



EMPLOYEE AND DRIVER HANDBOOK

1 March 2024

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1. INTRODUCTION

Welcome to SCB Oxford Ltd, we hope that you enjoy working here and we hope that your time with us will be both enjoyable and rewarding.

The aim of this employee handbook is to provide general information to you on your employment. It is not intended to cover every situation or to explain everything about your employment.

Please read the contents of this employee handbook as it contains information about the rules and regulations as well as your entitlements.

If there is anything in the employee handbook that you do not understand, you should speak in the first instance to your line manager.

This handbook will be updated from time to time and changes will be notified to staff.

2. RECRUITMENT

At SCB Oxford Ltd we recognise that our staff are the key to our success. We are exceptionally proud of our track record of solving clients' problems and the dedication and expertise of our team in helping us achieve this.

SCB Oxford Ltd at all times to recruit the person who is most suited to the particular job. Recruitment will be solely on the basis of the applicant's abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

SCB Oxford Ltd is an equal opportunities employer and is committed to ensuring equal opportunities at all stages of recruitment and selection.

3. ANNUAL LEAVE

3.1. Holiday entitlement

Your holiday entitlement will be stated in your contract of employment. This entitlement will be pro-rated if you work part-time.

If you commence employment part way through the holiday year you will be entitled to a pro-rata number of days holiday from the date of commencement of employment to the following 31 December and thereafter the normal holiday entitlement.

3.2. Holiday year

The holiday year runs from 1 January to 31 December. All holiday must be taken in the current holiday year and holiday will not be carried forward. Payment will not be made for holiday not taken.

3.3. Holiday booking

Prior to taking annual leave, you should seek approval from your line manager and you should give four weeks' notice for holiday of one week or more. One week's notice will be required if you need holiday of one day. You should also advise your line manager of any cancelled holidays. SCB Oxford Ltd will normally be made on a first come, first serve basis and will always endeavour to grant leave when requested. There may be instances when this is not possible for business reasons.

You are not normally permitted to take more than two weeks' continuous holiday. SCB Oxford Ltd requires you to reserve holiday to cover the shutdown period between Christmas and New Year. If you do not have sufficient holiday to cover this period, you will be given unpaid leave.

Public/bank holidays are not recognised and therefore will be considered as normal working days.

No more than two employees can be on annual leave at the same time.

To book leave please use our HR System, Breathe.

3.4. Holiday pay on termination of employment

If at the termination of your employment you have outstanding holiday entitlement which you have not yet taken, you may wish to take it during your notice period. If there is still annual leave due to you once your termination date is reached, you will be paid in respect of those days at your normal daily rate. If, on leaving, more holidays have been taken than the pro-rated entitlement, the number of days in excess will be deducted from your final salary.

We may require you to take any outstanding annual leave entitlement during your notice period. However, we reserve the right to refuse requests for leave during notice period in the light of business needs.

If you are summarily dismissed, or leave the service of the Company without giving due notice in accordance with your contract of employment, no entitlement to accrued holiday will apply.

4. TIMEKEEPING

All employees are expected to report for work punctually and to observe the normal hours of work laid down in their contract of employment.

If you are late for work, you must report to your line manager and explain the reason for lateness before starting work.

Persistent lateness is disruptive to SCB Oxford Ltd, unfair on your colleagues and will be dealt with through the disciplinary procedure.

5. ABSENCE DUE TO SICKNESS OR INJURY

5.1. **Sickness Absence Policy Statement**

We recognise that from time to time staff may need to be absent from work due to illness. The length of time lost by employees through illness must however be monitored to ensure that each member of staff is able to do their job effectively and without putting themselves or others at risk.

The purpose of this procedure is to ensure that absence due to illness or injury is properly recorded and monitored and employees receive appropriate salary and benefits in line with SCB Oxford Ltd's policy and legal requirements. These principles and procedures apply to all employees.

Managers will consider cases of sickness absence on an individual basis and ensure the provision of appropriate support, advice and medical input where appropriate.

However it is possible that in some cases, patterns and/or levels of absence will be unacceptable and as such formal management action may be required, including disciplinary action in some cases.

If you become aware that you have an illness problem which may affect your attendance at work you should inform your line manager at the earliest opportunity.

5.2. **Reporting sickness absence**

Should you be unable to attend work due to illness or injury, you must:

- Contact your line manager or a Director on the first morning of your absence at the earliest opportunity, and by no later than 6.00am. You should do this personally, give details of the reason for your absence and indicate when you believe you will be returning to work.
- Keep your line manager regularly updated on your progress and expected date of return.
- Provide a doctor's certificate for absences of more than one week. One week is defined as seven consecutive calendar days, regardless of how many of those days you normally work.

If the doctor's certificate indicates that the doctor will not need to assess your fitness for work again at the end of the period, you will be expected to return to work on the first working day following the end date of the certificate. Consecutive doctor's certificates should be submitted throughout any period of absence.

Sickness is one or a number of reasons for you being off from work and although it is understandable, continual or repeated sickness may not be acceptable to the company.

To determine whether your absence is acceptable we will take into account the reasons, the level of your absences, including those caused by sickness. We cannot operate on an excessive level of absence as this affects productivity.

Proof of any hospital appointments needs to be provided to the Director either before or immediately after your visit.

5.3. Pay during sickness absence

During sickness absence, you are entitled to receive statutory sick pay (SSP) if you are absent for four or more consecutive days ('qualifying days'). These qualifying days are the only time when SSP is not payable. If you have a second period of sickness of four consecutive days or more that occurs within 56 days of the previous period, the waiting days are not served again.

If you absent and you are awarded any sum by way of compensation of damages in respect of the absence from a third party then any payments which may be made to you because of absence (including SSP) shall be repaid to us. This repayment will not be exceeding any amount paid by us.

At all times SCB Oxford Ltd reserves the right to seek advice regarding individual health problems from a medical or occupational health adviser. This may mean a referral for a medical appointment or a written request for advice from your GP or another medical professional.

5.4. Returning to work

On your return to work after periods of sickness absence, you are required to complete a self-certification form, even if your absence is covered by a medical certificate. This should be submitted to a Director.

Return to work interviews

Return to work interviews may be conducted for any employee following sickness absence and your line manager will decide on your return from absence whether one would be helpful.

In a situation where there is cause for concern about your absence levels, return to work interviews will be conducted as a matter of course on your return from every individual sickness absence as part of an informal absence management procedure.

Interviews will be in the form of a confidential discussion with your line manager. You will be given the opportunity to raise any concerns you may have about your health or the impact it is having on your work, and your line manager will be keen to ensure that you are in fact fit for work, and to find out whether any additional support is required.

Personal medical appointments

You should always make medical appointments at the beginning or the end of the day, or at lunchtimes where at all possible to minimise disruption to the business. Time off for essential medical appointments you have will usually be paid, however you may be required to make up the time in lieu or take holiday if your line manager feels there may be excessive disruption or there have been a high number of appointments.

