept, safely, by you.

If there is not entitlement to company maternity pay and SMP you can consider submitting a claim for maternity allowance. This is processed by the Department for Work and Pensions (Social Security Office) who will need the SMP1 and MATB1 Forms, when considering such a claim. Further details are available from your local benefits office or Job Centre Plus.

Where there is no entitlement to company adoption pay and SAP you should contact your local Job Centre Plus office or benefits office to seek advice.

An employee who wishes to take advantage of contractual sickness benefit during her maternity leave period would have to exercise her right to return to work.

SMP/SAP: 90% of average pay for the first 6 weeks followed by 20 weeks at the relevant weekly rate as fixed by the government (or 90% of average weekly earnings if it is a lesser amount).

One25 company maternity / adoption pay: One25 tops up SMP/SAP with company maternity / adoption pay for the first 12 weeks of Ordinary Maternity/Adoption Leave to full pay for 6 weeks and then half pay for 6 weeks. This top-up element of maternity / adoption pay must be repaid to One25 should staff fail to return to work after maternity / adoption leave or resign from their post within 3 months of returning from maternity/adoption leave.

Type of maternity/adoption leave	Length of time	Pay entitlement*
Ordinary Maternity/Adoption Leave	Weeks 1 to 6	SMP/SAP plus company pay top up to level equal to full pay
	Weeks 7 to 12	SMP/SAP plus company pay top up to level equal to half pay
	Weeks 13 to week 26	SMP / SAP
Additional Maternity/Adoption Leave	26 Weeks	SMP/ SAP for the first 13 weeks only

* subject to staff returning from maternity as stated above.

Starting maternity leave

Week of pregnancy	Action
24	Employee must inform One25: <ul style="list-style-type: none"> • that they are pregnant by producing the MATB1 form from the GP/midwife • when the baby is expected to be born • when they intend their maternity leave to start.
29	An employee may opt to start maternity leave from this point
36 – 40	Maternity leave will automatically start if employee is absent from work for a pregnancy related illness during this time
40	Maternity leave may start as late as the day of birth
40	Expected week of childbirth

If you give birth before your intended maternity leave start date, and is after you are 24 weeks pregnant, your maternity leave will start automatically on the day after the birth of the child.

A woman may change her mind about when she wants to start her leave provided she gives One25 28 days' notice of the change.

One25 will notify the employee in writing of the date on which she is to return to work after her maternity leave within 28 days of receiving notification of her pregnancy.

Keeping in touch (KIT) days

You may wish to continue to keep in touch with One25 during your maternity / adoption leave and/or may want to have the opportunity of attending work, work

related events or training courses. If you do wish to do this, you may be able to attend work for up to 10 days without this affecting your maternity leave and pay. To mutually arrange any 'Keeping in Touch' days please speak to your manager. KITdays are optional - both the employee and employer need to agree to them.

One25 also has the right to make reasonable contact with you during this period.

Returning to work after maternity/adoption leave

A woman who wants to come back to work before the end of her ordinary or additional maternity/adoption leave must give One25 8 weeks' notice of the date on which she wishes to return to work. She may not, however, return to work within 2 weeks of giving birth or 4 weeks if employed to do manual work in a factory environment.

A woman who returns to work after OML/OAL is entitled to return to the same job, as if she had not been away. A woman returning to work after AML/AAL is entitled to return to the same job unless this is not reasonably practicable. In this case she should be offered a suitable alternative role, where available, on terms and conditions no less favourable to her original job.

Disrupted placement during adoption

Adoption leave is disrupted if it has started but:

- the employee is notified that the placement will not take place;
- the child is returned to the adoption agency after placement; or
- the child dies after placement.

In case of disruption the employee's entitlement to adoption leave and pay (if applicable) will continue for a further eight weeks from the end of the week in which disruption occurred, unless the employee's entitlement to leave and/or pay would have ended earlier in the normal course of events.

