



STAFF HANDBOOK

CCM Garages

CCM | EWHURST, GATWICK & CRANLEIGH



“To be the most professional, trusted and recommended garage for those we serve.”

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Welcome to Spinroute Ltd, home of the CCM family. We hope your time with us is thought provoking, positive and successful.

This handbook will introduce you to our company.

We ask that you read the contents of this handbook, as it will assist you with all the rules, regulations and procedures of your employment.

In 2018 we came up with what we believed as a team, was important to us. We call these our **'Values'**.

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Values

✓ Image

We aim for the highest standard. We will endeavour to keep ourselves, our workspace and surrounding area clean, tidy and organised. We will turn up to work looking smart and tidy.

✓ Knowledge

We will continuously strive to educate and train ourselves in any way we can to enable us to improve our skills, systems and processes.

✓ Efficiency

We plan and prioritise our work. We are aware that others have certain areas of expertise and need to ask for help when required. We are a team and will discuss work daily. We will cooperate with each other and be flexible to achieve the goals.

✓ Customer Excellence

We will interact with our customers and with each other to provide the best outcome in every scenario. We will strive to go above and beyond to consistently exceed customers' expectations.

✓ Honesty

We are true to ourselves. We are aware that mistakes and failures happen and will be open about them and share with others so we can learn from them. We will move forward with the knowledge that we did our best. We will have self-awareness and be mindful of others.

✓ Reliable

We only give promises that we are prepared to keep. If we cannot deliver, we do not promise!

✓ Attitude

We will take ownership of our actions and be accountable for what we do. We will be positive and polite to every individual that crosses our path.

✓ Communication

We will use all means of communication available to us, clearly and concisely to ensure all parties fully understand what we are imparting. We will ensure that everything is done in our power to maintain a positive and healthy relationship with our customers, suppliers and staff.

Employment Basics

In this section, we explain our employee contract types and define our basic employment policies.

Employment Contract Types

Full-time employees work at least 40 hours per week on average.

Part-time employees are those who work fewer hours per week.

Full-time and part-time employees are entitled to our company's full benefits package.

Equal Opportunity Employment

Spinroute Ltd (CCM) is proud to be an equal opportunity employer. We do not tolerate discrimination against protected characteristics including the following:

- Gender
- Age
- Sexual orientation
- Race
- Nationality
- Ethnicity
- Religion
- Disability
- Military status

We want all employees (including executives and HR) to treat others with respect and professionalism. In practice this means that we:

- Hire and promote people based on skills, experience or potential and try to reduce bias in every process.
- Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.
- Use inclusive, diversity-sensitive language in all official documents, signs and job adverts.

We commit to penalising every discriminatory, offensive or inappropriate behaviour. To do this, we ask you to report and discriminatory action against yourself or others to HR. (Tina Drayson)
Our company will not retaliate against you if you file a complaint. Any employee who retaliates or discriminates will face disciplinary action.

Probation

There will be a probationary period of 3 months at the start of your employment. During this time, you will be assessed on your work performance and the suitability to fit within our current team. After 3 months, your employment will proceed. If we decide to extend your probationary period, this will be discussed in person to identify areas of concern and to implement a plan of action.

We reserve the right during this period to terminate your employment at any time. If this occurs, you will be given full explanation of reasons.

During your probationary period, our company's procedures apply.

Job Role and Responsibilities

Your specific job role and responsibilities will be explained to you in your interview and given to you in writing. Amendments may be made to this in relation to our business continuing involvement.

Staff performance will be monitored with a view to maximising productivity and efficiency.

During busy holiday seasons and on other occasions, you will be asked to cover other members of the team at any of our locations.

Flexible Working

You have the right to make a flexible working request providing a reason from the first day of employment without needing to meet a minimum service requirement.