6. OTHER TYPES OF LEAVE

The following procedures will apply to all employees and will cover instances where employees request leave of absence, either paid or unpaid.

6.1. Compassionate leave

In the event of the bereavement of an immediate family member, all employees are entitled to one day's paid compassionate leave. 'Immediate family' would include spouse or partner, parents, siblings and children.

Any request for compassionate leave must be approved by your line manager. Requests will be considered on any individual basis and any payment of salary during compassionate leave will be entirely at the discretion of the Company.

6.2. Emergency leave for dependents

All employees are entitled to unpaid leave in the event of an urgent and unexpected incident affecting a dependent or other individual who normally relies on the employee for assistance. The amount of time off will depend on the nature of the circumstances but would not normally exceed one or two days. Emergency leave may occasionally be paid at the discretion of your line manager.

Emergency leave for dependents is not to be used for pre-planned or foreseen events, nor for the ongoing care of a sick individual, it is to be used for the management of a crisis.

If such a circumstance occurs which necessitates you being absent from work you should contact your line manager at the earliest opportunity to explain the situation and keep them informed of progress.

6.3. Time off for public duties

Jury service

As soon as you receive a summons for jury service or to act as a witness in a court case, you should inform your line manager.

Whilst on jury service you must claim all attendance expenses to which you are entitled, including the loss of earnings. You will be paid your usual salary and any other benefits less a deduction for the expenses claimed, for a maximum period of two weeks.

When Jury Service takes up only a part of a working day, you are expected where possible to report to work either before or afterwards.

Whilst on Jury Service you should complete the form supplied to you by the Court and claim all entitlements available to you including loss of earnings and other expenses. You should then notify your line manager and supply a statement from the Court confirming the amount received for loss of earnings which will then be deducted from your salary. You must provide us with copies of all the expense claims submitted to the court.

Public duties other than Jury Service

Employees may be eligible for a reasonable amount of leave of absence each year for the purpose of undertaking certain public service or voluntary service activities.

Examples of such public duties include those arising from appointment as a Justice of the Peace; Member of a Local Authority; NHS Trust Board or Committee; Statutory Tribunal; Police Authority or Governor of a State funded school.

Examples of voluntary service organisation activities include Membership of Special Constabulary and Reserve Forces.

The decision as to whether or not to grant time off will take into account business needs and the frequency and duration of the absence.

7. FAMILY FRIENDLY POLICIES

Family friendly leave includes maternity, paternity, parental, shared parental and adoption leave and time off for antenatal care.

As a small employer, SCB Oxford Ltd does not have specific policies in place for the above. However, it is committed to ensuring all employees are treated fairly according to the law and benefit from all their rights in terms of time off for family purposes.

Should you require further information about your rights and about procedures in relation to any of the above, or if you wish to take some family leave please do not hesitate to contact your line manager who will ensure you are provided with all the information and assistance you require.

8. SAFEGUARDS

8.1. Right of search

The right to search our employees or their property is not contractual, but we ask our employees to assist us if we consider this is necessary whilst on company premises. A search will normally be conducted in the presence of a colleague of your choice who is available at the time. The company reserves the right to call the police at any time during this process.

8.2. Confidentiality

All information that has been acquired by you during the course of your employment, has been done so in confidence. If it relates to the business, or any person or bodies with whom there have been any dealings, and has not been put into the public domain, then it is considered confidential. Any information deemed confidential should not be disclosed either during your employment or after it has ended. If requested to do so, all confidential information should be returned to the company.

8.3. Copyright

Written material whether hard copy or electronically which was produced or acquired by you during the course of your employment is our property and our copyright. You shall be required to return any such material in your possession when you terminate your employment with us.

8.4. Statements to the media

You are not permitted to provide any statements to the media (i.e. newspaper, radio or television) in relation to the company and this should be given only by a Director.

8.5. Use of home computer equipment

If you are going to use a home computer you must ensure the following:

- The introduction of new software must be checked and authorised;
- Only authorised staff should have access to the homes' computer equipment;
- Only authorised software may be used on any of the homes' computer equipment;
- Only software that is used for business applications may be used;
- No software may be brought onto or taken from the premises without prior authorisation;
- Unauthorised access to the computer facility will result in disciplinary action; and
- Unauthorised copying and or removal of computer equipment or software will result in disciplinary action being taken up to and including dismissal

9. CAPABILITY

SCB Oxford Ltd wishes to encourage an open and supportive style of management to allow employees and managers to have constructive two-way communication about individual performance and to maintain continuous improvement.

Your line manager will set goals and objectives with you as part of your induction process and these will be reviewed and updated regularly with you.

9.1. Job changes

During your employment, your capability may deteriorate for a number of reasons. Job changes can affect your ability to do your job and you will receive training to reach the required level of performance expected. If you fail to reach the expected standard, informal discussions will take place and time will be given for you to improve.

If your standard is still not adequate then you will be given a warning in writing and if the performance required is not improved it could lead to your dismissal. A transfer to a more suitable job may be possible.

If there is still no improvement within a reasonable timeframe and a transfer is not possible, you will be issued with a final warning and if the performance level is not improved this could lead to your dismissal.

Where improvement does not happen in a reasonable time or period, you will be dismissed with notice.

9.2. Personal circumstances/health issues

Personal issues may arise which may affect your ability to carry out your normal duties. If this arises, we will normally require medical advice. Under normal circumstances this can be obtained from your GP. Your permission is required before we can obtain such a report and your co-operation is appreciated in this matter. Once the report is obtained, then a decision will be made in consultation with you regarding your future employment in your existing role or a more suitable alternative.

If your personal circumstances affect your attendance through either short or longer term absences, we may need to contact your GP for a medical report. Once we have obtained as much information as possible and after consultation with you, a decision will be made about your future employment in your existing role or a more suitable role.

9.3. Short service

We reserve the right to take into account your length of service and to vary the procedure accordingly. If you have short service, we may not issue warnings before dismissal.

10. HEALTH AND SAFETY

SCB Oxford Ltd has a legal obligation to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees at work.

We have a duty to ensure the safety of any equipment in use and the safety of our premises and, so far as practicable, to ensure that neither staff nor the general public are exposed to risks to their health and safety.

SCB Oxford Ltd will comply with all current health and safety legislation, codes of practice and other authoritative guidance.

SCB Oxford Ltd requires its entire staff to co-operate in establishing and maintaining safe and healthy working conditions and to avoid any action which may adversely affect the health, safety and welfare of themselves or others.

Ultimate responsibility for Health and Safety rests with the Managing Director. However each manager has a duty to take care of the health, safety and welfare of their staff and to report and investigate any accident or incident to prevent a recurrence.

Equally all employees have a responsibility to take care of their own health and safety and that of the people they work with.

Coordination of day to day health and safety is the responsibility of the Managing Director. Anything likely to represent a hazard should be reported to him immediately.