Unpaid Parental leave

It is recognised that there will be occasions when parents may wish to take time off to care for or spend time with their child or children. Under UK legislation, both mothers and fathers can therefore take periods of unpaid parental leave up until their children's 18th birthday in order to do this.

Eligibility

In order to qualify for parental leave employees must:

- Have a child or adopted a child and have completed one year's service with One25 by the time they want to take the leave
- Have responsibility for care of a child under 18 years of age (this is defined as being the biological mother or father, or adoptive parent, or otherwise have legal parental responsibility for the child)
- Be taking the leave to spend time with or otherwise care for the child

You may need to give the CEO evidence to confirm that you are the parent or the person who is legally responsible for the child.

One25 can ask to see evidence of any parental leave that an employee has taken with another employer to ensure compliance.

Length of leave

Employees get 18 weeks in total for each child. Leave must be taken in blocks or multiples of one week except for parents of disabled children* who may take leave in blocks or multiples of one day. A maximum of four weeks' parental leave can be taken in respect of any individual child in one year. Employees can choose to take parental leave any time up until the child's eighteenth birthday.

**For the purposes of parental leave, a disabled child is one for whom Disability Living Allowance (DLA) or Personal Independence Payment (PIP) has been awarded.*

Notice of intention to take parental leave

You must inform the Operations Manager of your intention to take parental leave giving 21 days' notice. Parental leave will not be available to deal with a sick child (see family emergencies policy). Parental leave could be taken in the event that a child has a planned operation, with more than three weeks' notice.

Return to work after parental leave

At the end of parental leave, you are guaranteed the right to return to the same job as before if the leave was for a period of four weeks or less. If it was for a longer period you are entitled to return to the same job, or, if that is not reasonably practicable, a similar job which has the same or better status, terms and conditions as the old job.

When parental leave follows maternity leave, a woman is entitled to return to the same job she had before the leave. If at the end of additional maternity leave, this would not have been reasonably practicable, and it is still not reasonably practicable at the end of parental leave, she is entitled to return to a similar job which has the same or better status, terms and conditions as the old job.

Paternity leave and pay

Following the birth or adoption of a child, eligible employees may take paid leave to care for the child or to support the mother.

Eligibility

In order to qualify for paternity leave an employee must satisfy the following conditions. They must:

- Be the baby's biological father, married to the mother or be the mother's partner
- Have or expect to have responsibility for the child's upbringing

- Have worked continuously for One25 for 26 weeks ending with the 15th week before the baby is due or ending with the week in which they are notified of having been matched with a child

Employees must give the CEO a completed self-certificate as evidence of their entitlement to SPP and paternity leave. This must be provided within the timescales as stated below.

Ante-natal Appointments

Fathers or partners are entitled to take unpaid time off work to attend up to two ante-natal appointments.

Length of paternity leave

Eligible employees can choose to take either one week or two consecutive weeks' paternity leave, but not odd days. This leave may start from:

- The date of the child's birth or placement, or
- A chosen number of days or weeks after the date of the child's birth or placement, or
- A chosen date later than the first day of the week in which the child is expected to be born or placed

Leave can start on any day of the week on or following the child's birth or placement but must be completed:

- Within 56 days of the actual date of birth of the child or placement, or
- If the child is born early, within the period from the actual date of birth up to 56 days after the first day of the expected week of birth

Only one period of leave is available to employees irrespective of whether more than one child is born as the result of the same pregnancy.

Statutory paternity pay

During their paternity leave, most employees will be entitled to statutory paternity pay (SPP) and this will be paid for either one or two consecutive weeks, as the employee chooses. The rate for SPP will be paid at the current rate as set by the government.

Notice of intention to take paternity leave

Employees must inform their manager of their intention to take paternity leave by the end of the 25th week of pregnancy, unless this is not reasonably practicable. They must also advise of:

- the week the baby is due
- whether they wish to take one or two weeks' leave
- when they want their leave to start.