To qualify for a statutory request, it must be:

- In writing
- Be dated
- Explain the change that you would like to your working pattern
- Explain when you would like the change to come in to force
- State that it is a statutory flexible working request
- State if you have made a request previously, if so when

We will consider each request:

- We will provide a final decision within 2 months of receipt of request. This can be extended by agreement of all parties.
- We will deal with each request in a reasonable manner.
- We will not refuse any request without first consulting with you.
- Final decision will be put in writing.

Compensation and Development

Pay

Your salary would have been agreed during the interview process. Pay is on a calendar month basis, paid on the 25th each month. If the 25th falls on a weekend day or bank holiday, pay will be transferred to your account the Friday before.

In the event, an employee incurs a financial loss to provide for the company, it must be brought to the attention of the company that compensation may need to be arranged. The company should not be expected to compensate an employee for frivolous spends without prior knowledge.

Pay is calculated using Xero software and payslips are available for you to view via your own login to Xero Pay. Your registration request will be sent out once HR has added your details.

Pension

It is a legal requirement for every business to provide its employees with a pension scheme. Spinroute Ltd (CCM) operates NEST pension and you will be automatically enrolled if you satisfy the necessary criteria. You have the right to opt out which can be done via your individual login to the scheme.

Performance Management

We have performance management practices to:

- Ensure you understand your job responsibilities and provide specific goals to be met.
- Provide you with actionable and timely feedback.
- Invest in development opportunities that help you grow.
- Recognise and reward your work which could be in a financial or non-financial way.

Your manager will conduct regular reviews, fill out an evaluation report and arrange a meeting with you to discuss. These discussions will allow managers to recognise employees who are achieving, identify areas of improvement and talk about general career development. Pay increases are not guaranteed but we encourage managers to recommend rewards for their team members when they deserve them.

If you manage a team, you are responsible for your team members' performance. We expect you to set clear objectives, provide constructive feedback, keep your team engaged and keep logs of any concerns and rewards.

Training

Our success as a company is down to our employees and we want to show our gratitude by helping you in your personal growth and success.

You will receive training at the start of your employment, in relation to your specific skill set, role and responsibilities.

You will be required to attend training that the company considers to be suitable for your position. Training will be mandatory.

Any additional training or educational activities that you consider to be suitable to improve your development and growth, discuss with HR to facilitate those activities.

Any training provided by outsourced trainers that incurs a cost to the company, excluding LKQ Academy, will require a contract to be signed by the employee whereby those costs will need to be reimbursed if you terminate your employment with us. Costs and repayment scales will be on individual training contracts.

Code of Conduct

Uniform

During your work, you will encounter customers and suppliers, and you will be representing the company, it is expected that you always look smart.

Uniform will be provided and will always be expected to be worn during your workday. You have a duty of care to keep all uniform in a good condition.

Any part of clothing which are not provided, is expected to conform to our dress code guidelines and will not cause offence or upset with colleagues. We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnically or disability.

On termination of employment, all uniforms must be returned.

Confidentiality

All data and information that you have attained and have access to in the course of your work that relates to the company shall be confidential. You shall not at any time during or after your employment, disclose or use such information without prior written authorisation from senior management.

You must take all reasonable care to ensure that any data that you hold which is required for you to be able to carry out your duties, is always kept safe.

Any material that you have on personal devices must be returned to the company and removed from your possession on termination of employment.

Cyber Security and Digital Devices

The internet connection is primarily for business, but you can occasionally use our connection for personal purposes if they do not interfere with your job responsibilities.

You must not use our internet connection to:

- Download or upload obscene, offensive or illegal material
- Send confidential information to unauthorised recipients.
- Invade another person's privacy and gain access to sensitive information.
- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorised or illegal actions.

Any of the above may result in disciplinary action.

Work email addresses are given to team members solely for work activities. The company will not tolerate the use of email addresses for any inappropriate purposes.

Mobile Phone

Whilst we all rely on and use mobile phones, we want to ensure that your devices will not distract you from your work or disrupt our workplace. Use of your personal phone in a manner that benefits your work is acceptable. Personal usage must be kept to a minimum during work hours.

