

# POLICIES AND PROCEDURES

SMARTWORK

## INTRODUCTION

We are delighted that you have chosen SmartWork as your flexible employer, and we look forward to supporting and guiding you through your contracting career.

SmartWork pride ourselves on supplying a simple, professional employment service, designed to be as flexible as possible to suit your individual needs. Our service is tailored to minimise your administrative requirements and maximise your retention of earnings, leaving you free to concentrate on your role.

This handbook is an in-depth guide to being a SmartWork employee and should provide answers to any questions you may have about our service. However, should you have any further queries, your dedicated Business Manager will be more than happy to assist you.

## CONTENTS

- 1 - Disciplinary procedures
- 4 - Grievance Procedure
- 5 - Health & Safety Policy & Procedures
- 8 - Fire Alarm Procedures
- 8 - Bomb Alarm Procedures
- 9 - Code of Conduct
- 10 - Useful contacts

# DISCIPLINARY PROCEDURE

The purpose of the disciplinary procedure is to make clear to you the company parameters, to ensure that all staff are treated consistently and to highlight the kind of action or behaviour which could result in you being disciplined, suspended or dismissed.

There are two areas that may result in disciplinary action being taken:

## **Misconduct**

This is behaviour or action deemed to be unacceptable i.e. irregular attendance, poor timekeeping, disruptive or rude behaviour, refusal to carry out reasonable requests and disobeying general rules. (This list is not exhaustive, but is intended purely as a guide).

## **Unsatisfactory Performance**

Is when your work falls below agreed standards or you fail to achieve agreed targets/objectives. If you are requested to attend a disciplinary interview you have the right to be accompanied by a work colleague (who must not be your manager or a colleague involved in the situation) or trade union official to act as an observer.

The various stages of the disciplinary process are explained below.

## **Formal Verbal Warning**

If it is a minor offence, you will be given a formal verbal warning and asked to improve your conduct/performance.

## **Formal Written Warning**

If the offence is more serious or if a formal verbal warning has already been given, you will be given a formal written warning.

## **Dismissal**

If the matter is one of repeated misconduct or continued unsatisfactory performance, coupled with a failure to comply with previous warnings, you will be dismissed.

In cases of gross misconduct, the company reserves the right to move straight to dismissal.

## **Use of Details**

Details of any disciplinary action will be put on your personnel file. However, after specified periods these details will not be taken into account in further disciplinary action.

Formal Verbal Warning: 6 months

Formal Written Warning: 12 months

You will be asked to sign a written confirmation of any warning you receive and return it to Human Resources to show you have received and understood the warning. If you refuse to sign the warning remains valid.

### **Gross Misconduct**

Gross Misconduct is behaviour or action deemed so serious; it will result in Summary Dismissal without notice e.g.

- Theft of property belonging to candidates, contractors, customers, colleagues or the company.
- Being under the influence of drink or drugs
- Possessing illegal drugs
- Physical violence
- Malicious damage
- Fraud, falsifying documentation
- Misuse of equipment i.e. abuse of the company intranet, internet or email systems
- Bringing the name of the company into disrepute
- Disobeying company policies/procedures
- Refusing to carry out reasonable instructions
- Acting in a manner likely to cause commercial damage to the company
- Failure to follow policies/procedures
- Bullying, harassment or victimisation
- Discriminating against anyone on the grounds of Race, Colour, Ethnic Origin, Religion, Nationality, Gender, Marital Status or Disability
- Enticing colleagues, candidates or contractors to work for another company
- Promoting the interest of any third party firm, body, group or company.

The above list is not exhaustive but is intended purely as a guide.

### **Suspension**

In some circumstances, you may be suspended, with pay, for a period whilst the allegations are investigated. If you are suspended you will be instructed to leave the company's premises. You will be advised either at the time of suspension or as soon as possible, the date and time when you should report back for an interview. During a period of suspension, you are not permitted to contact customers, candidates or contractors or to discuss the reason for your suspension with work colleagues.

## Appeal Against Disciplinary Action

If you do not agree with the disciplinary action, you have a right of appeal. Your intention to appeal should be presented in writing to your line manager within three working days of receipt of your written notice of disciplinary action.

# GRIEVANCE PROCEDURE

## 1. Purpose and scope

The organisation's aim is to encourage improvement in individual conduct or performance. This procedure sets out the steps to be taken when an individual has a grievance at work.

## 2. Principles

- a) The procedure is designed to establish the facts quickly and to deal consistently with grievances. No action will be taken until the matter has been fully investigated.
- b) At every stage, workers will have the opportunity to state their case and be represented or accompanied, if they wish, at the hearings by a work colleague.
- c) A worker has the right to appeal against any finding to the HR Manager.

## 3. The Procedure

### Stage 1 – Preliminary Investigation

The worker may initiate a formal grievance in writing to his/her Business Manager. The Business Manager will then respond giving time to discuss the grievance following its investigation. A meeting or telephone call will then be held to discuss the grievance, Business Managers findings and agree to a follow-up.