If a child is being adopted, an employee should notify their manager no more than seven days after they have been notified they have been matched with a child. If they are adopting a child from overseas speak to their manager regarding the different notification procedure. They must also advise of:

- the date they were notified that they had been matched with a child
- the date on which the child is expected to be placed for adoption
- whether they wish to take one or two weeks' leave
- when they want their leave to start.

Employees may change their mind about the date on which they want their leave to start providing they give at least 28 days' notice, unless this is not reasonably practicable.

Contractual benefits

Employees are entitled to the benefit of their normal terms and conditions of employment, except for terms relating to wages or salary, throughout their paternity leave.

Employees are entitled to return to the same job following paternity leave.

Shared Parental Leave and Pay (SPL and ShPP)

SPL is available to all eligible parents of babies due, or children placed for adoption, on or after 5 April 2015. It provides both parents with the opportunity to consider the best arrangement to care for their child during the child's first year. For births or adoptions prior to this date please refer to the sections for maternity/adoption and paternity leave.

SPL aims to provide greater flexibility and to allow both parents to share in the care of a new-born or a child newly placed for adoption during the child's first 12 months. This flexibility means that both parents can be off at the same time, or alternate their leave allowing either parent to return to work for periods in between 'blocks' of leave. It is even possible for just one parent to use the SPL, provided both parents are eligible, in order to take advantage of the greater flexibility it offers.

The amount of leave available is calculated using the mother's entitlement to maternity/adoption leave, which allows them to take up to 52 weeks' leave. If they reduce their maternity/adoption leave entitlement then they and/or their partner may opt-in to the SPL system and take any remaining weeks as SPL. This means their partner could begin to take SPL while the mother is still on maternity/adoption leave.

SPL allows parents to share the caring responsibilities evenly or have one parent taking the main caring role, depending on their preferences and circumstances. Unlike maternity/adoption leave, eligible employees can stop and start their SPL and return to work between periods of leave with each eligible parent able to submit three notices

booking periods of leave.

Employees who meet the eligibility criteria detailed below may apply for SPL and, in some cases, ShPP. In order to qualify for SPL and where applicable ShPP, the employee or their partner must first curtail their maternity or adoption leave. Any remaining untaken entitlement up to 50 weeks leave (or 48 weeks if manual work in a factory environment) and pay up to 37 weeks (or 35 weeks if manual work in a factory environment) can then be taken as SPL and ShPP respectively.

What happens to Maternity/Adoption/Paternity Leave?

Parents will remain entitled to take maternity, adoption and paternity leave. However, an eligible mother or adopter may now choose to reduce their maternity/adoption leave early and opt into SPL.

A birth mother must take at least two weeks' maternity leave following the birth of a child (four weeks if you are employed to do manual work in a factory environment) (CML) but can otherwise choose to end her maternity leave at any stage. An adopter can end their adoption leave once they have taken it for two weeks.

Eligibility criteria

To trigger the right to SPL for one or both parents, the mother must:

- Have a partner who is the baby's biological father, married to the mother or be the mother's partner and have or expect to have responsibility for the child's upbringing
- Be entitled to maternity/adoption leave or to statutory maternity/adoption pay or maternity allowance (if not eligible for maternity/adoption leave)
- Have curtailed, or given notice to reduce, their maternity/adoption leave or their pay/allowance (if not eligible for maternity/adoption pay)

A parent who intends to take SPL must:

- Be an employee
- Share the primary responsibility for the child with the other parent at the time of the birth or placement for adoption
- Have properly notified their employer of their entitlement and have provided the necessary declarations and evidence

In addition, a parent wanting to take SPL is required to satisfy the 'continuity of employment test' and their partner must meet the 'employment and earnings test'.

Continuity of Employment Test	of	the employee has worked for the same employer for at least 26 weeks at the end of their 24 th week of pregnancy or the matching date for adoption and is still working for the employer at the end of each leave period.
Employment	and	in the 66 weeks leading up to the expected due

Earnings Test	date/matching date, the employee has worked for at least 26 weeks and earned an average of at least £30 a week in any 13 weeks
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Parental Bereavement Leave and Pay

All employed parents or carers have the right to two weeks leave if they lose a child under the age of 18 or suffer a stillbirth after 24 weeks of pregnancy. If the employee has more than 26 weeks of continuous service, they're entitled to the statutory rate (either £156.66 a week or 90% of your average weekly earnings (whichever is lower)) for this two-week period – otherwise, the leave will be unpaid.