Although Spinroute Ltd (CCM) does not prohibit the use of mobile phones in the workplace, if we feel that you are being distracted or are distracting others frequently, we reserve the right to ask you to turn off your mobile phone during work hours.

CCTV

CCTV systems are in place at all locations and are there for the safety of staff, visitors, customers and suppliers. Any footage may be used in the event of a crime and employees need to be aware that footage may be used, if necessary, for disciplinary purposes.

Footage could be submitted to relevant authorities if any allegations or claims were brought against the company. We retain the right to decide what footage may be used.

Workshop

CCM will provide all the necessary equipment for you to be able to carry out your duties. All equipment is owned by the company, and we expect our employees to use in a respectful manner. As part of our annual insurance process, all ramps and lifting equipment is inspected by external engineers for safety.

We require all employees to bring to the attention of management any issues that arise.

To ensure the correct cover of insurance for all employees' toolboxes, they must be chained to the floor or building.

Staff Areas

Canteen facilities are provided for your use and every employee is responsible for always keeping such facilities clean and tidy.

Photos & Videos

Photos and videos may be taken and used for advertising and marketing purposes. Employees need to put in writing if they do not wish any of their images or video footage to be used.

Smoking, Alcohol & Drugs

Alcohol and drug use is forbidden. If we believe your performance or attendance has been affected by using alcohol or drugs, you may be subject to disciplinary action.

Smoking is only permitted in the designated areas.

Smoking is NOT permitted in any of the company or customers vehicles. This rule applies to vapes and e-cigarettes.

Benefits and Perks

Employee Health

Employee health is important to us. We do not discriminate against people with disabilities or health conditions, and we want to do everything we can to help employees stay healthy. At a minimum, we will ensure that we provide good working conditions and appropriate PPE so as not to cause bad health for our employees. If you feel that the working conditions or equipment provided may be causing you bad health, please speak to your manager.

Work From Home

If your job does not require you to be present at our premises, you can on occasion work from home.

Please inform your manager that you want to work from home as soon as possible. If there is a rare emergency, you may work from home without having received prior approval but call your manager as soon as possible.

Parking

We provide free parking and will prioritise parking space assignments for employees with disabilities.

We expect you to keep our parking area clean and use the assigned area.

We will not assume any liability for theft, vandalism, fire or damage regarding an employee's vehicle on site.

Rewards

As an employee of Spinroute Ltd (CCM) you are entitled to certain perks that makes our company an enticing place to work.

- Parts for own vehicles at cost. (staff cash account is set up with ECP with the company rates)
- Those who are not technicians, receive a discounted labour rate for work carried out by the garage.
- Friday food. Each Friday the company will pay and provide lunch for the whole team.
- Social events. Summer and Christmas Party.
- Kudos point scheme, whereby you can nominate any other employee who has gone above and beyond. The company will reward the team member with the most points each month with a choice of £50 voucher or a half day within the next calendar month.
- Staff are entitled to 2 x MOT test per calendar month at the rate of £35.

Private Work

Repair and servicing work may be carried out privately, in the workshop between the hours of 5:30pm and 20:00pm, Monday to Friday and between 8:30am and midday on Saturday.

Any private workshop time must be booked in advance with the Front of House teams and will incur a workshop fee of £10 per hour to cover any company costs.

All staff accounts must be settled at the end of the month paying with card or bank transfer. Deduction from wages plans can be discussed and approved by senior management.

It is imperative that staff carrying out any private work must have their own relevant motor trade insurance.

Management has the right to change or amend these rules at any time.

Working Hours, PTO and Holiday

Working Hours

Our company operates different time schedules depending on site and job role. Hours will be confirmed in individual contracts.

Paid Time Off (PTO) Holidays

Your holiday entitlement would have been agreed with you during the interview process.

Our holiday calendar runs from January to December in any given year. You are entitled to 20 days paid time off (holidays). After 5 years of loyal employment, you will receive an additional 1-day per calendar year until you reach a maximum of 25 days.

Part time employees accrue days off on a pro rata basis.

