

# Staff Handbook 2024

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## Welcome

Welcome to the team. This handbook sets out the key policies, procedures, and expectations that apply to all employees. It is not a contractual document, but it provides important guidance on how we work together. You should read this handbook alongside your contract of employment.

## 1. Working Hours and Attendance

Standard working hours are 09:00 to 17:30, Monday to Friday, with a 30-minute unpaid lunch break. Flexible working arrangements may be agreed with your line manager subject to business requirements. Attendance is recorded via the HR system and unexplained absences must be reported to your manager by 09:30 on each day of absence.

### 1.1 Remote Working

Employees may work remotely for up to 3 days per week, subject to role requirements and line manager approval. Remote working does not alter contractual obligations. Employees must ensure a suitable, safe working environment and maintain availability during core hours of 10:00 to 15:00.

## 2. Annual Leave

All full-time employees are entitled to 25 days of annual leave per holiday year (1 January to 31 December), plus statutory public holidays. Leave must be requested via the HR portal and approved by your line manager at least 2 weeks in advance for periods of 3 days or more.

### 2.1 Carrying Over Leave

Up to 5 days of unused annual leave may be carried forward into the following holiday year, subject to management approval. Carry-over requests must be submitted by 15 December.

## 3. Sickness Absence

Self-certification is required for absences of up to 7 calendar days. For absences exceeding 7 days, a fit note from a registered GP must be provided. Persistent short-term absence may trigger a formal review in line with the Attendance Management Policy.

## 4. Code of Conduct

All employees are expected to conduct themselves in a professional manner, treat colleagues and customers with respect, and uphold the company's values at all times. Bullying, harassment, discrimination, or dishonesty of any kind will not be tolerated and may result in disciplinary action up to and including dismissal.

## **5. Confidentiality**

Employees must not disclose confidential business information to any third party without written authorisation. This obligation continues after employment ends. Confidential information includes client data, financial information, product roadmaps, and personnel matters.

## **6. IT and Communications**

Company IT systems are provided for business use. Incidental personal use is permitted provided it does not interfere with work duties, is not excessive, and does not involve inappropriate content. All activity on company systems may be monitored in accordance with applicable law.

## **7. Grievance and Disciplinary**

If you have a concern about your employment, you are encouraged to raise it informally with your line manager first. If the matter cannot be resolved informally, you may submit a formal grievance in writing to HR. Full details are set out in the Grievance and Disciplinary Policy available on the intranet.

## **8. Health and Safety**

The company is committed to providing a safe working environment. All employees must familiarise themselves with the relevant fire evacuation procedures, report hazards or near-misses promptly, and complete mandatory health and safety training within 4 weeks of joining.

For queries about this handbook, contact HR at [hr@company.com](mailto:hr@company.com) or extension 200.