### Stage 2 – Sales and Operations Investigation

If the worker is dissatisfied with the findings of the Preliminary Investigation, the worker may request a further investigation of the grievance by giving notice in writing within 3 working days to the HR Manager. The HR Manager will be presented with details of the Preliminary investigation and follow up agreed to a date. The HR Manager will review the findings and arrange for further follow up by mutual consent with the worker and Business Manager, or if considered appropriate arrange a meeting with the worker and Business Manager to discuss the findings of the Preliminary investigation and agree to a follow-up. The follow up agreed at this stage will be considered final.

# HEALTH & SAFETY POLICY & PROCEDURES

## General

Our policy is to establish safe and healthy conditions in the work environment and to provide health checks and essential treatment to promote the health of all staff. Your co-operation is essential to the achievement of this objective, and to meet the requirements of relevant legislation.

The Managing Director has overall responsibility for our health and safety policy.

You must observe the health and safety requirements and procedures and do all that is reasonably predictable to ensure that you, your colleagues, visitors and people working on SmartWork.com or Customer premises are not put at risk.

Pregnant, disabled staff or visitors may face special hazards. Where predictable, we will make arrangements to suit their needs by consulting with appropriate specialised advisers. We assess risks which may affect pregnant or nursing mothers, taking action where required. We may also need to visit staff who work at Customers' site and/or use SmartWork.com equipment at other premises, to ensure health and safety.

## Procedures

In accordance with the Health and Safety at Work Act 1974, The Trade Union Reform and Employment Rights Act 1993 and our requirements, you should:

- take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work
- co-operate with SmartWork.com and Customers to ensure that it can comply with its statutory duties
- not intentionally or recklessly interfere with or misuse any machinery, equipment, fittings, furniture etc, whether provided in the interest of health and safety or for any other purpose

You must observe the following rules:

- keep all stairs, corridors and passages clear of obstructions
- keep fire exits and fire notices clear of obstructions at all times
- close doors to unoccupied offices to contain the possible spread of fire
- follow normal safety rules in the use of electrical equipment and appliances, eg, switching off at sockets when not in use, not covering vent grilles on fan heaters and other appliances (all electrical appliances are tested for safety each year)

- tape or otherwise secure trailing cables to reduce the risk of people tripping over them or of an electrical hazard
- keep offices and the areas around photocopiers tidy and free from waste etc which may constitute a fire hazard or an obstruction
- close fire resistant and smoke retarding doors
- extinguish and carefully dispose of matches, cigarettes etc to ensure they are not in any circumstances left smouldering
- not to smoke in the lifts, the canteen, storage areas, staff rest rooms and other commonly used areas of the building
- dispose of food waste promptly and safely
- take action to remove or avoid any hazard or danger as quickly as possible, alerting office services where appropriate

### **Fire instruction**

Fire instructions are displayed on notice boards throughout SmartWork.com's and Customers premises. You should carefully familiarise yourself with them.

### **Bomb alarm instruction**

Bomb alarm instructions are displayed on notice boards throughout SmartWork.com's and Customers premises. You should carefully familiarise yourself with them.

Each premises should have an evacuation plan, designated bomb evacuation point and designated person to whom you should report.

Please note that the designated bomb evacuation point may differ from the designated fire evacuation point.

### **Reporting of accidents**

You must report any injury resulting from an accident on our premises to a member of staff, visitor or another person without delay to the SmartWork.com and Customer designated officer who will notify the Managing Director or Customer Health and Safety officer as appropriate. They will then notify it to the appropriate authority if this is required under the relevant legislation. You must also report accidents to members of staff whilst on our business but off our premises. This includes on Customer premises and accidents involving any vehicle which we lease, hire or own, without delay to the SmartWork.com and Customer designated officer. The designated officer keeps records of all accidents for the Managing Director.

## **Machinery and equipment**

Only authorised persons have access to the machinery which operates the lifts and can release anyone trapped as a result of an electrical or other failures. Anyone trapped in a lift should use the telephone to seek assistance and sound the alarm.

Machinery and equipment should be installed and operated in accordance with the manufacturer's instructions. You will be trained in its safe operation where appropriate. You must observe the following rules:

- only operate machinery and equipment provided with guards (eg, electric staplers, guillotines) with the guards in place
- report faulty machinery and equipment immediately to the Managing Director
- switch off machinery and equipment at the mains sockets at the end of work each day
- if you work continuously on VDUs take a ten-minute break from using the screen each hour (see below for information on eyesight testing, spectacles and reimbursement)

## **Bicycles**

You must not leave bicycles in corridors or stairwells or take them into offices, as they are a health and safety hazard.