You can purchase up to 3 additional days at a cost of your individual current daily rate resulting in a reduction in your salary to the value of the number of days requested.

- These days must be requested with a minimum of a month notice.
- The cost to the employee for these days can be spread over a period of months providing there is time left in the calendar year.

You can sell up to 5 days which will result in an increase in your salary to the value of the number of days sold based on your current daily rate.

- Days cannot be sold which will result in your annual allowance going below 20 days, the statutory amount.

It is our policy, that entitlement must be taken in the calendar year and cannot be carried forward.

For holidays of a week or more, you must provide 4 weeks' notice and as much as possible for the odd day.

All holiday requests must be made using the Timetastic App and be approved by the appropriate manager. It is our right to deny requests, this will only be done on a strict basis depending on availability and absentee of other team members.

The company will close during the Xmas period and this needs to be covered by your holiday entitlement.

In the event of termination of your employment, any holiday entitlement that you have not used, will be paid within your last pay period.

Bank Holidays

Our company observes the bank holidays and Spinroute Ltd (CCM) does not work on those days and as such you are entitled to the time off with full pay.

Sick Leave

You must notify us in person via phone, message or WhatsApp at the earliest opportunity, but no later than your normal start time. Notification should be made to the appropriate manager, who can then, if necessary, make the arrangements for cover.

The above procedure needs to be carried out each day of your absence, unless a medical certificate had been issued with a fit for work return date.

The company's policy is to pay the statutory SSP. Under the SSP rules, you will be paid for the qualifying period, these are the days that you normally work. The first three qualifying days are waiting days for which no SSP is paid. If there is a subsequent period of sickness which is related, the waiting period does not apply a second time.

Sickness days cannot be converted into holiday, (PTO) unless under extreme circumstances which will need to be authorised by management.

Depending on your reason for absence, you may be required to attend an interview to discuss your health and ability to return to work. This will be treated under the strictest confidence. If we deem it necessary, we may ask your permission to contact your doctor.

Maternity/Paternity Leave

We want to support new mothers and fathers in their first few months of parenthood with maternity and paternity leave. Afterwards, we will continue to support new parents with flexibility.

Our company have a maternity and paternity policy allowing parents to take paid time off work to look after new children. Payments made under the government SMP and SPP schemes.

Medical Appointments

We support our employees in looking after their health. We allow our employees the flexibility to book appointments during working times but only when no alternative solution can be found.

Where an employee needs to book a medical appointment during work hours, approval must be obtained from their manager.

Other Absence

If you need to be absent from work due to dependants being ill, where possible, the option to work from home is possible. It is accepted that you may on occasion need be home with a sick dependant, whilst the company will support you, this needs to be taken as unpaid leave.

You must notify your manager no later than your normal start time.

Bereavement Leave

Losing a loved one is traumatising, and we want to support you in your time of bereavement and give you time to cope and mourn.

For this reason, we allow unpaid leave with minimal notice for the following reasons

- Arranging a funeral or memorial service.
- Attending a funeral or memorial service.
- Resolving matters of inheritance.
- Fulfilling other family obligations.

We accept that people face stressful challenges in their work and home life, that may have an impact on performance. Our advice is to talk confidentially about any concerns to a member of staff.

Disciplinary

Introduction

It is necessary to have rules in the interests of the whole organisation.

These rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness in the treatment of individuals. Rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the standards.

Every effort will be made to ensure that any action taken is fair, with everyone being given the opportunity to state their case and appeal against any decision that you consider to be unjust.

Rules and procedures should ensure

- The correct procedure is used when inviting you to a disciplinary hearing.
- You are fully aware of the standards of performance, action and behaviour.
- If action is taken, it will be done quickly and in a fair and consistent manner.
- You will only be disciplined after a thorough investigation of the facts and the opportunity to present your side. If deemed necessary, you may be suspended temporarily on full pay so an uninterrupted investigation can take place.
- You have the right to be accompanied by a fellow employee who may act as a witness and speak on your behalf.
- You will not normally be dismissed for a breach of discipline, only in the case of 'Gross Misconduct'.
- If you are disciplined, you will receive a written explanation.