Leave

SPL can:

- start on any day of the week
- only be taken in complete weeks (so if SPL lasts for one week and begins on a Tuesday it will finish on the following Monday)
- be taken using three separate notices to book leave
- be taken by the partner, while the mother is still on maternity/adoption leave if the mother reduces their entitlement to maternity/adoption leave

If an employee is eligible for, and intends to take SPL they must provide a notice of entitlement to take SPL. The notice of entitlement must be submitted at least eight weeks before the employee intends to take a period of SPL. The notice of entitlement to take SPL must include:

- how many weeks maternity/adoption leave (or maternity/adoption pay or maternity allowance if the mother was not eligible for maternity/adoption leave) has been/will be taken
- how much leave both parents are entitled to take
- how much leave each parent intends to take
- when they expect to take their leave
- the signatures of both parents

Shared Parental Leave may be taken at any time within the period which begins on the date the child is born/date of the placement and ends 52 weeks after that date. You are entitled to submit three separate notices to book leave. Leave must be taken in complete weeks and may be taken either in a continuous period (e.g. for a period of 6 weeks), which an employer cannot refuse, or in a discontinuous period (e.g. four weeks' SPL followed by three weeks back at work, followed by a further four weeks' SPL), which the employer can refuse. If a request for discontinuous leave is refused then the total amount of leave requested in the notice will automatically become a continuous block. The employee will then have to decide whether to take the leave as a continuous block or to withdraw the request.

Shared Parental Pay (ShPP)

A mother, subject to certain criteria, will be entitled to statutory maternity pay / adoption pay / maternity allowance for up to 39 weeks. If the mother gives notice to reduce their entitlement before they will have received it for 39 weeks, then any remaining weeks could become available as ShPP.

If both parents qualify for ShPP, they must decide who will receive it, or how it will be divided, and they must each inform their employer of their entitlement. To qualify for ShPP, an employee needs to have met the 'continuity of employment test' and their partner must meet the 'employment and earnings test'. In addition, the employee must also have earned above the Lower Earnings Limit (the amount of gross weekly earnings that allow an employee to qualify for certain state benefits) in the eight weeks leading up to the end of the 25th week of pregnancy or the matching date, and must still be employed with the same employer at the start of the first period of ShPP.

If the employee's employment ends while they are still entitled to some ShPP, then any remaining weeks will usually remain payable unless they start working for someone else.

If the employee intends to claim ShPP, they must give notice, which must include:

- how much ShPP both parents are entitled to take
- how much ShPP each parent intends to take
- when they expect to take ShPP
- a declaration from the employee's partner confirming their agreement to the employee claiming their amount of ShPP.

ShPP is paid at a rate set by the government which is usually changed each year.

Shared Parental Leave in Touch (SPLIT) Days

You may wish to continue to keep in touch with One25 during your shared parental leave and/or may want to have the opportunity of attending certain meetings, work related events or training courses. If you do wish to do this, you will, subject to the company's agreement, be able to attend work and be paid accordingly for up to 20 days without this affecting your shared parental leave and pay. Should you wish to do this please advise your manager to discuss arrangements.

When you return

When you return to work following a period of SPL you are entitled to return to the same job if the combined leave period (comprising of maternity/paternity/adoption and shared parental leave) totalled 26 weeks or less. This is unaffected by unpaid parental leave of up to four weeks being taken as well.

In the case where the number of weeks of maternity/paternity/adoption and SPL exceeds 26 weeks in aggregate, or the total number of unpaid parental week exceeds four weeks, you will be allowed to return to the same job unless it is not reasonably

practicable, in which case we must offer a suitable and appropriate job on terms and conditions that are no less favourable.