## **Smoking policy**

You should not smoke in any areas except where this is specifically allowed. Smoking is not allowed in meeting rooms, in lifts, or in offices or storage areas. If you fail to observe these requirements you may be subject to disciplinary proceedings.

## **Visual display unit (VDU) users - eyesight testing, spectacles and reimbursement**

If you work with VDUs you can, with the approval of your line manager, take time off to have an eyesight test. The test is sometimes provided free, but you can claim reimbursement if a charge is made for it.

## **Treatment**

If you need advice, treatment, or a support for your back in the course of your work we will also arrange this for you.

## **Disability**

Please contact us if you have any disability which may require adjustments in your workplace so we can make arrangements for you.

Pregnant and disabled staff or visitors may face hazards. Where predictable, we will make arrangements to suit your/their needs by consulting the appropriately specialised advisers.

We assess risks which may effect pregnant or nursing mothers, taking action where required. We may also need to visit staff that work at customers' sites and/or use SmartWork.com equipment at other premises, to ensure health and safety.

## FIRE ALARM PROCEDURES

### Fire instruction

Fire instructions are displayed on notice boards throughout SmartWork.com's and Customers premises. You should familiarise yourself with them carefully and promptly when necessary. Each premise should have an evacuation plan, designated fire evacuation point and designated person to whom you should report

On hearing the fire alarm you should;

- Leave as quickly as possible (Do not try to collect personal belongings)
- Leave through the designated exits (sign-posted)
- Go down the stairs (DO NOT TAKE THE LIFTS)
- Exit the building
- Meet up outside the designated fire evacuation point
- Report to your designated person that you are out of the building
- Await the "All Clear" from your designated person

The designated person should:

- Check no one remains in any offices
- Close all doors and windows
- Check Ladies/Gents toilets on the floor
- Report "All Clear" to the building management

## BOMB ALARM PROCEDURES

Bomb alarm instructions are displayed on notice boards throughout SmartWork.com's and Customers premises. You should familiarise yourself with them carefully and promptly when necessary.

Each premise should have an evacuation plan, designated bomb evacuation point and designated person to whom you should report.

Please note that the designated bomb evacuation point may differ from the designated fire evacuation point.

## 1. Bomb Alert

On hearing the bomb alarm employees should;

- Stay seated and await instructions from the designated person

The designated person should:

- Check rear fire escape
- Close all doors and windows
- Check lift lobby and hose reel cupboard if there is one on the floor
- Check kitchen on the floor
- Check toilets on the floor
- Report “All Clear” to building management
- Await further instructions or “All Clear” from building management

## 2. Evacuation

- Building management will inform designated person of the designated bomb evacuation point
- Designated person should make staff aware of evacuation point
- Staff should leave through the designated exits (sign-posted)
- Go down the stairs (DO NOT TAKE THE LIFTS)
- Exit the building
- Meet up at designated bomb evacuation point
- Report to your designated person that you are out of the building
- Await the “All Clear” from your designated person

# CODE OF CONDUCT

## Professional Behaviour

You will work in a professional manner at all times, whether on our premises or the premises of the Customers.

## Drugs

Illegal drugs are defined as any prescription drug obtained other than through prescription, as well as commonly known drugs such as, but not limited to, marijuana, cocaine or heroin.

Actions that are grounds for immediate termination of the Assignment are:

- Possession of or use of, any of the drugs as defined above while on any of our or Customer's sites or facilities.
- Use of the drugs as defined above or the abuse of prescription drugs at any time, that negatively affect job performance.
- Illegal manufacture or sale of prescription drugs.
- Any conviction for violation of laws involving illegal or prescription drugs.

### Standards of Appearance

We require high standards of appearance consistent with a professional services organisation. You are expected to present a proper business image and to wear attire appropriate to the functions/duties undertaken by you.

### Use Of Email And Internet

Customer Internet or email services should only be used for the Customer's business. Inappropriate use, including the sending of offensive material, will result in the immediate termination of the Assignment.

### Sexual Harassment And Other Unlawful Behaviour

We and our Customers do not tolerate sexual harassment or other unlawful behaviours in the workplace. Actions, words, jokes or comments that are derogatory and based on any person's sex, race, ethnicity, sexual orientation, age, religion or disability will not be tolerated by us or our Customers at any of their locations or third-party locations. Although sexual harassment appears in various forms or degrees, it generally consists of unwelcome verbal or physical conduct of a sexual nature. Any such behaviour should be reported to us or Customer management immediately for investigation.

## USEFUL CONTACTS

Freephone: 0800 434 6446

Tel: 0117 311 9800

[enquiries@smartwork.com](mailto:enquiries@smartwork.com) - For more service information

[invoicing@smartwork.com](mailto:invoicing@smartwork.com) - To submit timesheets/expenses

[contracts@smartwork.com](mailto:contracts@smartwork.com) - To submit contracts, schedules, and other legal documentation

[holidays@smartwork.com](mailto:holidays@smartwork.com) - To make a holiday request