Capability

If the nature of your job changes or we have concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. If your performance is still not adequate, you will be informed in writing that a failure to improve and maintain the performance required could result in your dismissal.

Personal circumstances may arise which do not prevent you from attending work but may prevent you from carrying out your normal duties. If such a situation arises, with your permission, we may seek details of your medical diagnosis. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made regarding your future employment in your current role or where possible, a more suitable role.

There may be personal circumstances which prevent you from attending work, under these conditions we will seek from you when we can expect your attendance to reach an acceptable

level. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made regarding your future employment in your current role or where possible, a more suitable role.

Unsatisfactory Conduct & Misconduct

It is not possible to list the full lists of rules and offences, a breach of conditions, procedures and rules will result in the disciplinary procedure being used.

- Failure to abide by health and safety rules and procedures.
- Consumption of alcohol or drugs.
- Persistent absenteeism and lateness/poor time keeping.
- Unsatisfactory standards of work.
- Rudeness, insulting behaviour, bullying, harassment towards employees/customers/suppliers or any other member of the public.
- Use of inappropriate email or web browsing.
- Failure to carry out instructions or follow our rules and procedures.
- Negligent or wilful damage or loss to our property.
- Unauthorised, dangerous, illegal or irresponsible use of company vehicles.
- Loss of driving licence where this forms a vital part of your job.

Serious Misconduct

If following an investigation, it proves that your behaviour has had a serious effect upon our operation or reputation, you may be issued with a final written warning in the first instance.

Rules covering Gross Misconduct

These are very rare because the outcome is dismissal without notice.

Any behaviour or negligence resulting in a breach of terms that seriously destroys the trust and confidence necessary to continue the employment will constitute to gross misconduct.

Whilst it is impossible to note a full list, some examples

- Theft or fraud.
- Physical violence or bullying.
- Deliberate damage to property.
- Deliberate acts of unlawful discrimination or harassment.
- Possession of illegal drugs at the workplace.
- Breach of health and safety rules that endanger life.

OFFENCE	1 st	2 nd	3 rd	4 th
Unsatisfactory Conduct	Verbal Warning	Written Warning	Final Warning	Dismissal
Misconduct	Written Warning	Final Warning	Dismissal	
Serious Conduct	Final Warning	Dismissal		
Gross Misconduct	Dismissal			

We consider, when looking at disciplinary actions, your length of service to the company and we have the discretion to vary the procedure accordingly.

Capability and Disciplinary Appeal Procedure

You have the right to appeal in respect of any action taken against you.

If you wish to appeal, you should apply in writing.

If you are appealing against a formal warning or dismissal, you should give details of why the penalty is either too severe, inappropriate or unfair. The appeal procedure will be conducted by a member of staff who was not connected to the previous process to be able to give an independent decision.

If you are appealing that you have not committed the offence in question, then your appeal may take the form of a completely new hearing.

You may be accompanied by a fellow employee to act as a witness and speak on your behalf.

General Dismissal Appeal Procedure

In the case of all appeal procedures, every step will be taken within reasonable time scales. Timings and location of meetings will be reasonable to all parties and all parties will have ample opportunity to explain their case.

- Grounds for Action and Invitation to Meet
 - Any action taken against you will be put in writing.
 - A copy of which will be sent to you, and you will be invited to attend a meeting.
- Meeting
 - Meeting will take place before any action is taken except where suspension is applied.
 - The meeting will not take place unless you have been informed of the agenda.

- You have had a reasonable opportunity to consider your response.
- All steps must be taken to attend the meeting.
- After, you will be informed of the decision and notified of the right to appeal.
- Appeal
 - If you inform us about your wish to appeal, you will be invited to attend a further hearing.
 - The appeal meeting need NOT take place before the dismissal or disciplinary action.
 - After the appeal meeting you will be informed of the decision.

Grievance Procedure

If you feel dissatisfied with any matter relating to your employment you have the right to air your complaint, and all parties will strive for a resolution.

An informal discussion can normally resolve any issues, however if you wish to raise a formal grievance you must do this in writing.

You will be invited to attend a meeting at a reasonable time and location to discuss your concerns. You will be notified of any decisions made.

Harassment

Harassment of any kind is unacceptable.

Personal harassment takes many different forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously.

As some kinds of harassment can be of a sensitive nature, we encourage anyone seeking help to confide in a colleague of their choice to assist in bringing any issues to the attention of the company.

Employees must put their complaint in writing, with the help of a colleague, if need be, and bring the matter to senior management. All concerns will be investigated, and you may be asked to attend a meeting to discuss with the intention of finding a suitable resolution.

Resignation and Termination

Resignation

You resign when you voluntarily inform us that you will stop working for our company.

All resignations need to be given in writing.

Due to the nature of your work and the company's workload, the required notice is 4 weeks. If you fail to give the full notice period, you forfeit any pay and accrued holiday due. Notice period can be waived if both parties agree.

Salary will be paid on the usual payment date of 25th of the month, or on the last day of work if after this date.

Termination

Terminating an employee is always unpleasant but sometimes necessary. If that happens, we want to ensure we act lawfully and respectfully.

We may terminate an employee either for cause or without cause.

- Cause termination.
 - This is justified when an employee breaches their contract, engages in illegal activities, disrupts our workplace, performs below standards or caused damage or financial loss to our company
- Without Cause termination.
 - This refers to redundancy or layoffs that may be necessary if we cease operations or reassign job duties within our teams. We will offer redundancy pay to eligible employees.
 - We may compensate accrued time off (PTO) upon termination, depending on legal requirements.

Reclaiming Ownership of Company Accounts and Property

When your employment with Spinroute Ltd (CCM) comes to an end, the company will begin reclaiming ownership of any accounts you used during your employment.

This is not an exhaustive list but some examples

- Email accounts.
- Social media accounts.
- Server access.
- Third party application access.

This is an important process in allowing us to safeguard and preserve data that belongs to our company.

In either case of resignation or termination, all equipment such as laptops, phones and uniforms must be returned. Failure to return company property will result in the cost of such property being deducted from any monies due to you.

Any outstanding accounts held within the company must be paid in full before final date of employment. Failure to pay will result in any monies due being deducted from any monies due to you.

All work-related document passwords must be removed from any personal equipment.

If either you or the company serves notice on the other to terminate your employment, they may require you to take 'Garden Leave' for all or part of the remaining period of your employment. In this event, all our rules and regulations still apply.

Conclusion

We will always strive for fairness and equality and penalise offensive and illegal behaviours but as laws and our environment change, we may revise and modify some of our policies.

We may from time to time, add new policies or principles to our handbook. When this happens, you will have access to the newly published handbook and be made aware of any new changes.

Employee Acknowledgement

By continuing to work for Spinroute Ltd (CCM), you are agreeing that you have read and understood the information in this handbook and that you are committed to following our procedures. If you need any clarification, please ask your manager.

Health & Safety Policy Statement

It continues to be the policy of the Directors to ensure that so far as is reasonably practicable, the health, safety, and welfare of all our employees when at work is maintained. Equally we accept that a responsibility exists for other persons who may visit our premises in the furtherance of our business.

We recognise that it is the responsibility of the Directors and/or Responsible Persons at all levels, to prevent personal injury by providing a safe working environment and effective training and supervision. Detailed Risk Assessments (Safe Working Practices) are published separately, and these are updated in response to changes in both legislation and working circumstances. The site responsible person(s) is always available to address any queries that may arise.

A continuing interest in, and awareness of, all aspects of health and safety at work will be maintained and regular reviews of the arrangements will occur. The Directors will determine the overall policy.

Whilst the Directors accept the responsibility for the overall effectiveness of the health and safety policy, the success of this policy rests largely with employees at all levels. Employees have a legal responsibility to ensure that they do nothing to endanger themselves or others whilst at work. They must also co-operate with the management and/or responsible person(s) and comply with regulations and indeed procedures for safe working.

The Directors will, whilst carrying out regular health and safety reviews, formally review this statement on an annual basis, or as the organisation changes dictate.

Fire Policy Statement

This Fire Safety policy has been prepared by the Directors as the responsible persons for the premises, to comply with the Regulatory Reform (Fire Safety) Order 2005 [FSO].

The purpose of this policy is to ensure the safety from fire of all persons on, in, or in the vicinity of the premises, by effective planning, organisation, control, monitoring, and review of the preventive and protective measures.

This policy will be used to ensure the provision of suitable and sufficient general fire precautions, assessment of risk and management of necessary fire safety arrangements.

The following will be provided:

- The position of Fire Marshal will be responsible for the provision of safety assistance to assist the responsible person(s) in carrying out their duties under the FSO. These duties include a duty of care within the FSO not only to employees but to The Fire Authority undertaking their duties not only in an emergency, but also during routine visits and inspections.
- A suitable and sufficient Fire Risk Assessment will be prepared, regularly reviewed, and its significant findings acted upon.
- A suitable and sufficient Fire Emergency Plan will be prepared, regularly reviewed, and practised by the regular carrying out of fire drills.
- All staff will be trained to satisfactorily carry out the Fire Emergency Plan, regular fire drills and any other necessary actions to comply with the FSO.
- Employees will be provided with relevant information regarding the risks identified from the risk assessment and any other notification of risk by other employees, the preventative and protective measures, the fire emergency plan, and the identities of persons nominated to carry out the duties of the responsible person(s).

All necessary systems/equipment required as part of the general fire precautions will be tested and maintained in accordance with the relevant code of practice.

Stress Policy Statement

Working in current times, stress in the workplace is a reality.

The likelihood of an employee having or contributing to an accident, becoming a hazard to himself/herself as well as to others, may significantly be increased by an employee who is severely stressed.

We will review the impact of stress at work and acknowledges they have a responsibility to control the health, safety and welfare of its employees. The HSE's management standards for stress shall be applied to manage stress in the workplace.

Primary sources of stress at work are covered by these:

- Demands - workload, work patterns and the work environment
- Control – how much say the employee has in the way they do their work
- Support – the encouragement, sponsorship and resources provided by the employer, management and fellow employees
- Relationships – includes promoting positive working, the avoidance of conflict and dealing with unacceptable behaviour
- Role – whether the employee understands their role and conflicting roles are avoided
- Change – how change is managed and communicated.
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The symptoms of stress in individuals and in groups should be looked for by management and supervisory staff who should have a good awareness of this. Additionally, any employee strongly suspecting a fellow employee or themselves are being affected by stress must refer this to the appropriate Manager who will arrange for the person to be assessed or monitored.

The Company's employee's work performance and workload will regularly be reviewed under this policy. Every chance to air views and grievances at these reviews will be offered.

Lone Worker Policy Statement

The Health and Safety Executive (HSE) defines a lone worker as "someone who works by themselves without close or direct supervision".

The company recognises that some staff are required to work by themselves at customers premises without close or direct supervision, sometimes in isolated work areas or out of office hours.

It will often be safe to work alone. However, the law requires us to think about and deal with any health and safety risks before people are allowed to do so, including violence, [stress and mental health or wellbeing](#), and a person's [medical suitability](#) to work alone.

Lone workers face the same hazards at work as anyone else, but there is a greater risk of these hazards causing harm as they may not have anyone to help or support them if things go wrong.

Under the Management of Health and Safety at Work Regulations, the company must manage the risk to lone workers.

Management will consider who will be involved and which hazards could harm those working alone. The company will provide training, supervision, monitoring and support for lone workers including.

- Identifying and assessing any areas of risk
- Identify any requirements for training
- Consider levels of experience and how best to monitor and supervise them.
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Having systems in place to keep in touch with them and respond to any incident.