Media Policy

One25 recognises the important role that media have in furthering some of our key aims.

Owing to the sensitive nature of One25's work, staff, supporters or volunteers may not partake in any media initiative about One25 without the full knowledge and consent of the CEO and/or the Fundraising and Communications Manager.

Menopause

One25 acknowledges that everyone's experience of menopause is different; some people may experience minimal symptoms while for other there are tangible psychological and physical symptoms. If an employee's experience of menopause (at any stage including peri-menopause, post-menopause or early/premature menopause) symptoms is impacting their ability to work, we would encourage you to discuss this with your manager to share your experiences and to explore together what type of support or reasonable adjustments might help.

Mobile telephones

Personal mobile phones may be kept on at work, but calls should not be excessive and phones should be kept on silent/vibrate option.

All mobile phones should be switched off during meetings.

If One25 provides you with a mobile telephone it will pay all running expenses, other than personal calls, in connection with it on condition that you:

- Take good care of the telephone and immediately report any loss of it to One25. A company mobile phone must not be left in an unattended car.
- Use the telephone only for the purposes of One25's business in accordance with any applicable One25 policy in relation to the phone.
- Return the telephone immediately to One25 on request.
- Any personal calls made must be reimbursed to One25, together with the cost of the VAT.
- Any misuse of a One25 issued mobile phone is a disciplinary offence and could lead to summary dismissal.
- When leaving employment the company mobile phone must be returned to the employee's manager.

Moving House

Up to 2 days' additional paid leave may be given if you are moving house, at the discretion of your line manager and no more than once each year.

Notice / Termination of employment

Your employment with us may be terminated by either you or One25 and notice periods are shown in your Statement of Terms and Conditions of Employment.

Whatever the reason for leaving, all outstanding debt or loans due to One25 must be paid. We reserve the right to deduct any outstanding amount from any payment due from date of resignation and / or your final salary payment and to recover any balance as a debt (using third parties if needed).

In the normal course of events One25 will expect you to attend work during your notice period. However, One25 may require that you do not perform any duties, or may require you to perform such other duties which it specifies and which are consistent with your position within One25; or that you do not attend One25's or client's premises during any period of notice.

Pensions

With effect from March 2017, the Company is implementing a scheme compliant with Auto Enrolment provisions. In order to comply with that legislation, after three months of employment the Company will have a duty automatically to enrol or re-enrol into a qualifying pension scheme any eligible job holder who is not already an active member of a company pension scheme. If this happens, the eligible job holder will have the right to opt out of the scheme. Any pension scheme offered by the Company will meet the qualifying standards set by the government. An eligible jobholder is an employee or worker who is aged between 22 and the State Pension Age, and who works, or ordinarily works, in the UK and earns above the threshold set by the government. All employees and workers aged over 16 and under 75 may ask to join the Company pension scheme.

Any pension scheme / contributions above that required by legislation would be entirely discretionary and the Company reserves the right to change, amend or withdraw any scheme or any part of it at any time.

Personal property

Employees are reminded that the Company does not accept any responsibility for loss or damage to their clothing or personal items. Handbags and valuables should be deposited in a safe place. Any personal items that are found on the Company's property should be handed in to a Manager.

Personnel records

It is very important that individual personal information (such as address, home telephone number and/or mobile number, bank details and emergency contact names and numbers) be maintained on your Citrus profile. You can update your Citrus profile

yourself but if your bank details change, please email hr@one25.org.uk so we can ensure your salary is paid to the correct account.

Prayer and Reflection Time

One25 wishes to provide an inclusive and welcoming environment for people of all faiths and beliefs. While there is no legal or contractual right to religious leave or time off to pray, One25 will consider all such requests sympathetically and look to accommodate requests for religious observance, prayer time or time for reflection where there is no apparent or unmanageable impact on operations or performance.