Premises must be kept hazard free and maintained in good order with fire exits free from obstruction and with efficient fire extinguishers and fire alarms (tested at regular intervals).

10.1. Risk assessments

Regular risk assessments of the office will be carried out by the Health and Safety Consultant. Records will be kept of risk assessments and of actions taken.

10.2. Display Screen Equipment (DSE) policies and eyesight tests

Those employees who use a computer screen on a regular basis for more than two hours per day are formally classed as "DSE Users". All "Users" have the right to request an eyesight test. SCB Oxford Ltd will reimburse a reasonable amount for the cost of these tests.

After 12 months a second test will be considered. All expenses for such tests should be submitted on an expenses claim form in the usual way.

10.3. Visitors

Measures should be taken to ensure that visitors are signed in and out of company premises. In the event of the fire alarm sounding, staff who have invited visitors into the building will take responsibility for their safe evacuation being reported to the office.

11. EMAIL AND INTERNET USE POLICY

SCB Oxford Ltd encourages its employees to use email and the internet at work where this is relevant to your job. However, it requires that employees follow the rules below. It is a term of your contract that you comply with these rules, and any serious breach could lead to dismissal. If you are unsure about whether something you propose to do might breach this email and internet policy you should seek advice from your manager.

Although SCB Oxford Ltd encourages the use of email and the internet where appropriate, their use entails some risks. These rules are designed to minimise the legal risks to SCB Oxford Ltd when its employees use email at work and access the internet. Where something is not specifically covered in this policy, you should seek advice from your manager.

11.1. Use of email

Emails that you intend to send should be checked carefully. Email should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter is equally unacceptable in an email communication.

The use of email to send or forward messages which are defamatory, obscene or otherwise inappropriate or which include personal data without permission of the data subject having first been obtained will be treated as misconduct under the appropriate disciplinary

procedure. In serious cases this could be regarded as gross misconduct and lead to dismissal.

Equally, if you receive an obscene or defamatory email, whether unwittingly or otherwise and from whatever source, you should not forward it to any other address.

Statements to avoid in emails include those criticising SCB Oxford Ltd' competitors or their staff, those stating that there are quality problems with goods or services of suppliers or customers, and those stating that anyone is incompetent.

You should exercise care not to copy emails automatically to all those copied in to the original message to which they are replying. Doing so may result in disclosure of confidential information to the wrong person.

You should not attach any files that may contain a virus to emails, as SCB Oxford Ltd could be liable to the recipient for loss suffered. The Company has virus-checking in place but, if in doubt, you should check with the office.

You should exercise extreme care when receiving emails with attachments from third parties, particularly unidentified third parties, as these may contain viruses.

11.1.1. Personal use of email

Although the email system is primarily for business use, SCB Oxford Ltd understands that you may on occasion need to send or receive personal emails using your work address. When sending personal emails, you should show the same care as when sending work-related emails.

11.1.2. Monitoring of email

SCB Oxford Ltd reserves the right to monitor your emails, but will endeavour to inform you when this is to happen and the reasons for it. SCB Oxford Ltd considers the following to be valid reasons for checking your email:

- If you are absent for any reason and communications must be checked for the smooth running of the business to continue.
- If SCB Oxford Ltd suspects that you have been viewing or sending offensive or illegal material, such as material containing racist terminology or nudity (although SCB Oxford Ltd understands that it is possible for employees inadvertently to receive such material and you will have the opportunity to explain if this is the case).
- If SCB Oxford Ltd suspects that you have been using the email system to send and receive an excessive number of personal communications.
- If SCB Oxford Ltd suspects that you are sending or receiving emails that are detrimental to the company.

When monitoring emails, SCB Oxford Ltd will, save in exceptional circumstances, confine itself to looking at the address and heading of the emails. You should mark any personal

emails as such and encourage those who send them to do the same. SCB Oxford Ltd will avoid, where possible, opening emails clearly marked as private or personal.

SCB Oxford Ltd reserves the right to retain information that it has gathered on your use of email for a period of one year.

11.2. Use of the internet

Employees are encouraged to use the internet in the course of their work, but should do so responsibly and in line with this policy.

11.2.1. Personal use of the internet

Although the internet is primarily for business use, SCB Oxford Ltd understands that you may on occasion need to use the internet for personal purposes.

11.2.2. Monitoring of internet access at work

SCB Oxford Ltd reserves the right to monitor employees' internet usage, but will endeavour to inform you when this is to happen and the reasons for it. SCB Oxford Ltd considers that valid reasons for checking your internet usage include suspicions that you have:

- been viewing offensive or illegal material, such as material containing racist terminology or nudity (although SCB Oxford Ltd understands that it is possible for employees inadvertently to view such material and you will have the opportunity to explain if this is the case);
- been spending an excessive amount of time viewing websites that are not work related;
- been have been spending an excessive amount of time using social media websites for non-work-related activity; or
- acted in a way that is in breach of the rules set out in this policy.

SCB Oxford Ltd reserves the right to retain information that it has gathered on your use of the internet for a period of one year.

11.3. Use of social media

For the purposes of this policy, social media is a type of interactive online media that allows parties to communicate instantly with each other or to share data in a public forum. This includes online social forums such as Twitter, Facebook and LinkedIn. Social media also covers blogs and video-image-sharing websites such as YouTube.

You should be aware that there are many more examples of social media than can be listed here and this is a constantly changing area. You should follow these guidelines in relation to any social media that you use.

11.3.1. Use of social media at work

You should avoid using social media at work, although a limited amount of personal use is permitted provided that it does not affect your performance in your job.

You should not spend an excessive amount of time while at work using social media websites, even if you claim to be doing so as part of your work. This is likely to have a detrimental effect on your productivity. You should ensure that use of social media does not interfere with your other duties.

11.4. Disciplinary action

All employees are required to adhere to this policy. You should note that any breaches of this policy may lead to disciplinary action. Serious breaches of this policy, for example incidents of bullying of colleagues or social media activity causing serious damage to SCB Oxford Ltd, may constitute gross misconduct and lead to summary dismissal.

12. SMOKING, ALCOHOL AND SUBSTANCE ABUSE

12.1. Smoking

It is the policy of SCB Oxford Ltd that our workplaces are smoke free, including vehicles, and all employees have the right to work in a smoke free environment. The policy has been developed to protect employees, customers and visitors from exposure to second-hand smoke and to assist in complying with relevant legislation.

Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace, and any outside areas adjoining the entrance to the premises. This policy applies to all employees, consultants, contractors, customers and visitors to SCB Oxford Ltd premises.

Any employee who smokes on non-designated areas whilst on SCB Oxford Ltd premises will be committing a criminal offence and liable to a fine as a result. They may also be subject to disciplinary action.

SCB Oxford Ltd prohibits the use of e-cigarettes in the workplace.

12.2. Alcohol and substance abuse policy

SCB Oxford Ltd is committed to ensuring the health, safety and welfare of its employees and those affected by its activities. It will take all reasonable steps to reduce, if not eliminate, the risk of injuries or incidents occurring due to individuals suffering from the effects of alcohol or substance abuse.

SCB Oxford Ltd prohibits the drinking of alcohol by employees at any time in the workplace or on SCB Oxford Ltd business other than reasonable drinking of alcohol in connection with approved social functions.

SCB Oxford Ltd expressly prohibits the use of any illegal drugs (including psychoactive substances, formerly known as "legal highs") or any prescription drugs that have not been prescribed for the user.

It is a criminal offence to be in possession of, use or distribute an illicit substance. If any such incidents take place on company premises or at a company function, they will be regarded as serious, will be investigated by SCB Oxford Ltd, and may be reported to the police

12.2.1. Disciplinary action

Any employee who is found consuming or under the influence of, alcohol or in possession of, taking or under the influence of drugs or other controlled substances including psychoactive substances (formerly known as "legal highs") when reporting for duty or during the working day (including lunch and break times) may be subject to disciplinary action or even dismissal as SCB Oxford Ltd deems this to be a gross misconduct offence under the company disciplinary procedure.

12.2.2. Impact on work performance

As well as alcohol and illegal types of drugs, many prescribed and over-the-counter medications can affect behaviour and impair individual performance and judgement as can solvents and similar substances. You have a personal responsibility for reading the advice supplied with your medicines and seeking medical advice where appropriate.

Where drugs/medication is prescribed by a medical practitioner which may affect your ability to perform your work you should discuss this immediately with your line manager. Drugs that cause drowsiness must not be used while at work.

13. WHISTLEBLOWING POLICY

Whistleblowing is when an employee knows, or suspects, that there is some wrongdoing occurring within the company and alerts the employer or the relevant authority accordingly.

Employees who whistleblow are protected by the Public Disclosure Act 1998 from any detriment in relation to any allegations that are made.

13.1. Actions to be taken if you have a concern

If you know, or suspect, that some wrongdoing is occurring within SCB Oxford Ltd, you should raise the matter immediately with the relevant manager. Examples of situations in which it might be appropriate for you to report a wrongdoing include:

- a breach, or potential breach, of health and safety legislation
- financial irregularities
- harassment of a colleague, customer or other individual
- damage to the environment
- the committing of a criminal offence.

Concerns relating to your individual employment situation should be raised using the grievance procedure.

Disclosing information in an inappropriate way (e.g. contacting the media) could result in disciplinary action being taken against you, which could include dismissal.

13.2. Action to be taken by the manager

Any manager who is informed by you of potential wrongdoing will take immediate action to investigate the situation. In doing so, the manager will take every possible step to maintain your anonymity.

You will be kept informed of any investigation that is taking place, and will also be informed of the outcome of the investigation.

13.3. Alerting outside bodies to a potential wrongdoing

If you are not satisfied with the response, you are entitled to contact a relevant external body to express the concerns. In doing this you should:

- have a reasonable belief that the allegation is based on correct facts
- not be making any personal gain from the revelations
- make the disclosure to a relevant body.

A “relevant body” is likely to be a regulatory body (e.g. the Health and Safety Executive, or the Financial Services Authority).

14. ANTI-BRIBERY

SCB Oxford Ltd is committed to applying the highest standards of ethical conduct and integrity in its business activities in the UK and overseas. Every employee and individual acting on our behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.

SCB Oxford Ltd does not tolerate any form of bribery, whether direct or indirect, by, or of, its employees, officers, agents or consultants or any persons or companies acting for it or on its behalf.

Employees and others acting for or on behalf of SCB Oxford Ltd are strictly prohibited from making, soliciting or receiving any bribes or unauthorised payments.

A breach of this policy by an employee will be treated as grounds for disciplinary action, which may result in a finding of gross misconduct, and immediate dismissal. Employees and other individuals acting for SCB Oxford Ltd should note that bribery is a criminal offence that may result in up to 10 years' imprisonment and/or an unlimited fine for the individual and an unlimited fine for the company.

Employees and others acting for, or on behalf of, SCB Oxford Ltd are encouraged to report any suspected bribery either to their manager or through the grievance procedure. SCB Oxford Ltd will support any individuals who make such a report, provided that it is made in good faith.

15. BUSINESS ETHICS

We recognise that as a business we have a responsibility to take a robust approach to promoting ethical decision making and preventing corruption. This policy should be read alongside our Equal Opportunities and Dignity at Work policies.

We are absolutely committed to ensuring that the decisions we make are ethical, that corruption is prevented in all corporate activities, and that our supply chains are free from slavery and human trafficking.

SCB (Oxford) Limited considers its operations to be low risk in relation to slavery or human trafficking as all of our staff are employed on contracts that offer pay and conditions above the statutory rights and minimum standards required in the UK.

We have the following policies that describe its approach to the identification of modern slavery risks and steps to be taken to prevent slavery and human trafficking in its operations:

- Our Whistleblowing policy explains how workers, customers and other business partners can report any concerns related to the direct activities, or the supply chains of, the organisation. Our whistleblowing procedure is designed to make it easy for workers to make disclosures, without fear of retaliation.
- Our Dignity at Work policy makes clear to employees the actions and behaviour expected of them when representing the organisation.
- We are committed to ensuring that our suppliers adhere to the highest standards of ethics. Suppliers are required to demonstrate that they provide safe working conditions where necessary, treat workers with dignity and respect, and act ethically and within the law in their use of labour. We work with suppliers to ensure that they meet the standards of the code and improve their worker's working conditions. However, serious violations of our supplier code of conduct will lead to the termination of the business relationship.
- We only use specified, reputable employment agencies to source labour and always verifies the practices of any new agency it is using before accepting workers from that agency.

Due diligence

We undertake due diligence when considering taking on new suppliers, and regularly reviews our existing suppliers. Our due diligence and reviews include:

- Regularly reviewing our supply chain broadly to assess particular products or geographical risks of modern slavery and human trafficking.
- Evaluating the modern slavery and human trafficking risks of each new supplier.

Awareness-raising programme

We ensure that all employees are aware of the importance and risks associated with modern slavery and human trafficking within our company meetings.

16. DATA PROTECTION

SCB Oxford Ltd is committed to being transparent about how it collects and uses the personal data of its workforce, and to meeting its data protection obligations. This policy sets out our commitment to data protection, and individual rights and obligations in relation to personal data.

This policy applies to the personal data of job applicants, employees and former employees, referred to as HR-related personal data. This policy does not apply to the personal data of clients or other personal data processed for business purposes.

16.1. Definitions

"Personal data" is any information that relates to an individual who can be identified from that information. Processing is any use that is made of data, including collecting, storing, amending, disclosing or destroying it.

"Special categories of personal data" means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and biometric data.

"Criminal records data" means information about an individual's criminal convictions and offences, and information relating to criminal allegations and proceedings.

16.2. Data protection principles

SCB Oxford Ltd processes HR-related personal data in accordance with the following data protection principles:

- Processing personal data lawfully, fairly and in a transparent manner.
- Collecting personal data only for specified, explicit and legitimate purposes.
- Processing personal data only where it is adequate, relevant and limited to what is necessary for the purposes of processing.
- Keeping accurate personal data and taking all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- Keeping personal data only for the period necessary for processing.

- Adopting appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

SCB Oxford Ltd tells individuals the reasons for processing their personal data, how it uses such data and the legal basis for processing in its privacy notices. It will not process personal data of individuals for other reasons.

Where SCB Oxford Ltd processes special categories of personal data or criminal records data to perform obligations or to exercise rights in employment law, this is done in accordance with a policy on special categories of data and criminal records data.

Personal data is held in the individual's personnel file (in hard copy or electronic format, or both), and on HR systems. The periods for which SCB Oxford Ltd holds HR-related personal data are contained in its privacy notices to individuals.

SCB Oxford Ltd keeps a record of its processing activities in respect of HR-related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

16.3. Individual rights

As a data subject, you have a number of rights in relation to your personal data.

16.3.1. Subject access requests

You have the right to make a subject access request. If you make a subject access request, SCB Oxford Ltd will tell you:

- whether or not your data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from you;
- to whom your data is or may be disclosed;
- for how long your personal data is stored;
- your rights to rectification or erasure of data, or to restrict or object to processing;
- your right to complain to the Information Commissioner if you think SCB Oxford Ltd has failed to comply with your data protection rights; and
- whether or not SCB Oxford Ltd carries out automated decision-making and the logic involved in any such decision-making.

SCB Oxford Ltd will also provide you with a copy of the personal data undergoing processing.

To make a subject access request, you should contact the office. In some cases, we may need to ask for proof of identification before the request can be processed. We will inform you if we need to verify your identity and the documents we require.

We will normally respond to a request within a period of one month from the date it is received.

If a subject access request is manifestly unfounded or excessive, for example is a repeat of a previous request, we are not obliged to comply with it. Alternatively, we can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request.

16.3.2. Other rights

You have a number of other rights in relation to your personal data. You can require SCB Oxford Ltd to:

- rectify inaccurate data;
- stop processing or erase data that is no longer necessary for the purposes of processing;
- stop processing or erase data if your interests override our legitimate grounds for processing data (where we rely on legitimate interests as a reason for processing data);
- stop processing or erase data if processing is unlawful; and
- stop processing data for a period if data is inaccurate or if there is a dispute about whether or not the individual's interests override our legitimate grounds for processing data.

To ask SCB Oxford Ltd to take any of these steps, you should contact the office.

16.4. **Data security**

SCB Oxford Ltd takes the security of HR-related personal data seriously. We have internal policies and controls in place to protect personal data against loss, accidental destruction, misuse or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties.

Where we engage third parties to process personal data on our behalf, such parties do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

16.5. **International data transfers**

SCB Oxford Ltd will not transfer HR-related personal data to countries outside the EEA.

16.6. **Individual responsibilities**

You are responsible for helping us keep your personal data up to date, and should notify SCB Oxford Ltd of any changes promptly.

You may have access to the personal data of other individuals and of our customers and clients in the course of your job role.

Individuals who have access to personal data are required:

- to access only data that they have authority to access and only for authorised purposes;
- not to disclose data except to individuals (whether inside or outside SCB Oxford Ltd) who have appropriate authorisation;
- to keep data secure (for example by complying with rules on access to premises, computer access, including password protection, and secure file storage and destruction);
- not to remove personal data, or devices containing or that can be used to access personal data, from SCB Oxford Ltd' premises without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device; and
- not to store personal data on local drives or on personal devices that are used for work purposes.

Failing to observe these requirements may amount to a disciplinary offence, which will be dealt with under our disciplinary procedure. Significant or deliberate breaches of this policy, such as accessing employee or customer data without authorisation or a legitimate reason to do so, may constitute gross misconduct and could lead to dismissal without notice.

17. EQUAL OPPORTUNITIES AND DIGNITY AT WORK

SCB Oxford Ltd is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers.

It is our firm intent that all employees should have an equal level of advancement, access to opportunity, and the training necessary to succeed in your job, irrespective of age, disability, sex, race, colour, religion or belief, sexual orientation, marital status, pregnancy/maternity or gender reassignment.

17.1. The law

It is unlawful to discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. These are known as "protected characteristics".

17.2. Disability

It is unlawful to fail to make reasonable adjustments to overcome barriers to using services caused by disability.

It is recognised that ensuring equal opportunities for disabled people may involve adjustments being made to the working environment or other employment arrangements. These adjustments will be made wherever reasonable and within a reasonable time frame.

17.3. Equal opportunities in employment

SCB Oxford Ltd will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

Person and job specifications will be limited to those requirements that are necessary for the effective performance of the job. Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability. Disability and personal or home commitments will not form the basis of employment decisions except where necessary.

17.4. Dignity at work

SCB Oxford Ltd is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect.

Serious harassment may be a criminal offence.

Bullying is offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end. Examples of bullying would include picking on someone or setting him/her up to fail or making threats or comments about someone's job security without good reason.

Harassment is unwanted conduct related to relevant protected characteristics, which are sex, gender reassignment, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age, that:

- has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
- is reasonably considered by that person to have the effect of violating his/her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her, even if this effect was not intended by the person responsible for the conduct.

Examples of harassment would include: physical conduct ranging from unwelcome touching to serious assault; unwelcome sexual advances; demeaning comments about a person's appearance; unwelcome jokes or comments of a sexual or racial nature or about an individual's age; excluding an individual because he/she is associated or connected with someone with a protected characteristic; repeated name calling related to an individual's religion or belief; the use of obscene gestures; and the open display of pictures or objects with sexual or racial overtones, even if not directed at any particular person, e.g. magazines, calendars or pin-ups.

Conduct may be harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person. Everyone has the right to decide what behaviour is acceptable to him/her and to have his/her feelings respected by others. Behaviour that any reasonable person would realise would be likely to offend will be harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to him/her, e.g. sexual touching.

17.5. If you think you are being bullied or harassed

You may be able to sort out matters informally. The person may not know that his or her behaviour is unwelcome or upsetting. You may feel able to approach the person yourself. You should tell the person what behaviour you find offensive and unwelcome, and say that you would like it to stop immediately.

If an informal approach does not resolve matters, or you think the situation is too serious to be dealt with informally, you can make a formal complaint by using SCB Oxford Ltd' grievance procedure.

All complaints will be investigated promptly and, if appropriate, disciplinary proceedings will be brought against the alleged harasser.

SCB Oxford Ltd will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.

You have a right not to be victimised for making a complaint in good faith, even if the complaint is not upheld. However, making a complaint that you know to be untrue may lead to disciplinary action being taken against you.

17.6. Your responsibilities

Every employee is required to assist SCB Oxford Ltd to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination.

Employees can be held personally liable as well as, or instead of their employer, for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence.

Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under SCB Oxford Ltd' disciplinary procedure. Conduct of this type will often be gross misconduct which can lead to dismissal without notice.

18. DISCIPLINARY POLICY AND PROCEDURE

18.1. Purpose

With this policy and procedure SCB Oxford Ltd aims to encourage and achieve improvement in individual conduct and performance at work. We would always hope to be able to address

any concerns promptly and informally where possible, however we recognise that occasionally a formal procedure may be needed.

The disciplinary procedure below sets out the action which will be taken when an individual's conduct or performance does not meet the required standard.

18.2. Principles

If you are subject to this disciplinary procedure:

- At every stage you will be advised of the nature of the complaint against you and given details of any evidence.
- You will be given full opportunity to state your case.
- You will be given the opportunity to be accompanied by a colleague or trade union official.
- You will not be dismissed for a first offence except in the case of gross misconduct (see section below), when the penalty will normally be dismissal without notice or pay in lieu of notice.
- You will be given the right to appeal against any disciplinary sanction imposed upon you.
- Your personal data collected as part of this procedure will be held securely and processed in accordance with our data protection policy. Any breach of our data protection policy will be a disciplinary offence

18.3. Procedure

18.3.1. Informal action

Depending on the seriousness of the issue concerned, we may feel that informal action is appropriate to try and improve the situation. We would always consider this as a first option where possible.

18.3.2. Formal disciplinary action

Should there be more serious concerns with your performance or conduct, or if informal action has failed to bring about the appropriate level of improvement, formal disciplinary action will be taken.

Notification

We will write to you and notify you that you are the subject of formal disciplinary action, and that an investigation is taking place. You will be given information about the reason for the disciplinary action and of the investigation taking place.

Suspension

If we think the matter involves serious misconduct, or if it is felt that your presence at work may prejudice or hamper the investigation, you may be immediately suspended from work on full pay and with all your contractual benefits. This may also happen at any point during an investigation if necessary.

Investigation

We will investigate any matter that is reasonably believed to be a disciplinary matter promptly and thoroughly to ensure we have all the facts.

No further action

Following the investigation, we may decide that there is no cause for continuing the disciplinary action or imposing any form of warning or sanction. You will be advised of this in writing and there will be no disciplinary warning placed on your file.

Invitation to a disciplinary hearing

Where there are reasonable grounds to believe that the issue concerned is a disciplinary matter, we will then write to you outlining our concerns, and inviting you to attend a disciplinary hearing, with a minimum of two days' notice.

We will ask you if you would like to be accompanied in the disciplinary hearing. You may bring a colleague of your choice or a trade union official.

At the disciplinary hearing

The meeting will normally be conducted by your manager or a Director.

The details and evidence with regards to the concerns about your performance or conduct will be stated and you will be given the opportunity to respond.

After the hearing

As soon as possible after the hearing is finished, we will let you know whether we have decided to impose any disciplinary sanctions and will confirm that decision in writing. You will be informed of your right to appeal the decision if you wish to do so.

18.3.3. Levels of warning

In deciding which level of warning is appropriate, the nature of the offence and your past record will be considered.

Verbal warning

For less serious breaches of discipline or performance concerns, a verbal warning may be given. This will be recorded in writing and kept on your file, usually for a period of six months.

First written warning

For more serious concerns or where a verbal warning is already on file and has failed to bring about the required improvement, a first written warning will be issued. This will also be kept on your file usually for a period of six months.

Final written warning

If the offence is serious, or there has not been the required level of improvement following previous warnings, or if a similar offence occurs, a final written warning will be issued. This will be kept on your file usually for a period of twelve months.

Dismissal

For extremely serious offences such as gross misconduct (see below), or if your performance has still failed to improve despite previous warnings, we may consider dismissing you. In the case of gross misconduct dismissal will be without notice or pay in lieu of notice.

18.3.4. Gross misconduct

If, after an investigation, it is confirmed that an offence which is considered to be gross misconduct has taken place, the normal consequence will be dismissal without notice or pay in lieu of notice.

The following is a non-exhaustive list of some offences which fall into this category.

- Theft or other criminal activity
- Damage to property
- Fraud
- Incapacity for work due to being under the influence of alcohol or illegal drugs
- Smoking in non-designated smoking areas
- Failure to observe or implement health and safety policies or procedures
- Physical violence
- Gross negligence in the performance of duties
- Persistent lateness or absenteeism
- Unsatisfactory standard of work or performance
- Rudeness towards clients, customers or colleagues or objectionable or insulting behaviour, harassment, bullying or bad language
- Failure to devote the whole of your time, attention and abilities to our organisation and its affairs during your normal working hours
- Failure to carry out all reasonable instructions or follow our rules and procedures
- Unauthorised use or negligent damage or loss of our property
- Failure to report immediately any damage to property or premises caused by you
- If your work involves driving, failure to report immediately any type of driving conviction or any summons which may lead to your conviction

- Loss of driving licence where driving on public roads forms an essential part of the duties or the post
- Use of our vehicles without approval or the private use of commercial vehicles without authorisation
- Failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs
- Carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain
- Unauthorised use of email and internet

18.3.5. Appealing a disciplinary decision

You have the right to appeal any disciplinary decision. If you wish to appeal you should do so in writing to the Managing Director within five days of the decision being communicated to you. You should set out clearly the grounds on which you are appealing the decision.

You will be invited to a meeting at which your appeal will be heard. You may be accompanied by a colleague or trade union official.

Following the appeal hearing we will notify you of the decision in writing as soon as possible. The decision following the appeal will be final.

19. GRIEVANCE POLICY AND PROCEDURE

19.1. Introduction

The purpose of this policy and procedure is to provide you with a course of action should you have a complaint about treatment at work which you are unable to resolve through regular communication with your manager.

We would always hope to be able to address any concerns promptly and informally where possible, however we recognise that occasionally a formal procedure may be needed.

19.2. Principles

We recognise that bringing a grievance is a stressful and difficult process, and keep to the following principles to make it as straightforward and fair as possible:

- You will be given full opportunity to state your case.
- You will be given the opportunity to be accompanied by a colleague or trade union official at grievance interviews and hearings.
- You will be given the right to appeal against the outcome of a grievance raised.
- Your personal data collected as part of this procedure will be held securely and processed in accordance with our data protection policy. Any breach of our data protection policy will be a disciplinary offence.

19.3. Procedure

19.3.1. Informal discussion

You should always seek to discuss everyday issues informally with your manager, as doing this helps concerns to be heard and responded to as quickly and effectively as possible.

If this approach has been unsuccessful in dealing with your problem, or if circumstances mean you feel this would be inappropriate, you should raise your concerns formally through the grievance procedure.

19.3.2. Raising a formal grievance

Letter

If you feel you need to raise a formal grievance you should do so in writing to your manager. If the grievance concerns your manager, you should write instead to their manager or an appropriate Director. You should state clearly in your letter the nature of your grievance, and that you are bringing the complaint as part of the formal grievance procedure.

Hearing and investigation

We will invite you to a hearing which will give you the opportunity to explain your grievance.

The manager hearing your grievance may feel they need to interview other individuals with regard to your grievance, or may need to obtain other information, but you will be given a reasonable timescale in which you can expect a decision.

Decision

Once the manager hearing the grievance has investigated thoroughly he or she will make a decision about whether to uphold your grievance. We will let you know this decision as soon as possible, within the timescale previously discussed.

Appeal

You do have the right to appeal the decision that has been made. If you would like to do so you should write to [the Managing Director] within five working days of receipt of the letter confirming the outcome of the original grievance.

You will then be invited to an appeal hearing. You can be accompanied again by a colleague of your choice to the appeal hearing. The decision following the appeal hearing will be final.

20. VEHICLES AND DRIVING

20.1. Driving licence and authority to drive company vehicles

You must have a current driving licence and obtain the authority of a director to drive a Company vehicle.

Prior to driving a Company vehicle, you must provide a driving licence for a Director to approve it or the ability to access your driving licence details online.

If your licence is endorsed or you are disqualified from driving, you must inform the Company immediately. If driving is an essential part of your job and we are unable to find an alternative role, then your employment will be terminated.

You must ensure that only yourself or any other authorised employee has access to a Company vehicle.

20.2. General

Drivers must ensure that the Company vehicle is properly locked when a vehicle is unattended. No Company or personal property should be on view inside the vehicle.

All drivers must adhere to the statutory and Company rules regarding recording or daily mileage journeys, driving hours, rest periods.

20.3. Driving certificate of professional competence

You may be required to obtain a Driving Certificate of Professional Competence (Driver CPC) or Driver Qualification Card. You must carry your Driver CPC at all times and if either lost or stolen, you must report this immediately. To maintain your Driver CPC, you must ensure that you undertake the mandatory training of 35 hours periodic training every 5 years. If you fail to adhere to this, it may result in disciplinary action.

20.4. Digital Tachograph Driver Smart Card/Analogue Tachograph

Your vehicles will have digital or analogue tachographs and you should follow the legislation on how to use the tachograph. You must keep a minimum of 28 days driving information on your person when driving and ensure that you download this information. You must return tachographs no longer than 42 days after they have been used.

You are not permitted to amend or tamper your records. Breach of these regulations may lead to disciplinary action being taken.

If you have another driver in the vehicle, for example for training, you must account for the time appropriately on the tachograph by using the driver 2 slot.

Where tachographs are not fitted or where they are not operating due to a fault, you must keep a manual record instead.

20.5. Standards of driving

We are justifiably proud of our image and reputation. We expect staff to uphold our reputation and standards in all aspects of their work; this includes driving on company business.

Follow the Highway Code to avoid becoming involved in an accident. Take care to look out for cyclists and motor-cyclists; be particularly careful when pulling out of a side road or turning left.

Do not drive in a way that causes road rage in other drivers and avoid being provoked into road rage by other drivers. If you are faced by a driver with road rage the situation must be immediately calmed. Do not react to provocation by using signs, foul language, aggressive behaviour or aggressive driving. If you have sufficient details to do so you may wish to report incidents to the police.

Where we receive a report of road rage by one of our employees in the course of their work the incident will be fully investigated and appropriate action taken.

Take extra care when driving in wintery or other adverse conditions.

20.6. Daily vehicle checks

You are required to complete a daily vehicle check including wheel checks, in accordance with our procedures. If you become aware of a fault you must report these to your Line Manager and to the workshop immediately.

20.7. Personal protective equipment

You must ensure that you wear any PPE issued to you including high visibility clothing.

20.8. Security trackers

A Tracker System may be installed on certain vehicles within the company. The Tracker System will be installed for a number of reasons:-

- We have a duty to ensure so far as is reasonably practicable your health, safety and welfare at work. Due to the mobile nature of your work the tracking system will help us monitor your movements ensuring your health and safety.
- It will help us to distribute and organise the work more efficiently.
- It will help us to establish arrival times for booked appointments should there be any dispute with the client.
- It will reduce our insurance costs as stolen vehicles will be recovered more easily.

20.9. Onboard Vehicle Cameras

For a number of reasons, including crime prevention, safety of employees and clients, reducing insurance and legal costs cameras may be fitted to our vehicles. The footage can be monitored live or retrospectively.

You should be aware that footage from the cameras may be used and relied upon, where necessary, for insurance and disciplinary purposes. Similarly, if there were allegations of negligence or careless driving made by clients or third parties against our drivers, or civil claims brought against any member of the Company we may use the footage in dealing with them. There may also be cases where we are required to disclose the recordings to the relevant authorities.

20.10. Loading, unloading and deliveries

All Company vehicles have weight restrictions and you must ensure that these weight restrictions are not breached. If you have any doubt about the weight of the load, you must make your Line Manager aware.

When you operate the tail-lift, you must ensure the vehicle is secure, the surrounding area has sufficient space and that you follow the operating procedures exactly. You are required to operate the equipment correctly for your own safety, other employees and clients as well as prevention of any damage to the equipment.

You must ensure you load the vehicle in the most efficient way.

You must ensure that you load the vehicle in the most efficient way.

When you arrive at the clients' premises you must ensure you adhere to their on-site driving and delivery rules. All deliveries must be unloaded safely and ensure you are not leaving any trip hazard or obstructions. You are required to obtain a signature from an authorised person to confirm the safe, secure and timely delivery. If there are any discrepancies, you should report this immediately to your Line Manager.

If you are responsible for collecting a trolley and/or cages from clients you must do so efficiently. This means collecting after delivering. If you fail to collect and return any containers from the client, you may be required to reimburse the Company for the cost of an additional journey in order to collect these items and/or to replace these items.

You must only carry items as per the delivery instructions, not any additional items, even if requested to do so by the client. You must politely decline the client's request at the time and report this to your Line Manager.

20.11. On site driving rules

You must ensure that you adhere to speed limits set by the Company on Company and other sites – customer supplying (i.e. tips, quarries and building sites), which is currently 5mph. You must avoid reversing vehicles where possible. If this is your only option, you must request assistance to carry out this manoeuvre.

20.12. Workshop rules

You must ensure you adhere to the Workshop rules, which include working in a clean safe environment. Further details are available separately.

20.13. Fixtures, fittings and modifications

No fixtures such as aerials, roof racks, towing apparatus or stickers may be attached to any of our vehicles without prior written permission.

No change or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

20.14. Warranty

All warranty work must be reported to the Workshop, so it can be scheduled for the work to be carried out.

20.15. Cleaning and maintenance

When you drive one of our vehicles it is your responsibility to ensure that it is kept clean and tidy and that it is returned to the Company in that condition after use.

20.16. Use of mobile phone whilst driving

Using a mobile phone whilst driving is illegal (without a hands-free set). It is our Company policy that you should not use any mobile phones whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving any telephone calls. In the event of you being unable to pick up a call because you cannot find a safe place to stop, you must return the call as conveniently possible.

20.17. Business use of private vehicle

Employees must seek prior approval before making any business journey in their private vehicle. The responsible person will consider other methods of transport including the use of our vehicles before granting permission.

A copy of the private vehicle's current Insurance Policy Certificate must be placed on file prior to an approved journey. The insurance must provide cover for the use of the vehicle for business purposes. You are responsible for ensuring that it is taxed and, if required, has a valid MOT test certificate. We may make checks to establish that these are in place.

20.18. Smoking policy

It is Company policy that all workplaces including vehicles are smoke free. The use of e-cigarettes is not permitted. This policy applies to all employees, contractors, clients or members of the public including when using their own vehicles on Company business. You may only smoke during authorised breaks in designated areas.

Those who breach the Smoking Policy will be subject to disciplinary procedures and may also be liable for a fixed term penalty fine and possible criminal prosecution.

20.19. Fines

Employees will be held responsible for any fines (e.g. parking, speeding etc) incurred by you whilst working for us. If the Company receive the summons on your behalf, we may pay the fine and then deduct the cost from any monies owing to you.

20.20. Damage or injury

If you are the driver of any of our vehicles and it is involved in an accident which causes damage to property or another vehicle, or injury to any person or animal, you are required to give your name and address, the name and address of the owner, the registration number of the vehicle and the name of the insurance company to any person having reasonable grounds for requesting this information. It is important that you give no further information. If for some reason it is possible to give this information at the time of the accident, the matter must be reported to the police as soon as possible, but within twenty-four hours of the occurrence.

In the case of an incident involving injury to another person or to notifiable animals (i.e. dogs), you are responsible for notifying the police of the occurrence and must produce your insurance certificate to a Police Officer attending the accident or any other person having reasonable grounds for seeing it. The accident must be reported to a police station or to a Police Officer within twenty-four hours. If you are not then able to produce the certificate, you must, in any event produce it in person within five days after the accident, to such police station as you may specify at the time of first reporting the accident.

For security reasons, insurance certificates are kept by us. However, a copy of the certificate or insurance is provided with each vehicle and this will be renewed annually. You should make sure that it is with the vehicle at all times. Replacement copies can be obtained from us if necessary.

20.21. Loss

In the case of theft of one of our vehicles, the police and ourselves must be informed immediately. Full details of the contents of the vehicles must also be given. If any contents are stolen from the vehicle the police and ourselves should be notified immediately.

Please note that only our property is insured by the Company and you should make your own arrangements to cover personal effects.

The vehicle should be kept locked when not in use and the contents should be stored out of sight. If a vehicle is stolen we are required to prove to the insurance company that there has been no negligence and, therefore, we must hold you responsible in the event of such negligence.

20.22. Accidents

It is a condition of the insurance policy that the insurers are notified of all accidents. You must therefore, as soon as possible after the accident, obtain an accident report form from us which must be completed and returned to us within twenty-four hours. All the information required on the form must be completed. You should note, that whenever possible the following particulars should appear in the form:

- The name and address of the other driver and address of his/her insurers
- The names and addresses of all passengers in both our vehicle and the third party's vehicle
- Names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time of the accident.
- Particulars of the police attending i.e. name, number and division

A detailed sketch must be provided showing the relative position of the vehicle before and after the accident, together with details of the roads in the vicinity, e.g. whether they are major or minor roads and as many relevant measurements as possible.

If our vehicle is not in driving condition, you are responsible for making adequate arrangements for the vehicle to be towed to a garage, and the name and address of the garage where the vehicle may be inspected must be stated on the claim form.

An estimate of the repairs required to be carried out, showing details and cost of both labour materials, must be obtained and sent to us as soon as possible.

Under no circumstances may repairs be put in hand until the insurance company has given its agreement. We will notify you when this has been done.

You should not under any circumstances express any opinion one way or the other on the degree or responsibility for the accident. Only exchange particulars mention as above and nothing more.

20.23. Road fund licence

The road fund licence for each vehicle will be renewed automatically when due.

20.24. Travel overseas

Company vehicles may not be taken out of the country without permission from a designated person.

The Company insurance policy covers the use of the vehicle in Great Britain. Before travelling with the vehicle anywhere else you must obtain our permission and, at least seven days beforehand, give us a list of the countries to be visited and the relevant dates. A letter of authorisation will be issued which must accompany the vehicle and a Green Card may be necessary. On return to the United Kingdom, these should be returned to us for cancellation.

Unless the journey is on approved business, the cost of any Green Card may be charged to you and must be paid for before the journey starts.

20.25. Permitted use

Subject to the restrictions already stipulated our vehicles may only be used for our authorised business unless previous arrangement for private domestic or social use have been agreed with us in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of sporting activity, including racing, rallying or pace making, whether on the public highway or on private land.

20.26. Personal liability for damage to vehicles

Where any damage to one of the Company vehicles is due to your negligence or lack of care, we reserve the right to insist on your rectifying the damage at your own expense or paying the excess part of any claim on the insurers.

20.27. Other guidelines

- It must be emphasised that you must never drive under the influence of alcohol, or drugs, including medicines which may affect your driving.
- Use seat belts at all times and comply with local traffic conditions.
- Always drive within the speed limit and reduce speed where weather conditions require you to.
- Do not drive if tired.
- Always take regular breaks from the vehicle.

21. LEAVING THE COMPANY

This policy applies to employees leaving SCB Oxford Ltd following either resignation or other termination of employment for example, dismissal, mutual agreement or end of fixed term contracts.

21.1. Resignation

The notice period required from you and the Company is specified in your Contract of Employment. We request that you give your resignation in writing, providing the correct amount of notice as specified in your employment contract.

21.2. Return of company property

On termination of your employment for any reason you must return all company property including all data, documents, discs, computer media etc in your possession or provided to you in the case of your employment. This includes (where applicable): All books, documents, papers (including copies), credit cards, keys, computer equipment, disks,

laptops, mobile telephones, vehicles and any other property which belongs to the Company or which contains or refers to any confidential information. Where this information is in electronic form you must return any equipment containing such information and delete it from the hard drive of any personal computer, laptop or any other storage device owned or operated by you. Any SCB Oxford Ltd data or documents, or other confidential information obtained as a result of employment by SCB Oxford Ltd, that is not returned must be deleted.

21.3. Return of company vehicles

On termination of employment, you must return any Company vehicle that you have in your possession to our premises. Failure to return the vehicle will result in the cost being deducted from any monies paid to you. This is an express written term of your contract of employment.

21.4. Garden leave

If either you or the Company serves notice to terminate your employment you may be required to take garden leave for all or part of the remaining period of your employment. During any period of garden leave you will continue to receive your full salary and any other contractual benefits.