Requests for prayer/reflection time should be discussed with your manager to make arrangements and ensure any impact on operations is manageable. Time off for religious observance should be taken from the employee's rest periods or annual holiday entitlement, where this is possible. Where it is not possible (e.g. if there is not sufficient time during their breaks), employees and their manager may discuss the best way to accommodate time for religious observance on a case-by-case basis. This may include the employee working additional hours in lieu of the time taken off or it may include adjusting work activities to minimise the impact of any time off. If the employee wishes to take the time off as annual holiday, they should make the request in accordance with One25's annual holiday procedures.

Spaces such as One25's meeting rooms may be booked and utilised for prayer/reflection time where there is availability to do so.

Public duties

If you are required to be a witness in court or attend Jury Service, leave of absence will be granted. If you are summoned to attend Jury Service, you must notify your Manager immediately on receipt of the Jury Summons, giving details of the dates you are required to attend court.

If you are retained on Jury Service for a prolonged period, you have an obligation to notify us and must keep in regular contact throughout. You must return to normal working immediately following your release from Jury duties.

One25 will pay you your normal salary, minus claimable loss of earning from the court, for a maximum of 2 weeks. Please see for current rates of loss of earnings www.gov.uk/jury-service/what-you-can-claim. To obtain payment for loss of earnings, One25 and you need to complete a 'certificate of loss of earnings' form which you will receive from the courts.

It is expected that on any days you attend for court, and are not selected or are dismissed early, you should return to work at One25 for the rest of the working day.

Public interest disclosure

Should an employee at any point be concerned that One25 (or any of its representatives):

- Has committed a crime
- Is in breach of a legal obligation
- Is aware of a miscarriage of justice
- Is concealing evidence relating to any of the above

or that One25's practices:

- Represent a danger to health and safety
- Represent a danger to the environment

they must in the first instance raise their concerns with a Senior Manager of One25 or make a formal grievance through One25's grievance procedure. Any such concerns, which need to be 'in the public interest' will be taken extremely seriously and acted on immediately. Any employee who divulges information to an outside body or person without having first raised their concerns internally normally may render themselves subject to disciplinary action dependent on the circumstances of the case.

Redundancy policy

We will endeavour, through careful planning, to maintain secure employment for our employees. There are, however, times when we need to be flexible and respond to changes in the marketplace, demand or technological developments, which may affect staffing levels. We may seek to minimise the risk of redundancy through:

- natural wastage
- a recruitment freeze
- retraining or redeployment

However, should redundancies become necessary One25 will handle the redundancies in a fair, consistent, objective and sensitive manner free from discrimination. We will endeavour to communicate the situation as early as possible and consult with employees on ways to avoid redundancies.

In the first instance we may seek suitable volunteers for redundancy. One25, however, reserves the right to refuse any volunteer if accepting that person would cause an imbalance in the workforce, or if they have particular skills which would still be required, or if accepting the employee would involve excessive costs.

Consultation arrangements

Consultation will take place with individual employees and employee representatives (as applicable) in accordance with UK legislation, and One25 will endeavour to keep all

employees informed of any significant developments as appropriate. Consultation will cover ways of:

- avoiding the dismissals
- reducing the number of employees to be dismissed
- minimising the consequences of the dismissals

In addition, individual consultation meetings with 'at risk' employees will give individual employees the opportunity to discuss their situation with management and for management to reflect on any suggestions made / questions asked and respond accordingly.

Selection criteria

If there are an insufficient number of suitable volunteers, selection for redundancy will be based on One25's assessment of relative capabilities and suitability for the work that remains key to our survival in order to protect future employment. This may take into account some or all of the following criteria:

- disciplinary record
- skills and experience
- level of qualifications relevant to the role
- past performance
- attendance and timekeeping record
- general conduct
- reliability

This list is not exhaustive and One25 reserves the right to apply selection criteria according to circumstances. Any employee selected for redundancy will be given the reasons for their selection in writing.

Redundancy payments

There is a statutory redundancy payment formula of ½ a week's pay for each complete year of service below the age of 22, 1 week's pay per complete year of service up to the age of 41, and 1½ week's pay for each year thereafter, up to a maximum of 20 years' service. A week's pay is capped at a maximum limit set by the Government.

Appeals procedure

Any employee who considers that they have been unfairly dismissed will be entitled to appeal using the procedure shown in the Disciplinary Procedure.

Alternative work

We will consider whether employees likely to be affected by redundancy can be offered suitable alternative work.

Retirement

There is no default retirement age and employees can retire at a time of their choosing. If an employee chooses to retire they should advise the CEO in good time of their plans, but as a minimum should give their contractual notice, to assist One25 in planning its workforce requirements.

Right to search

We reserve the right to require employees to submit their person or property or locker to being searched while on Company and / or client premises, or at any time at the reasonable requirement of One25.

Short-time working

We will endeavour to provide suitable work to you when it is available, however One25 reserves the right to introduce short-time working and consequently reduce the amount of pay you receive as an alternative to redundancies. If you were to be put on short-time working it would be for less than four consecutive weeks or for less than a total of six weeks (of which no more than three would be consecutive) in any period of thirteen weeks.

We would give as much notice as we reasonably could of our need to take any such action.

Smoking

We prohibit all smoking inside our premises in order to provide a safe and healthy environment for all our employees and visitors. You can smoke outside the building providing appropriate caution is taken to avoid any fire risks or breach of our health and safety policy. Any employee found to be in breach of this policy will be subjected to disciplinary action which may result in your dismissal.

Staff Rewards

In line with one of One25's strategic goals, One25 are committed to valuing our high performing employees to support them in delivering consistent and quality services to women. Rewards, i.e. benefits and pay, are one means of valuing employees and can help to attract and retain staff.

When reviewing and setting pay and benefits, One25 aims to be fair, proportionate, transparent and compliant with legislation. To ensure pay is fair and proportionate, there is a defined pay scale structure linked to a job description scoring matrix to ensure that pay differentials are objectively justified. Salaries are also benchmarked against external sources by reviewing similar roles in comparable organisations to our own. Salary reviews are also conducted via a defined process outlined in the Pay Review Policy.

In addition to an employee's salary, the charity is able to offer a comprehensive range of benefits designed to enhance staff wellbeing and promote a healthy work/life balance. Periodically, staff will be consulted on One25's benefits package and conduct reviews of the benefits on offer.

All staff are entitled to the same benefits package (apart from the exceptions* listed below).

Current benefits include:

- pension (employer contribution 3%)
- enhanced annual leave entitlements of 25 days (plus 3 days over Xmas when One25 service close, plus bank holiday entitlement)
- enhanced Company sick pay
- Up to 5 paid days emergency dependents leave (per year)
- Up to 2 days paid for moving house (per year)
- A TOIL (time off in lieu) system to promote work / life balance and enables staff to work their hours flexibly and take up to another 13 days off per year.
- flexible working arrangements (where approved)
- employee assistance programme offering counselling support for all staff for work and non-related issues
- free massages
- regular staff cohesion events and opportunities such as shared lunches and picnics.
- annual team away days
- regular one – to one counselling for frontline staff*
- mentoring for senior managers*
- learning and development opportunities

Stress (work related)

At times work can become too stressful (either on a temporary or permanent basis) and at certain times in people's lives, they are less able to tolerate stress levels than previously they would have been able to handle.

If you feel that your job is causing you undue stress, you must speak with your Manager and discuss ways of addressing the situation. The Company wishes to help employees suffering from stress, but cannot help unless the employee makes someone aware of the problem.

If actions taken fail to reduce the levels of stress, then it may be appropriate to discuss a change of job and/or duties on either a temporary or permanent basis. Any change of duties on a permanent basis would result in an appropriate adjustment in pay to the rate for the new position.

Time off in lieu (TOIL)

We do not normally expect people to work more than their contracted hours. However this may be necessary in some circumstances and in these cases taking time off in lieu (TOIL) may be allowed. It is not One25 policy to pay overtime. The following principles will apply for employees wishing to take TOIL:

- All hours worked must be accurately recorded on One25 timesheets therefore showing the date and time additional hours were worked
- TOIL must be agreed in advance with your manager
- No more than 2 full days' TOIL to be taken in a timesheet period
- TOIL days must be taken within 3 months of being accrued
- There is an annual maximum of 13 days' TOIL
- TOIL cannot be taken in advance i.e. employees may not go into negative hours (except in exceptional circumstances e.g. see Carer's Leave, or agreed in advance by the CEO)
- No more than 30 hours TOIL (or pro rata for part time staff) can be carried forward to the next timesheet period. Any hours worked over this will be deemed 'volunteering'
- TOIL should not result in changes to normal contracted hours or arrangements, such as a particular afternoon becoming a 'TOIL afternoon'
- TOIL cannot be accrued by an employee working through their lunch break
- On termination of employment, all TOIL must be at a zero balance. Employees will not be paid in lieu of accrued TOIL which has not been taken by the final date of employment. Any such accrued TOIL will be lost
- The scheme must be utilised in the best interests of effective service provision. This requires co-operation between all staff to ensure adequate cover is provided as necessary

Training and Development

We are committed to train and develop staff to meet One25's and their own objectives by providing planned training activities, reinforced by guidance and coaching from their Manager. Active involvement in training and development activities is essential for staff to feel competent in the tasks they perform and will enhance any career development aspirations they may have.

Violence at work

If an employee becomes involved in an incident that is either violent or constitutes discriminatory or harassing behaviour with a third party e.g. a member of public, they should do as follows:

- The employee should remove themselves from the confrontational situation and inform the third party to contact a Director of the Company (if appropriate)
- The staff member should inform their Manager of the incident
- The manager should investigate the incident, which may or may not involve written statements from each party and any witnesses. The Staff Incident Record form

should be used to record the incident and to ensure the potential impact of the incident has been assessed and managed.

- If appropriate the third party is advised of the right of Company staff to work in an environment free from harassment
- If appropriate the staff member is advised about how to deal with incidents that are violent, discriminatory or constitute harassment regarding a third party
- The employee is advised of their right to contact the police for further action to be taken if they wish
- Changes to the role are then considered if appropriate in order to remove the staff member from future exposure to this type of behaviour
- As a last resort the service/contract is removed from the third party in question removing the threat of negative behaviour.

Wages

Wages are payable in arrears every month for employees. Currently, wage payments are made, subject to deduction for income tax and National Insurance and any other agreed deductions, on or before the 25th of each month by credit transfer into your bank or building society account.

You are entitled to an individual written pay statement, which will be provided for each pay period. The statement will show gross pay and take-home pay, with amounts and reasons for all variable deductions. Fixed deductions will also be shown, with detailed amounts and reasons where applicable.

One25 is entitled to recover from you any money owed to One25, whether as a result of an overpayment being made to you by One25, or in respect of a debt owed to One25. Such recovery can be made by way of deduction from your salary, or from such other sums as may be owed to you by One25.

Working from Home

Please refer to One25's Homeworking Policy which outlines eligibility and options for both routine and occasional homeworking for employees.

Working time directive

In line with the Working Time Regulations for the UK, no employee will be obliged to work more than 48 hours per week, averaged over a 17 week period.

Employees should be aware that 'work' as defined in these regulations includes contractual hours, job related travelling time (but not time spent travelling to and from work, or travelling outside of normal working hours), doing paid or unpaid overtime, authorised entertaining outside working hours and any additional time outside normal working hours spent on One25's behalf.

Should an employee wish to opt back into the Working Time Regulations, i.e. specify that they will not work more than 48 hours per week, averaged over a 17 week period, they should notify One25 in writing giving 3 months' notice.

Employee confirmation of receipt

I confirm that I have received the One25 Employee Handbook. I accept and agree that I should read and understand the content of these documents and that I am bound by the contents, along with my contract of employment.

Name:

Job title:

Signed:

Date: