Additional Policies and Procedures

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Policies and Procedures: Issues and Updates

Pages	Issue Number	Date
1 - 28	1	March 2020
12	2	June 2020
1-31	3	January 21
1-31	4	8/04/2021
1-32	5	13/07/2021
30	6	15/11/2021
15, 31-35	7	29/12/2021
34-37	8	13/07/2022
35-46	9	31/01/2023
11-40	10	01/12/2023
10-11	11	12/01/2024
3-13	12	01/05/2024
13-14-15	13	28/05/2024
6,13,18,21,29,33,36	14	31/03/25

Safeguards and Standards

A) WORK PERMITS

All employees are required in law to provide evidence of their eligibility to work in the UK. As an employer we have the legal obligation to comply with the applicable immigration legislation which includes ensuring that employees provide the appropriate documentation prior to the commencement of employment.

In the event that an employee is unable to provide satisfactory evidence of their eligibility to work in the UK the Company reserve the right to terminate the employment without notice. Acceptable evidence is set out in our Work Permits and Eligibility to Work Policy.

All costs relating to any immigration application must be borne by the employee in question and will be deducted from your salary.

B) COMPANY PROPERTY AND COPYRIGHT

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

C) STATEMENTS TO THE MEDIA

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by the Managing Director.

D) PROFESSIONAL SOCIAL MEDIA REPRESENTATION:

Employees are encouraged to actively maintain and update their professional social media profiles, including LinkedIn, to accurately reflect their roles and affiliations with the company. This not only enhances individual professional branding but also contributes to the visibility and reputation of our organization within the professional community.

E) DATA PROTECTION

The General Data Protection Regulation (GDPR) and the current Data Protection Acts regulate our use of your personal data. As an employer it is our responsibility to ensure that the personal data we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants and employees.

You have several rights in relation to your data. More information about these rights is available in our “Policy on your rights in relation to your data”. We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

F) CONFIDENTIALITY

You must always be aware of the confidentiality of information gained during the course of your duties, which may include access to personal information relating to clients and members of staff. It is expected that your duties, which may include access to personal information relation to clients and members of staff. It is expected that you understand the importance of treating information in a discreet and confidential manner, and your attention is drawn to the following:

a. All documentary or other material including any downloaded data onto a laptop or PC, USB drive or any other storage device containing confidential information must be kept securely at all times when not being used by a member of staff and must be returned to us at the time of termination of your employment with us, or at any other time upon demand;

b. Information regarding the business and clients must not be disclosed either orally or in writing to unauthorised persons. It is particularly important that you should ensure the authenticity of telephone enquiries using the procedures we have in place which have been notified to you separately;

c. Conversations relating to confidential matters affecting the business and clients should not take place in situations where they can be overheard (i.e., in corridors, reception areas, lifts, etc.);

d. You are reminded that all information that:

    i. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence;

    ii. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and

    iii. has not been made public by, or with our authority;

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.

e. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information and shall at the time of termination of your

employment with us, or at any other time upon demand, return to us any such material in your possession.

f. You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times.

g. The importance of confidentiality cannot be stressed too much, and it is important it be borne in mind at all times.

h. The restriction shall continue to apply after the termination of employment without limit in point of time but shall cease to apply to information ordered to be disclosed by a Court competent jurisdiction or otherwise required to be disclosed by law.

i. For the purpose of clarity, you shall not at any time (save as required by law) before or after the termination of your employment, disclose such information to any person without our prior written consent.

j. Employees are strictly prohibited from sharing any confidential information about any fellow employees including the Managing Director.

k. In addition, you must make yourself aware of our data protection policies in relation to data security and ensure strict adherence to the provisions therein at all times. Personal data about the Company's employees, clients, suppliers etc is to be handled with utmost care and you must ensure that compliance with our data protection policies is ensured. If you become aware of a data breach, you must contact our legal department at legal@londonist.co.uk.

l. Should an employee breach any of the confidentiality clauses listed above shall be given a warning and if repeated a disciplinary action will be taken against him/her.

G) LIABILITY FOR LOSS AND DAMAGE

Any damage to vehicles, stock or property that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement.

Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse to us the full or part of the cost of the loss.

In the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £500.

In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

H) RIGHTS OF SEARCH

INTRODUCTION

This policy covers the "right to search" employees.

It is the responsibility of all members of staff to be aware:

- that they may be asked and searched at any time whilst on site which includes Office, Warehouse or designated place of work;
- that they should co-operate with any reasonable request from Human Resources or the Manager on Dudy;
- should a search be required it is the responsibility of the Manager on Duty to make the employee aware of the policy and present a copy to them if asked.

The main purpose of searching any individual is to reduce the risk of inappropriate items being brought on to site and to reduce the risk of unauthorised removal of company and customers property .
This policy gives to the Manager on Duty powers to search a person who is entering, leaving, or who is already in the building. It also allows them to search any article in that person's possession.
(The Manager on Duty may also require the removal of a coat, jacket, headgear, gloves or footwear and also has the right to search the vehicle of anyone leaving or arriving on site.)
The Manager on Duty may invite the employee to open any baggage they might be carrying and display the contents. The [Manager on Duty may request the removal of items from the bag to inspect them further.

Where practicable, searches will be carried out in the presence of a colleague of the employee choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.

We reserve the right to call in the police at any stage.

SEARCHING UPON ENTRY

All employees entering the building may be searched including their vehicles. There are no exemptions to this provision.

SEARCHING WHILST IN THE BUILDING

All employees already in the building may be searched including their vehicles. There are no exemptions to this provision.

SEARCHING UPON LEAVING

All employees leaving the building may be searched including their vehicles. There are no exemptions to this provision

I) HEALTH AND SAFETY

1) You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

2) You must not take any action that could threaten the health or safety of yourself, other employees, customers or members of the public.

3) You should report all accidents and injuries at work, no matter how minor, to Managing Director.

4) You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

J) MANUAL HANDLING

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

K) NO SMOKING POLICY

You may only smoke during authorised breaks and in allocated areas. This includes the use of e-cigarettes and other similar devices. If caught smoking outside of your break, this time must be made up or relevant time will be deducted from your pay.

L) ALCOHOL AND DRUGS

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and dependent on the circumstances, this may lead to your dismissal.

M) FITNESS TO WORK

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

N) VIRUS PROTECTION PROCEDURES

In order to prevent the introduction of virus contamination into the software system the following must be observed:

a) unauthorised software including public domain software, USBs, external hard drives, CDs or internet downloads must not be used; and

b) all software must be virus checked using standard testing procedures before being used.

O) USE OF COMPUTER EQUIPMENT

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:

a) the introduction of new software must first of all be checked and authorised by relevant IT Department before general use will be permitted;

b) only authorised staff should have access to the Company's computer equipment;

c) only authorised software may be used on any of the Company's computer equipment;

d) only software that is used for business applications may be used;

e) no software may be brought onto or taken from the Company's premises without prior authorisation;

f) unauthorised access to the computer facility will result in disciplinary action; and

g) unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

P) E-MAIL AND INTERNET POLICY

1) Introduction

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and e-mail within the Company. The internet and e-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

2) Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

3) Procedures – Acceptable/Unacceptable Use

a) unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.

b) the internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:

i) comply with all of our internet standards;

ii) access during working hours should be for business use only;

iii) private use of the internet should be used outside of your normal working hours.

c) the Company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:

i) accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights;

ii) non-compliance of our social networking policy;

iii) connecting, posting or downloading any information unrelated to their employment and in particular pornographic or other offensive material;

iv) engaging in computer hacking and other related activities, or attempting to disable or compromise security of information contained on the Company's computers.

You are reminded that such activities (iii. and iv.) may constitute a criminal offence.

4) E-mail

The use of the e-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the e-mail system.

5) Procedures - Authorised Use

a) unauthorised or inappropriate use of the e-mail system may result in disciplinary action which could include summary dismissal.

b) the e-mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the e-mail system should give particular attention to the following points:

i) all comply with Company communication standards;

ii) e-mail messages and copies should only be sent to those for whom they are particularly relevant;

iii) e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;

iv) if e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and

v) offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.

c) The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

i) any messages that could constitute bullying, harassment or other detriment;

ii) personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters);

iii) on-line gambling;

iv) accessing or transmitting pornography;

v) transmitting copyright information and/or any software available to the user; or

vi) posting confidential information about other employees, the Company or its customers or suppliers.

6) Monitoring

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

Q) USE OF SOCIAL NETWORKING SITES

Social media can be a very powerful tool and as a Company, we want to embrace its use. We use social media to make our clients aware of promotions and other relevant information and to ensure we maintain a professional relationship with our clients you should not add or accept “friend requests” from our clients on your private social media accounts.

Therefore any work related issue or material that could identify an individual who is a client or work colleague, which could adversely affect the Company a client or our relationship with any client must not be placed on your private social network accounts. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

Any work content or material, or contacts or connections list, created by the Employee during the course of their employment, on any of their authorised social networking sites (ownership of which vests in the Company) shall remain, at all times, the property of the Company. Accordingly, upon termination of your employment, you shall hand over to the Company, the access rights to your accounts, together with any work content or material, and any contacts or connections list.

R) KEYHOLDING/ALARM SETTING

If you are an allocated key holder, you must ensure that all procedures and guidelines are followed when securing the building prior to leaving. The keys and any security measure such as alarm codes must be kept safe at all times. You must not give the keys or alarm code to any third party unless authorisation is obtained from Managing Director. Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal. We also reserve the right to deduct the cost of any loss, repair or replacement from any monies owing to you.

Any breaches or security issues including the loss or theft of keys must be reported immediately to your Managing Director.

To satisfy the requirements of our insurers and to protect us from fire and theft, you must secure all properties and premises when unattended. The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure, and alarms are set accordingly.

S) CLOSED CIRCUIT TELEVISION

CCTV is operated on the Company premises. This is for a number of reasons, including the prevention of crime and the safety of employees and clients. CCTV footage is monitored regularly.

Employees should be aware that CCTV footage may be used and relied upon, where necessary, for disciplinary purposes. Similarly, if there were allegations of criminal activity by employees or claims brought against any member of the Company leading to civil proceedings by clients or employees the Company may use and/or submit the relevant footage to the relevant authorities.

We will ensure all personal data obtained in this way is processed in line with the current Data Protection Act. You may refer to the employee privacy notice for more information on the data we hold, the reasons we hold it and the lawful basis which applies.

T) STANDARDS OF DRESS

As you are liable to come into contact with students and members of the public, it is important that you dress appropriately to your role at all times. We ask our staff to wear business smart wear, with jeans not being acceptable. Shoes must lack any sports shoe logos, brand names, or characteristics typical of athletic footwear. Business sneakers without any brand names and not intended for sports activities are permitted in the workplace. On Friday's, we may operate a 'free dress code' day, this still requires a professional appearance to be portrayed. If we are expecting an external visitor, you will be expected to dress to the normal standard we expect of you. Any changes will be communicated to you by Managing Director.

U) HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

V) HYGIENE

1) Any exposed cut or burn must be covered with a first-aid dressing.

2) If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

3) Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

W) DISCLOSURE AND BARRING CERTIFICATE(S)

Your initial employment is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your employment as deemed appropriate by the Company. In the event that such certificate(s) are not supplied your employment with us will be terminated.

Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

X) CONVICTIONS AND OFFENCES

During your employment, you are required to immediately report to the Company any convictions or offences with which you are charged, including traffic offences. Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

Y) RECRUITMENT OF EX OFFENDERS

1) As an organisation using the Disclosure and Barring Service (DBS) and/or Disclosure Scotland to assist in assessing applicants' suitability for positions of trust, the company complies fully with the Disclosure and Barring Service/Disclosure Scotland Code of Practice and undertakes to treat all applicants for all posts fairly. The company will not discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed.

2) We actively promote equality of opportunity for all and we select all candidates for interview on the basis of their talent, skills, qualifications and experience. We welcome applications from a wide range of candidates, including those with criminal records.

3) A disclosure is only requested where it is legally required or after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. Where a disclosure will be required from a successful candidate, all applicants will be made aware of this at all stages of the recruitment process.

4) Where disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process.

5) Unless the nature of the position allows the company to ask questions about a candidate's entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.

6) We ensure that all those in the company who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders.

7) At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that may be relevant to the position. Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer or termination of employment.

8) We undertake to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer or terminating employment.

9) Having a criminal record will not necessarily bar an applicant from working for us. This will depend on the nature of the position and the circumstances and background of the offences.

As the law is constantly changing, this policy is subject to review and the Company reserves the right to amend this policy without prior notice.

General Terms and Procedures

CHANGES IN PERSONAL DETAILS

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

It is important that you take regular holidays for your wellbeing and to take some time away from work.

We encourage you to take your full entitlement and to spread out your holiday throughout the year to prevent building up an excessive period of leave at the end of each holiday year.

Leave Types

A) Annual Leave

An employee may use annual leave for vacation, rest and relaxation, and personal affairs or emergencies. It is important that you take regular holidays for your wellbeing and to take some time away from work.

We encourage you to take your full entitlement and to spread out your holiday throughout the year to prevent building up an excessive period of leave at the end of each holiday year.

This policy does not form part of employees' terms and conditions of employment and may be subject to change at the discretion of the management.

At Londonist Global UK The holiday year runs from 1st of April to 31st of March.

Employees at Londonist Global are entitled to 28 days of annual leave in each holiday year: 20 days' paid holiday in each holiday year plus applicable 8 days of England and Wales public holidays or days in lieu where the company requires the Employee to work on a Bank and public holiday. For the avoidance of doubt, the Bank and Public Holiday will be included in the calculation of the Employee's paid annual leave.

Annual leave entitlement is based on the UK Employment Law and the individual employment contract of each employee. If the Appointment commences or terminates part way through a holiday year, the Employee's entitlement during that holiday year shall be calculated on a pro-rata basis.

Annual leave entitlement continues to accrue during periods of sickness, maternity, paternity and as otherwise required by law.

The employee may not carry forward any accrued but untaken leave entitlement to a subsequent holiday year, unless the employee has been prevented from taking leave as a result of sickness absence, maternity or paternity leave. In exceptional circumstances a maximum of four days may be carried over from one holiday year to the next, but only where the manager or the head of department has given permission in writing. Any holiday carried over must be used within the first three months of that holiday year.

The employee is not entitled to any pay in lieu of accrued but untaken leave except on termination of employment.

The company may require the Employee to take annual leave on a particular date by giving notice to the employee. If this is the case, The company must give notice that is at least double the number of days as the leave required.

Booking holiday

To book annual leave, you must use the Bright HR Portal or holiday request form, available from the HR department. All holiday must be approved in advance by your line manager. any event, you must give notice that is at least twice the number of working days that you wish to take as leave.

Once you have registered your holiday request online, you will receive an e-mail from the Manager authorising or declining your request. If you feel that your request has been unreasonably refused for any reason you should refer the matter to the Manager. They will endeavour to ensure that you have every opportunity to take your holidays at the time you request them, but they will need to balance your requests with the needs of the department.

Every effort will be made to meet a holiday request. However, there may be circumstances where your line manager or the head of department may turn down your holiday request due to operational needs or where there is insufficient capacity within our organisation to accommodate high levels of leave.

Taking holiday

During the first year of your employment, unless your line manager or the head of department has given permission in writing, the amount of leave that you may take is limited to the amount of leave that you have accrued at that time.

We reserve the right to require you take leave on specified dates including periods of shut down and to avoid staff accruing large amounts of untaken holiday. In such circumstances, you will receive notice that is at least twice the number of working days that you are required to take.

Holiday pay

You will receive normal pay during any day taken as part of your holiday entitlement.

You are not entitled to pay in lieu of holiday not taken, except on termination.

Sickness before or during holiday

If you fall sick or are injured while on holiday, you may choose to take your holiday as sick leave subject to the following conditions:

- The total period of sickness must be fully certificated by a qualified medical practitioner where it exceeds seven days.

- You must contact your manager/the head of department (by telephone if possible) as soon as you know that there will be a period of sickness during your holiday.

- You must submit to your manager/the head of department a written request no later than five days after returning to work setting out how much of your holiday was affected by sickness and the amount of leave that you wish to take at another time. If you fall sick or are injured before a

pre-booked holiday, you may choose to cancel your holiday, and take any part that is interrupted by incapacity as sick leave subject to the following conditions:

- The total period of sickness must be fully certificated by a qualified medical practitioner where it exceeds seven days.

- You must contact your manager/the head of department (by telephone if possible) as soon as you know that there will be a period of sickness during your holiday.

- You must submit to your manager/the head of department a written request to cancel or change your pre-booked holiday, setting out the amount of leave that you wish to take at another time. Any holiday leave that is adjusted to sick leave will be treated in accordance with our policy on sickness absence.

Holiday entitlement and sick leave

You will continue to accrue your holiday entitlement during any period of sick leave. If you are unable to take your full holiday entitlement due to sickness absence, or if you are still absent at the end of the holiday year, you may carry over any unused holiday to the next holiday year with the agreement of your line manager/ the HR Department.

Any holiday that is carried over under this provision is limited to the four weeks' annual leave that you are entitled to under EU legislation, and must be taken within 18 months of the end of the holiday year in which it was accrued.

Alternatively, you may book a period of holiday while on sick leave to receive holiday pay for that period, provided that you give your manager/the head of department as much notice as possible of your proposed holiday dates.

Holiday entitlement and family leave

You will continue to accrue your holiday entitlement during any period of family leave (ie maternity, paternity, adoption and shared parental leave, ordinary parental leave, and parental bereavement leave).

You should make every effort to take any outstanding holiday entitlement before commencing family leave or immediately after your family leave has ended. Any holiday entitlement that has not been taken because of family leave may be carried over into the next holiday year with the agreement of your line manager/the head of department.

Holiday pay on termination of employment

If on termination of appointment the employee has taken more leave than their accrued leave entitlement, the company is entitled to deduct the excess holiday pay from any payments due to the employee.

On termination of employment employees may be required to use the remaining annual leave entitlement before the notice period starts. Alternatively, employees may be paid in lieu (comp day) of any accrued but unused annual leave entitlement, including any entitlement carried over from the previous year under this policy or as required by law. In any event the dates of the notice period and annual leave may not overlap.

If you are dismissed for gross misconduct, or if you leave before the contractual notice period has expired, you will not be entitled to payment in lieu of accrued contractual holiday over and above the statutory minimum.

B) TIME OFF

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Proof of the appointment should be provided to your Manager and HR. Where possible, such appointments should be made outside normal working hours. If this is not possible, unpaid time off required for these purposes may be granted at the discretion of Managing Director and HR and you will be required to make up the time.

C) MATERNITY/PATERNITY/ADOPTION LEAVE AND PAY

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes you should notify Managing Director at an early stage so that your entitlements and obligations can be explained to you.

D) PARENTAL/SHARED PARENTAL LEAVE

If you are entitled to take parental leave or shared parental leave in respect of the current statutory provisions, you should discuss your needs with Managing Director who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

E) TIME OFF FOR DEPENDANTS

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependents. Should this be necessary you should discuss your situation with Managing Director who, if appropriate, will agree the necessary time off.

F) BEREAVEMENT LEAVE

Reactions to bereavement may vary greatly according to individual circumstances and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with HR and agree appropriate time off, which will normally be with pay. The individual will receive written confirmation of paid time off entitlement. If it is a member of immediate family (father, mother, brother and sister, wife, husband), normally time off of one week will be given. Any payment is at the discretion of the Manager and HR. Any longer time off will be at the discretion of the Management.

G) PARENTAL BEREAVEMENT LEAVE

In the unfortunate event that you experience the loss of a child, you may be entitled to parental bereavement leave and pay in accordance with the current statutory provisions. Employees have a right to two weeks off if their child dies under the age of 18 or is stillborn after 24 weeks of pregnancy. This is called 'parental bereavement leave. You should discuss your circumstances with the Managing Director and agree time off.

H) FLEXIBLE WORKING

You have the right to request flexible working in accordance with the current statutory provisions. Further information on the application process can be obtained from the Managing Director.

H) EMPLOYEES' PROPERTY AND LOST PROPERTY

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to Managing Director who will retain them whilst attempts are made to discover the owner.

I) PERSONAL MAIL

The Company accept no responsibility for any private mail sent to our premises. All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense.

J) FRIENDS AND RELATIVES CONTACT / TELEPHONE CALLS / MOBILE PHONES

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Personal use of our business phones is not permitted under any circumstances. Personal mobile phones should be kept on your person but on silent during working hours and only used in authorised breaks.

It is illegal to hold and use a mobile phone, sat nav, tablet or any device that can send and receive data whilst driving.

It is our Company policy that you should not hold and use a mobile phone, sat nav, tablet or any device that can send and receive data whilst driving. You should ensure you are safely parked and you have turned off the engine before making or receiving any telephone calls. In the event of you being unable to answer a call because you cannot find a safe place to stop, you must return the call as soon as conveniently possible after you have safely parked and turned off the engine.

You can use a device held in your hand in the following circumstances only:

- you need to call 999 or 112 in an emergency and it is unsafe or impractical to stop
- you are safely parked
- you are making a contactless payment in a vehicle that is not moving, for example at a drive-through restaurant
- you are using the device to park the vehicle remotely.

You can use devices with hands-free access, such as a built-in sat nav, provided you do not hold the device at any time during usage.

K) COMPANY MOBILES

The Company mobile phones are to be used for business purposes only except in the case of an emergency. Company mobile phones should be kept on silent. The Company reserves the right to monitor all communications made on Company mobile phones in order to ensure compliance with our policies and procedures. For further conditions relating to Company mobile phones please refer to the mobile phone policy.

L) OTHER EMPLOYMENT

You are expected to devote the whole of your time and attention during working hours to our business. If you propose taking up employment with an employer or pursuing separate business interests or any similar venture, you must discuss the proposal with Managing Director in order to establish the likely impact of these activities on both yourself and the Company. You will be asked to give full details of the proposal and consideration will be given to:

1) Working hours;
2) Competition, reputation and credibility; 3) Conflict of Interest; 4) Health, safety and welfare.

You will be notified in writing of the Company's decision. The Company may refuse to consent to your request. If you work without consent this could result in the termination of your employment.*

If you are unhappy with the decision you may appeal using the Grievance Procedure.

***NB: This does not apply to those on a zero hour contract who should refer to the following:**

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

M) BEHAVIOUR AT WORK

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action.

You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

N) BEHAVIOUR OUTSIDE WORK

Because the business demands employees of the highest integrity we have the right to expect you to maintain these standards outside of working hours.

Activities that result in adverse publicity to ourselves, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

O) SLANDERING

Slandering can have a huge negative impact on the reputation of the Company in particular where false therefore misleading to other individuals outside of the Company. You must not at any time during or on the termination of your employment with the Company slander the Company to anyone within or outside the organisation. In the event you have comments to express about the Company, you must speak to HR.

P) DRIVING LICENCE

If driving is a necessary part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you operate at all times during your employment. You are required upon request to produce your driving licence to the management. We may also require you to provide us with the ability to access your driving licence details online. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately.

Data collected about driving licences will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

Q) COMPANY TOOLS

The Company provides tools necessary to carry out your duties. You should keep these in good repair and take all reasonable steps to ensure that they are secure at all times. You must report any lost, damaged or mislaid tools to Managing Director. You must return all Company tools upon termination of employment by either party. Failure to return tools, or any loss or damage suffered as a result of your negligence, will result in a deduction to cover the cost of the tools being made from monies due to you.

R) THIRD PARTY INVOLVEMENT

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. Where we are required to share special category data to any third parties as part of that hearing, we ensure that a relevant condition of processing is met and we do not rely upon your consent for the processing.

S) RECORDING OF FORMAL MEETINGS

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

T) AGREEMENTS

All agreements must be approved by the Legal Department prior to distribution.

U) CARER'S LEAVE

Employees with caring responsibilities may be entitled to take Carer's Leave in line with current statutory provisions. You should discuss your situation with the Managing Director who will explain your entitlements and if appropriate, agree time off.

V) FIRST AID AT WORK

We will comply with our obligations regarding first-aid at work and ensure that all employees are given details of our first-aid arrangements, in accordance with current legislation. This may include (but is not limited to) providing trained first-aiders, depending on the outcome of our first-aid needs assessment.

Business Trip Policy

Majority of Londonist`s employees are expected to travel all around the globe and Londonist Global cares for its employees' well-being and ensures a reasonable standard of hotels, transport and security.
This policy aims to support our employees with guidelines for business-related travel.

At Londonist Global we shall understand under the term **"business travel"** as any travel necessary when employees need to perform a temporary job at a place other than their home or normal place of business.

The policy sets the steps and rules to be observed by employees in order to make their business travels in the most expedient and economical manner. Rules regarding travel requests, transportation vehicles, accommodation and expenses, as well as the roles and responsibilities of the employees are defined and arranged with this policy.

This policy applies to all employees working at Londonist Global or on our behalf in any capacity, including, freelancers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.
Londonist Global reserves the right to change, amend, suspend, continue or terminate any part of this policy at any time.

In this Policy the following definitions apply:

Country Directors: means the director responsible in the different countries where we have offices: Mr Umang Gandecha for the UK and China office and Mrs Fulya Dugan for the Turkey office.

Local Londonist Office Manager: means the Office Manager of the visited country if a Londonist Office is present.

Principle of Cost Efficiency

Business trips must be planned and conducted based on the principle of cost efficiency, with necessity, suitability for purpose and goal, location of the employee and appropriate representation of Londonist Global. So that If the preferred flight/accommodation will not be available of the price over the budget, alternative will be offered to the employee.
However, the company is also careful to support its employees with regard to their welfare and security.

Each duty request must be approved by the managing director and Country directors and all the business trips must be communicated to the Finance and HR Department.

Planning the Business Trip

Employees who are required to go business trip must have the business trip request submitted and approved by the directors to include:

- the date of business trip;
- duration of the trip;
- location(s);
- assignment/travel description;
- reason of assignment;
- names of employees who need to go on business trip;
- necessary travel needs, including means of transportation and accommodation.

The relevant departments` manager must review and evaluate the business trip and decide on the necessity of the business trip.

Points to pay attention to with all assignment requests:

- All travel and trip requests should be sent to HR Department with travel form.
- The request must be specified clearly.
- The requested flight and its time and date, and accommodation must be determined and communicated to the HR Department.
- The program must be planned with minimum level of possibility of change and communicated to the HR Department.

- Especially for accommodation requests abroad, in the event of cancellation, the booking fee will not be refunded. Therefore, the program must be planned correctly, and no change and/or cancelation must be requested unless it is inevitable.

Transportation arrangements

When the employee receives approved business travel form, the required reservations will be made by the Office Manager according to the details of the requested business.
All reservations will be notified to the responsible Country Directors via e-mail in order to confirm arrangements. All necessary travel bookings will be sent to HR Department and their line managers.
Flight ticket bought by the Office Managers shall be in economy class. Employees may upgrade the class of the ticket for personal reasons. The price difference for such upgrade will be paid by the employee.
Any change requests for transportation which are already purchased must be approved by the directors of the relevant country. In case the change is not approved by the director, no change shall be made.
In case the purchased means of transportation are not used for any reason, the price shall be reflected on the passenger.
The personnel who travels for a duty is himself/herself responsible for the travel details, and in case he/she misses or does not use the flight, or any means of transportation, purchased without any valid reason, the company will not purchase a second ticket. In such cases, the individual shall be responsible for the cost of his/her transportation. In circumstances where the company does pay for the price of transportation for the second time, the paid amount shall be collected from him/her.

Accommodation arrangements

When the employee receives approved travel form, payment for transportation and accommodation is made directly by the Office Managers.
For accommodations in Turkey, the upper limit per night is 80 GBP - per night/person. For accommodations in the UK, the upper limit per night is 160 GBP. Additionally, employees will have the option to stay in one of our accommodation choices in the UK.
For Accommodation in other countries including China/Shanghai is 172 GBP - per night/ person.
Unless and otherwise circumstances do occur, the standard of the hotel to be reserved for the duties is determined to be 3 or 4 stars.
The changes to be requested in the accommodations which are purchased must be approved by the director of the relevant department. Unless the request is approved by the directors, no change shall be made.
In case the type of accommodation purchased is not used for any reason, the price shall be reflected on the person.
The personnel will have daily travel allowance for the period of the duty (please see limits below).
Standard single room is reserved for the accommodations, and the person may upgrade it by paying the price difference.
All the extra expenditures made during the accommodation are under the responsibility of the personnel himself/herself.

Rental cars

In accordance with the personnel's request, a manual or automatic use car is rented.

During the duties, cars are rented without driver.
While taking the delivery of the rented car, the person to use it must present his/her credit card. The credit card must be in the name of the person who will use the car. While taking the delivery of the rented car, the person to use it must present to the company the original of his/her driver's license.
In car rentals, the car requested is taken by the organization with full motor insurance. In cases where it is not possible, the person must upgrade the motor insurance package while taking the delivery of the car. The person will be reimbursed afterwards.
1 driver entry is made for the car rented. According to the needs, it is possible to include a second driver while taking the delivery of the car by approval of the director of the relevant department.
In case any traffic ticket is imposed on the car which is rented to be used during the duty, the price of this is reflected upon the personnel who used the car.

Train Tickets

The personnel who will travel by train during the duty shall be purchased a ticket in economy class.

Airport Transfers

Employees are encouraged to utilise public transportation for their commute to and from the airport from home or work and claim reimbursement with original invoice after completion of the business trip.
For employees residing in area where public transportation to and from the airport is not accessible or for early morning or late-night flights or in the case the employee is requested to carry extra luggage, the Company offers access to the company's contracted Taxi bureau or Uber account to facilitate a convenient and cost-effective commute to and from the airport.
Employees should contact related Office Managers for Airport Transfers.

Visa applications

Visa applications are to be made by employees personally, however the HR Department offers their support. Employees should be aware that the visa process may need some time and employees therefore should apply as early as possible.
A minimum remaining passport validity period of 6 months is required for visa applications. Some countries may require longer remaining validity periods.
During the visa request application approved by the directors of the relevant country, HR Department must necessarily be informed.
The applications beyond the knowledge of the HR Department will be rejected.

Guests

The travel requests by guests from abroad are made through Office Managers with the approval of the directors. Accommodations are provided at one of the contracted hotels of the organization.

Travel Insurance

As part of our commitment to ensuring the safety and well-being of our employees during business travel, it is imperative to address the necessity of travel insurance.
Employees should understand that certain countries may impose specific requirements for travel insurance coverage, especially pertaining to medical expenses or emergency evacuations. It is

their responsibility to adhere to these regulations. This information can typically be obtained from official government websites, travel advisors, or embassy/consulate guidelines.
Employees must ensure they obtain a suitable policy that provides adequate coverage for the duration and nature of their trip.
While employees are encouraged to utilise their preferred insurance providers, they must verify that the chosen policy meets the minimum requirements set forth by the destination country and provides comprehensive coverage for potential risks.
While employees are primarily responsible for arranging their travel insurance, the company acknowledges its role in facilitating a safe and secure travel environment. To support employees in this endeavour, the company will:
- Provide access to resources and information regarding travel insurance requirements for various destinations.
- Offer assistance and guidance in understanding insurance policies and selecting appropriate coverage options.
- Collaborate with employees to address any concerns or issues related to travel insurance.

SIM Card

Londonist Global will reimburse the cost of additional SIM cards, mobile lines and phone credits during business trip only if it is cost effective and the provided company mobile phone (Vodafone) does not provide call services in the country of the business trip.
Employees who do not have a company mobile phone need to contact their director and the HR

Department to obtain a SIM card and temporary mobile phone.

Employees should be aware of their company mobile phone allowances.

Additional Information

Pre-Trip Preparations

Authorisation: Employees must obtain prior authorisation from the Country Director for business trips-.
Daily Limit Allocation: Before the business trip, the employee will be informed if their- daily limit will be transferred to their account to cover expenses during the trip OR Company expense card or credit card (Pleo or similar) will be given for the business trip.

Local Transportation

Local transportation Card or Contactless Card will be provided from the Local Londonist Office Manager for commuting within the city.
For local transportation in any other Country the employee will use his daily allowance trying to prefer the best cost-effective solution.

Financial Management

Per Diem or Cash Advance: Employees will be provided with a per diem or cash advance - to cover expenses during the trip.
In the event a Food and Beverage Card will be available in the visited Country, this will be provided by the local Office Manager.
Employees should use this card for meals, unless unavailable in which case the Expense card or Credit card (Pleo or similar) can be used for extra business related needs.
Expense card or Credit Card: If employee will be issued of an Expense card or Credit Card for their daily expenses during the trip, this card should be used for all transactions required for the business trip.

Cash Withdrawals Prohibited: Employees are strictly prohibited from making cash withdrawals using company funds. They should use their own bank or company card for any transactions, including transportation. Employees should use transport card top up machines that accepts card payment.

Reporting Lost or Stolen Cards:

Responsibility: Employees are fully responsible for the safekeeping of their cash advance or per diems or provided card (all company or personal bank card).
Lost or Stolen Card: In the event of a lost or stolen company or personal bank cards OR ANY company equipment, the employee must immediately inform the related Office Manager and report the incident to the police.
Reporting to HR: A police report must be obtained, and both the report and a personal written statement from the employee must be submitted to the HR Department upon return.

Accidents, Incidents and Theft:

In the event of an accident, injury, illness, robbery, theft, or any other incident that occurs while an employee is on a business trip, the following procedures must be followed:

1. **Immediate Action:**

    - **For medical emergencies**, the employee should seek necessary medical attention or contact local emergency assistance immediately.
    - **For incidents such as robbery or theft**, the employee should contact local law enforcement as soon as possible to report the crime and obtain a police report.
    - **For theft of company property** (e.g., laptop, phone), the employee must notify the IT department immediately to secure or recover any sensitive data.

2. **Reporting the Incident:**

As soon as it is safe to do so, the employee must report the incident to their direct supervisor and the HR department.
The report should include details of the incident (e.g., date, time, location, description), along with any police and/or medical reports or relevant documentation if applicable.

3. **Coverage and Assistance:**

In cases where employees do not already have personal travel insurance, the company will purchase appropriate travel insurance for each business trip. The specific coverage will depend on the insurance policy selected at the time of travel, and employees will be informed of the key terms prior to departure.
Medical Expenses and Personal Injuries: Employees should retain all receipts and relevant documentation related to any medical treatments or personal injuries incurred during travel. Claims should be submitted in accordance with the terms of the insurance policy.
Theft or Loss of Property: In the event of theft or loss of personal or business items, employees are required to report the incident to local law enforcement and obtain a police report. Claims for essential stolen items (e.g., identification, travel documents) should be made through the company's insurance provider, with any additional reimbursement subject to company review and approval.

Employees are encouraged to familiarise themselves with the specific terms and coverage limits of the travel insurance policy if provided for each trip and contact firstly the insurance in the event of accidents, incidents and theft.

4. **Non-Emergency Situations:**

For non-emergency incidents, employees should contact their supervisor to discuss the situation and assess whether any adjustments to their travel plans are needed.

5. **Return and Follow-Up:**

If the incident requires the employee to return home or alter their travel arrangements, after Managing Director approval, the company will cover reasonable expenses related to travel changes. Upon return, the employee may be required to submit a formal incident report and participate in follow-up meetings to review the circumstances of the event.

6. **Compliance and Precautions:**

Employees are expected to adhere to local laws, regulations, and safety protocols during business travel, during working hours as well as during the time off, including taking reasonable precautions to protect personal and company property.
If the employee encounters any safety concerns or issues, they should contact their supervisor or HR for guidance and support.
The safety, security, and well-being of our employees are a top priority. Should any unforeseen event such as an accident, theft, or other incident occur during business travel, the company will provide support and assistance to ensure a swift resolution.

Daily Limits

The personnel will have daily travel allowance for the period of the duty (please see limits below)

Employees have a limit for their food, drinks and personal care. Limits can bee see below.

LOCATION	DAILY LIMIT	CURRENCY
All Europe including EU (without accommodation Breakfast)	60 max.	EUR
All Europe including EU (Accommodation Breakfast included)	50	EUR
Turkey (without accommodation Breakfast)	1000 max.	TRY
Turkey (Accommodation Breakfast included)	850	TRY

All others (without accommodation Breakfast)	60 max.	USD
All others (Accommodation Breakfast included)	50	USD
UK (without accommodation Breakfast)	30 max.	GBP

The cost of alcoholic beverages will not be reimbursed for all business trips, unless there is a special event, organizational function, or gala night

Extended Stay for Personal Annual Leave and Family Member Bookings

Extended Stay for Personal Annual Leave:
Employees may request to extend their business trips to accommodate annual leave. If approved, the company will cover the outbound flight expense for the employee. However, the company will not cover the return ticket if the employee chooses to add annual leave after the business trip.
Booking for Family Members:
Employees are welcome to book accommodations and travel for their family members to accompany them during their business trip or extended stay for annual leave. However, all expenses related to family members' travel, including flight tickets, accommodation, and other associated costs, will be the sole responsibility of the employee. The company will not cover any expenses (including travel insurance) related to family member travel.
Please note that employees must inform their directors and the HR department in advance if they plan to have family members accompany them during the business trip or extended stay.

Policy compliance

This policy will be officially monitored for compliance by Human Resources Department.

This policy aims to ensure efficient and transparent management of travel expenses while safeguarding company assets and promoting employee safety and responsibility.
Any employee who breaches this policy will be subject to the Employee Misconduct Policy and Procedure, which can result in dismissal. Anyone who is not an employee, but breaches this policy may have their contract terminated with immediate effect.

TRAVEL EXPENSES

We will reimburse you for any reasonable expenses incurred whilst travelling on our business. The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure. The Company may also use expense cards, receipts must be provided. The Company has the right to reject expenses if it is not a reasonable expense and deduct from your salary/pay.

Employees are authorized to use the company business card for legitimate business-related food and beverage expenses during business trips outside of the London area. The company card should not be used for personal food and beverage expenses within the London area. It is the

responsibility of each employee to ensure compliance with this policy and maintain transparency in all financial transactions.
Any personal expenses incurred in the London area using the company card must be promptly reimbursed or paid using personal funds or personal expenses will be deducted from employee`s salary.
Employees are requested to review their recent transactions and rectify any instances where the company card was used for personal expenses within the London area.
In case of any questions or the need for clarification, employees are encouraged to contact Finance Department for guidance.

Expense Reimbursement Policy

This policy explains the procedure for claiming expenses. The purpose of this policy is to ensure that you are properly reimbursed for legitimate business expenses.

The policy does not form part of your contract of employment and we reserve the right to amend it at any time.

Scope

This policy applies to employees employed by us. It does not apply to workers, contractors, consultants or any self-employed individuals working for the company.

Submitting an expenses claim

We will reimburse you for expenses that you actually, necessarily and exclusively incur in the course of your employment.

To claim expenses, you will need to complete expenses claim form and send this to your line manager and the HR department within 30 days of the expense being incurred.

You will need to explain on the claim form the reasons why the expense was incurred.

Expenses will not be paid unless supporting evidence is provided in the form of original receipts or invoices with the date and time of the transaction (unless you are submitting a claim for mileage).

When submitting a claim for travel expenses, you should enclose or attach the tickets showing the departure point and destination of your journey. When submitting a claim for a taxi fare or ride share amount, you must obtain a receipt from the taxi driver or download a receipt from the ride share app/website with details of the date, place of departure and destination of the journey. Credit and debit card statements will not be accepted.

Once your line manager has approved the claim form, this should be sent to the finance department.

We reserve the right to withhold payment if your claim form is completed incorrectly, lacks supporting evidence or submitted too late.

As a general principle, you should not incur expenses other than in the categories listed below as all other expenditure is handled centrally. However, if you have claims for expenditure other than for those categories listed below, you must seek written approval from the Line/finance manager before incurring the expense.

Claims for authorised expenses will be paid to you by direct transfer into the same bank account into which your salary is paid.

Travel

You should not incur any travel expenses without the prior approval of the HR and Executive Director in writing. Where possible, you are encouraged to opt for the most carbon efficient way to travel.

Air

If you are expected to travel by plane, your flights must be booked as early as possible by Admin Staff, who will find the most cost-effective options for your journey. Where a flight is booked, you will not be required to pay for this.

Rail

If you are expected to travel by train, you should book your rail tickets as early as possible.

[Your rail tickets must be booked through Admin staff who are instructed to find the most cost-effective options for your journey. Where a train ticket is booked by you should get the approval before you book it.

You should, where possible, use any rail cards or season tickets that have already been paid for as part of your normal commute to the office towards any journey taken on business, where this is more economical.

Taxis and ride-sharing

We will reimburse the cost of a taxi fare or ride share only in limited circumstances. These are:

- where taking a taxi or ride share would result in a significantly shorter travel time than using public transport;
- where there are several employees travelling together;

Use of your own car

In some circumstances, it may be more appropriate and cost-effective to use your own car when travelling for business purposes - for example if you are travelling with several employees or, where there is limited public transport to your destination, or the journey time is significantly shorter than using public transport.

Any use of your own car on business is subject to you:

- holding a full UK driving licence;
- ensuring that your car is roadworthy and fully registered; and
- holding comprehensive motor insurance that provides for business use.

The car mileage rate will be paid at the rate set by HM Revenue and Customs.

We will not pay for the cost of any insurance policy on your own car.

We accept no liability for any accident, loss, damage or claim arising out of any journey that you make on business.

No transport expenses will be reimbursed for travel to and from any staff social events.

Business entertainment/gifts

We recognise that corporate entertainment can provide opportunities to strengthen business relationships, enhance our reputation and deepen prospective clients' or suppliers' understanding of our business.

Any entertainment booked for clients, suppliers or other business contacts must be approved in advance by your line manager and the HR department and the finance manager. You should submit:

- details of the individuals whom you wish to invite;
- the name of the organisation that they represent;
- the nature of the entertainment, including date and location; and
- the business reasons for the entertainment.

We will approve only business entertainment proposals that demonstrate a clear business objective and that are appropriate for the nature of the business relationship. We will not approve business entertainment where it considers that a conflict of interest may arise or where it could be perceived that undue influence or a particular business benefit is being sought (for example, prior to a tendering exercise).

If you wish to provide business gifts to suppliers, clients or other business contacts, you must seek prior written approval from your line manager and Executive Director with details of the intended recipients, reasons for the gift and the business objective. These will only be authorised in limited circumstances and will be subject to a cap of £50 per recipient in any one tax year.

When providing any such hospitality, you must ensure that you comply with the organisation's Anti-bribery policy.

Christmas parties/annual events

Any team event such as a Christmas meal or celebration for a team or department will be subject to your line manager's approval, which must be authorised by Executive Director.

Any organisation-wide event hosted by us, such as the Christmas party will be communicated to employees via email.. The budget for such events will be managed centrally.

The scale of celebrations may vary from year to year, depending on the performance of the organisation. We may choose not to approve or host celebrations for employees where it is not appropriate to do so given the financial circumstances. Alternatively, we may request that employees contribute to their team celebrations or parties, if they wish to attend. Such contributions will not be reimbursable via the expenses procedure.

Expenses that will not be reimbursed

We will not reimburse you for:

- the cost of any travel between your home and usual place of work (except in exceptional circumstances for early morning/late night transport as set out above);
- the cost of any travel undertaken for personal reasons;
- the cost of any travel for your partner or spouse;
- any fines or penalties incurred while on business for whatever reason, including penalties for not paying for a rail ticket in advance of boarding the train and penalties or fines associated with motoring offences, including speeding or parking fines, clamping or vehicle recovery charges;
- any expenses incurred for personal benefit or to improperly influence or reward a business contact; or
- cash advances or withdrawals from an ATM machine.
- personal laundry and dry cleaning for trips of less than seven days
- mini bar purchases
- Personal care items such as clothing or toiletries
- Other items, not listed above, but of a personal nature
- Barbers and/or hairdressers costs

You are required to pay for any travel costs incurred by your partner or spouse in the event that they accompany you on business. Your spouse or partner must have adequate travel insurance for that journey.

Abuse of this policy

Any abuse of this policy will not be tolerated. This includes, but is not limited to:

- false expenses claims;
- claims for expenses that were not legitimately incurred;
- claims for personal gain; and
- claims for hospitality and/or gifts to induce a client or other business contact to take improper action.

We will take disciplinary action where appropriate and, in certain circumstances, may treat a breach of this policy as gross misconduct, which may result in your summary dismissal. In addition, the organisation may report the matter to the police for investigation and criminal prosecution.

Absence Procedure

Wherever possible, we want to provide support for our employees when they are unable to work due to sickness. We recognise a need for a consistent approach for managing absence across the company so that we can ensure we fulfil our duty of care to our employees and deal with any issues that arise in a fair way.

Reporting Procedure

In the event that you are unable to attend work through sickness, or any other reason, it is your personal responsibility to report your absence from work. When you call in, your Manager will talk to you about your absence, when you expect to return to work and if there is anything to pick up in your absence.

- You are required to contact and speak to your manager minimum 30 minutes before working hours start.
- You must make contact yourself unless you are incapacitated and unable to do so, in which case a call from a relative is acceptable
- You need to call in each day of your absence unless you have received a medical certificate. Failure to follow these guidelines may result in your absence being treated as unauthorised, with disciplinary action.

Certification of Sickness Absence

If you receive a medical certificate, please send it to HR and let them know as soon as possible when it runs until. If any subsequent certificates are required, these should be sent to HR no later than 24 hours after the expiry of the previous certificate.

If your sickness absence from work is for 7 calendar days or longer, you must provide a medical certificate to cover your absence.

Return to work interviews

When you return from a period of unplanned absence, you will have a return to work interview. This is to ensure:

- You are fit to be at work
- You are updated with any changes that have occurred in your absence
- You have an understanding of the impact of your absence and understand the expectations of your attendance going forwards
- You have the opportunity to discuss any underlying issues or concerns you may have
- You have the opportunity to let us know if there is any support you need from the Company

Management through Disciplinary Procedures

There will be some occasions when an employee's short term sickness absence is at an unacceptable level which the Company is not able to support. In those cases it may be necessary to deal with the situation through the Company's disciplinary procedure.

In all cases, the employee will be given the chance to give their explanations of the situation and any mitigating circumstances will be taken into account before a decision is made. At any stage if it is not felt that a disciplinary sanction is appropriate then it will not be issued.

For employees who have completed their probationary period, the following 7 step system will apply:

Absence level (in rolling 12 months)	Action
1st absence	Return to work interview
2nd absence	Return to work, attendance review meeting and mini action plan. (on attendance review document)
3rd absence	Return to work interview Investigation meeting Action plan – no more absence in subsequent 6 months or potential disciplinary – Letter of Concern issued.
4th absence	Investigation meeting – refer to disciplinary hearing – potential verbal warning
5th absence	Investigation meeting – refer to disciplinary hearing – potential written warning
6th absence	Investigation meeting – refer to disciplinary hearing – potential final written warning
7th absence	Investigation meeting – refer to disciplinary hearing – potential dismissal

The Company reserves the right to issue the next level of warning if an employee is already in receipt of a warning for conduct, i.e. if an employee has a current verbal warning for lateness and then hits the trigger for 4 sickness absences, this may result in a written warning being issued.

Please note that additional information on the Company's absence procedures is available in your in Employee Handbook.

If you have any queries regarding the content of this briefing please contact your Leader in the first instance.

Gradual return to work

Where advised by Occupational Health or a G.P. the Company may agree to individuals who have been on long term sick (4 weeks +) returning to work on a gradual basis.

The aim of the gradual return to work is to support individuals in their rehabilitation back into their job role. We would, however, expect that individuals would be back to full time work within 4 weeks unless otherwise advised by Occupational Health or their G.P.

During the period where the individual is on reduced hours, the Company will pay only for hours worked. Any exception to this rule must be signed off by the relevant Director.

Capability Procedures

A) INTRODUCTION

1) We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

B) JOB CHANGES/GENERAL CAPABILITY ISSUES

1) If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

2) If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

3) If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

4) If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

C) PERSONAL CIRCUMSTANCES/HEALTH ISSUES

1) Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

2) There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever

investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

D) SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

Disciplinary Procedures

A) INTRODUCTION AND PRINCIPLES

1) The aim of our disciplinary rules and procedures is to encourage improvement in individual conduct or performance. We reserve the right to amend these rules and procedures where appropriate.

The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated. On some occasions we may implement temporary measures in order that an uninterrupted investigation can take place. These measures may include, for example:

- working in a different department, or from a different office or site
- a change to your usual duties
- working with different customers/clients, or away from customers/clients
- working from home
- suspension on contractual pay.

This list is not exhaustive, and we may implement other measures which are appropriate to the circumstances. None of these measures are to be regarded as disciplinary action or a penalty of any kind.
Where an employee on temporary suspension tells us that they are sick, the employee will be considered to be on sickness absence, rather than suspension, until the employee notifies us that they are no longer sick, at which point suspension will resume where appropriate;

2) Employees will be informed in writing of what is alleged and will be given the opportunity to state their case at a disciplinary hearing. Other than for an "off the record" informal reprimand, employees have the statutory right to be accompanied at all stages of the formal disciplinary process by a fellow employee, including appeals.

3) Due to the size of the business and number of staff members we have available at any time, it may be required for an existing staff member who has already been involved in the

disciplinary process to conduct another meeting as required.

B) DISCIPLINARY RULES

In addition to the specific examples of rules shown below, a breach of other specific conditions, procedures etc. that are contained within this statement or that have otherwise been made known to you, will also result in this disciplinary procedure being used.

C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

a) failure to abide by our general health and safety rules and procedures;

b) smoking in designated non smoking areas;

c) consumption of alcohol on the premises;

d) persistent absenteeism and/or lateness;

e) unsatisfactory standards or output of work;

f) rudeness towards customers, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;

g) failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;

h) failure to carry out all reasonable instructions or follow our rules and procedures;

i) unauthorised use or negligent damage or loss of our property;

j) failure to report immediately any damage to property or premises caused by you;

k) if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;

l) unauthorised use of e-mail and internet

m) use of our vehicles without approval or the private use of our commercial vehicles without authorisation;

n) failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;

o) carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain.

D) SERIOUS MISCONDUCT

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial

effect upon our operation or reputation, you may be issued with a final written warning in the first instance.

E) RULES COVERING GROSS MISCONDUCT

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:

a) theft or fraud;
b) physical violence or bullying;
c) deliberate damage to property;
d) deliberate acts of unlawful discrimination or harassment;
e) possession, or being under the influence, of drugs at work
f) breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

F) DISCIPLINARY ACTION

1) Disciplinary action taken against you will be based on the following:

	1st OCCASION	2nd OCCASION	3rd OCCASION	4th OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

2) We reserve the right to take account of your length of service and to vary our procedures and disciplinary action accordingly. If you have a short amount of service you may not receive any warnings before dismissal.

3) In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the

continuation of the disciplinary process through to dismissal if the warnings are not heeded.

4) Period of Warnings

a) Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a three month period.

b) Written warning

A written warning will normally be disregarded for disciplinary purposes after a six month period.

c) Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve month period.

5) Demotion to a lower status at the appropriate lower rate or suspension from work without pay for up to five days may be considered as an alternative to dismissal in appropriate cases.

Capability/Disciplinary Appeal Procedure

1) You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.

2) If you wish to exercise this right you should apply either verbally or in writing normally within five working days to the HR and the Legal Department.

3) An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

4) The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

5) If you are appealing on the grounds that you have not committed the offence then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

6) You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

Grievance Procedure

1) It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

2) Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record.
However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

3) If you feel aggrieved at any matter relating to your work you should first raise the matter with the Managing Director and the Legal Department either verbally or in writing, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at which your grievance will be investigated fully. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

4) If you wish to appeal you must inform the Managing Director and the Legal Department in writing, within five working days. You will then be invited to a further meeting.

5) Following the appeal meeting you will be informed of the final decision, which will be confirmed in writing.

Equality, Inclusion and Diversity Policy

A) STATEMENT OF POLICY

1) The terms equality, inclusion and diversity are at the heart of this policy. 'Equality' means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. 'Inclusion' means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. 'Diversity' means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

2) We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action up to and including dismissal.

3) The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

4) We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.

5) The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.

6) The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.

7) We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

B) RECRUITMENT AND SELECTION

1) The recruitment and selection process is crucially important to any equality, inclusion and diversity policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

2) Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

3) Job descriptions, where used, will be revised to ensure that they are in line with this policy. Job requirements will be reflected accurately in any personnel specifications.

4) We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

5) We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

6) All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

7) All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

8) Short listing and interviewing will be carried out by more than one person where possible.

9) Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

10) We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.

11) Selection decisions will not be influenced by any perceived prejudices of other staff.

C) TRAINING AND PROMOTION

1) Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

2) All promotion will be in line with this policy.

D) MONITORING

1) We will maintain and review the employment records of all employees in order to monitor the progress of this policy.

2) Monitoring may involve:-

   a) the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;

b) the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and

c) recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.

3) The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.

Whistle-Blowers

A) INTRODUCTION

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

B) QUALIFYING DISCLOSURES

1) Certain disclosures are prescribed by law as "qualifying disclosures". A "qualifying disclosure" means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the Company has committed a "relevant failure" by:

a) committing a criminal offence;

b) failing to comply with a legal obligation;

c) a miscarriage of justice;

d) endangering the health and safety of an individual;

e) environmental damage; or

f) concealing any information relating to the above.

2) These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.

3) The Employment Rights Act 1996 provides protection for workers who 'blow the whistle' where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be "in the public interest". We encourage you to use the procedure to raise any such concerns.

C) THE PROCEDURE

1) In the first instance you should report any concerns you may have to the Managing Director or the Legal Department who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.

2) If you do not report your concerns to the HR or the Legal Department you should take them direct to the appropriate organisation or body.

D) TREATMENT BY OTHERS

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

Personal Harassment Policy and Procedure

A) INTRODUCTION

1) Harassment or victimisation on the grounds of the following protected characteristic: age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation is unacceptable.

2) Personal harassment takes many forms but whatever form it takes, it is unlawful under the Equality Act 2010 and will not be tolerated.

3) This policy will be reviewed regularly to ensure it remains up to date and in order to monitor its effectiveness.

B) SCOPE

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all those who work for us. This includes employees, workers, agency workers, volunteers and contractors in all areas of our Company, including any overseas sites.

C) DEFINITIONS

Harassment

This is unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

Unwanted conduct can include:

a) spoken words
b) banter
c) written words
d) posts or contact on social media
e) imagery
f) graffiti
g) physical gestures
h) facial expressions
i) mimicry
j) jokes or pranks
k) acts affecting a person's surroundings
l) aggression, and
m) physical behaviour towards a person or their property.

Sexual harassment

This is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

a) sexual comments or jokes
b) displaying sexually graphic pictures, posters or photos
c) suggestive looks, staring or leering
d) propositions and sexual advances
e) making promises in return for sexual favours
f) sexual gestures
g) intrusive questions about a person's private or sex life or a person discussing their own sex life h) sexual posts or contact on social media
i) spreading sexual rumours about a person
j) sending sexually explicit emails or text messages, and
k) unwelcome touching, hugging, massaging or kissing.

Less favourable treatment for rejecting or submitting to unwanted conduct

This occurs when:

a) someone is subjected to unwanted conduct:

i) of a sexual nature
ii) related to sex, or
iii) Related to gender reassignment

b) the unwanted conduct has the purpose or effect of:

i) violating their dignity, or
ii) creating an intimidating, hostile, degrading, umiliating or offensive environment for them and

c) they are treated less favourably because they submitted to, or rejected the unwanted conduct.

D) CIRCUMSTANCES WHICH ARE COVERED

1) This policy covers behaviour which occurs in the following situations:

a) a work situation

b) a situation occurring outside of the normal workplace or normal working hours which is related to work, for example, a working lunch or social event with colleagues;

c) outside of a work situation but against a colleague or other person connected to the Company, including on social media;

d) against anyone outside of a work situation where they incident is relevant to their suitability to carry out the role.

E) COMPLAINING ABOUT PERSONAL HARASSMENT

1) Informal complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the Managing Director or the Legal Department who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

2) Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of the Managing Director or the Legal Department as a formal written

complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

a) the name of the alleged harasser;

b) the nature of the alleged harassment;

c) the dates and times when the alleged harassment occurred;

d) the names of any witnesses; and

e) any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation, which will normally be within ten working days of the meeting with you, the decision of the investigator, detailing the findings, will be sent in writing to you.

You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

F) DISCIPLINARY ACTION

1) If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

2) When deciding on the level of disciplinary sanction to be applied, we will take into consideration aggravating factors such as abuse of power over a more junior colleague.

3) If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if it is concluded that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

G) THIRD PARTY HARASSMENT

1) Third party harassment occurs when one of our workforce is subjected to harassment by someone who is not part of our workforce but who is encountered in connection with work. This includes our clients, customers, suppliers, members of the public. Third party harassment of our workforce will not be tolerated.

2) In order to prevent third party harassment from occurring, we have:

a) attached signage to the walls of the areas within the workplace where customers are present to warn that harassment of our staff is not acceptable

Should you be subjected to third party harassment, you are encouraged to report this as soon as possible to the HR Department or the Legal Department.

Should a client or customer harass a member of our workforce, they will be warned that continued provision of our service to them will cease if they are to act in a similar way again. Should their behaviour recur, they will be informed that our service to them will cease. Any criminal acts will be reported to the police, and we will share information relating to the incident with our other branches to ensure that we maintain a consistent approach to the cessation of our services.

Termination of Employment

A) RESIGNATIONS

All resignations must be supplied in writing, stating the reason for resigning your post.

B) TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Main Terms of Employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

C) RETURN OF OUR PROPERTY

On the termination of your employment you must return all our property and confidential information which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

D) RETURN OF OUR VEHICLES

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

E) GARDEN LEAVE

If either you or the Company serves notice on the other to terminate your employment the Company may require you to take "garden leave" for all or part of the remaining period of your employment.

NB.

During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

Company Vehicle Rules

A) DRIVING LICENCE AND AUTHORITY TO DRIVE COMPANY VEHICLES

1) You must be in possession of a current driving licence and have the authority of the Owner to drive one of our vehicles.

2) Your driving licence must be produced for scrutiny by the Owner prior to driving any of our vehicles. Alternatively, we may require you to provide us with the ability to access your driving licence details online.

3) If at any time your licence is endorsed, or you are disqualified from driving, we must be informed immediately. If you are required to drive as part of your job and we are unable to find alternative employment, your employment may be terminated.

4) Data collected about driving licences will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

5) It is your responsibility to see that the vehicle is not used by anyone other than authorised employees. Special written permission must be obtained from the Owner for the vehicle to be used by any other person.

B) FIXTURES, FITTINGS AND MODIFICATIONS

1) No fixtures such as aerials, roof racks, towing apparatus, stickers, may be attached to any of our vehicles without prior written permission. When handing the vehicle back to us such attachments must remain unless adequate rectification work is carried out professionally to restore the vehicle to its former condition.

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

C) WARRANTY

All warranty work must be reported to us prior to it being carried out.

D) CLEANING AND MAINTENANCE

1) As the vehicle has been allocated to you, it is your responsibility to keep it clean, and to ensure that the vehicle is regularly serviced in accordance with the requirements laid down by the manufacturer, and as specified in the maintenance book of the particular model of vehicle.

2) Any maintenance or repair work, or replacement of parts, including tyres, must be reported to us so that we can organise for it to be carried out.

3) Failure to adequately clean the vehicle may mean you are subject to the cost of the Valet being deducted from your pay.

E) USE OF MOBILE PHONE WHILST DRIVING

It is illegal to use a mobile phone whilst driving (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 soon as conveniently possible.

F) SMOKING POLICY

It is our policy that all workplaces including vehicles are smoke free, which includes the use of e-cigarettes. This policy applies to all employees, contractors, clients or members of the public including using their own vehicle for Company business. You may only smoke during authorised breaks and in the designated areas.

Company disciplinary procedures will be followed if you do not comply with this policy. Those who do not comply with the smoke free law may also be liable for a fixed term penalty fine and possible criminal prosecution.

G) FUEL ETC.

1) In addition to keeping the vehicle regularly serviced, it is your responsibility to see that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements.

2) Unless contrary arrangements exist in writing between us, we will only reimburse you for fuel and oil used on our business. Claims must be submitted on a weekly report sheet, signed by yourself and accompanied by receipted bills where the vehicle cannot be filled up on our fuel account.

H) FINES

We will not be held responsible for any fines (e.g. parking, speeding, etc.) incurred by you whilst working for us. If we receive the summons on your behalf, we may pay the fine and deduct the cost from any monies owing to you.

I) DAMAGE OR INJURY

1) If you are 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 vehicle owner, the registration number of the vehicle and the name of the Insurance Company to any person having reasonable grounds for requiring such information. It is important that you give no further information. If for some reason it is not possible to give this information at the time of the accident, the matter must be reported to the office and where necessary the police as soon as possible, but within twenty-four hours of the occurrence.

2) In addition 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 you

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.

3) For security reasons, insurance certificates are kept by us. However, a copy of the certificate of 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.

J) LOSS

1) 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 vehicle must also be given. If any contents are stolen from the vehicle the police and ourselves should be notified immediately.

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

3) The vehicle should be kept locked when not in use and the contents should be stored out of sight, preferably in the boot. 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.

K) ACCIDENT PROCEDURE

1) It is a condition of the insurance policy that the insurers are notified of all accidents, even if apparently of no consequence. 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:-

   a) The name and address of the other driver and the name and address of his/her insurers.

   b) The names and addresses of all passengers in both our vehicle and the third party's vehicle.

   c) 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.

   d) Particulars of the police attending i.e. name, number and division.

2) 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.

3) If our vehicle is undriveable 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.

4) We will organise for repairs to be carried out.

5) 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.

6) You should not under any circumstances express any opinion one way or the other on the degree of responsibility for the accident. Only exchange particulars mentioned in 1) above and nothing more.

L) ROAD FUND LICENCE

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

M) PERMITTED USE

Subject to the restrictions already stipulated, our vehicles may only be used for social, domestic and pleasure purposes, and for our business, excluding the carriage of passengers for hire or reward. Our vehicles may not be used for any type of motoring sport, including racing, rallying or pace making, whether on the public highway or on private land. Private mileage must be shown and declared.

N) PERSONAL LIABILITY FOR DAMAGE TO VEHICLES

1) Where any damage to one of our 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.

2) Repeated instances may result in the use of the vehicle being withdrawn and disciplinary action being taken.

O) OTHER GUIDELINES

1) It must be emphasised that you must never drive under the influence of alcohol, or drugs, including medicines which may affect your driving.

2) Use seat belts at all times and comply with local traffic conditions.

3) Always drive within the speed limit and reduce speed where weather conditions require you to.

4) DO NOT DRIVE if tired.

5) Always take regular breaks from the vehicle.

P) TRACKERS

We may be installing a Tracker System for all mobile employees. The Tracker System will be installed for a number of reasons:

1) Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees. Due to the nature of our work and the mobility of employees the tracking system will help the Company to monitor your movements ensure your health and safety.

2) It will help us to distribute and organize the work more efficiently.

3) It will help us to establish arrival times for booked appointments should there be any dispute with the client.

4) It will reduce our insurance costs as stolen vehicles will be recovered.

Anti-Gossiping Policy

As a company we want to ensure that all our members of staff feel comfortable within the work environment and that is remains a professional workplace. As such we wish to ensure that we reduce the amount of "gossip" that occurs in the work place.

As you can appreciate the definition of gossip can vary, as such we identify gossip as conversations with another employee about aspects that employee can do nothing about. In these cases such conversations should be had with the relevant Manager who can ensure relevant procedures are followed. In addition, gossip will be considered conversations about other employees where they have not given permission for that information to be relayed to other parties.

Gossip can cause negativity within a workplace that does not have any constructive qualities. It can impact on an employee's job satisfaction and lead to an individual feeling pressured into joining in or becoming part of another person's problems. It can also have a detrimental impact on an individual who feels they are being gossiped about, it can lead to grievances and harassment claims.

You should not engage in conversation with your colleagues which could start 'rumours' within or outside the organisation. In addition to this, you must not engage in casual or unconstrained conversation or report about your colleagues, in particular involving details which are not confirmed as true and may involve their private lives.

The above doesn't just relate to verbal conversation but any medium including e-mail, text message, apps and social media. In addition, as stated in your contracts, salaries or wages are assumed as confidential information and disclosing or discussing it with other employees will amount to a serious misconduct.

Anyone found to be participating in gossip will have the appropriate action taken against them, this may include formal disciplinary action and could lead to dismissal.

Email Response Policy

As a Company we want to ensure that all our team members respond to both internal and external emails within 24 hours after receiving them. Furthermore, Team Managers for each department must follow up with their team members for their unresponsiveness and will be held responsible, if necessary, steps have not been taken to ensure this timescale has been adhered to.

Failure to follow without good reason may result in disciplinary proceedings.

Wellbeing Policy

INTRODUCTION

We understand the positive impact that healthy and engaged employees make to the success of our business and that mental health will play a significant role in an employees' state of mind.

We appreciate that individuals can experience periods - sometimes prolonged periods - of poor mental health in the same way as with physical health. We commit to providing support for employees going through mental health problems because we recognise such employees can provide a substantial contribution to the success of this company.

For the purposes of this policy, the term 'mental health problem' includes mental health conditions that have been diagnosed by a medical professional as well as signs of stress and anxiety.

LEGAL OBLIGATIONS

We understand that, as a company, we must comply with health and safety legislation. We undertake to create a safe workplace in which we will actively take measures to limit risks to mental health and wellbeing.

We also acknowledge our obligations under the Equality Act 2010 in respect of making reasonable adjustments for employees suffering from a disability.

1) Manager Responsibilities

Where necessary, managers will invite the employee to regular private meetings and ask them to talk openly about their mental health problems. The manager will not make presumptions about how the mental health problem is impacting on the employee personally and professionally. Initial action will include checking how the employee is getting on at work, in the same manner as if the employee was suffering from a known physical health problem.

In a more general sense, managers will strive to create an environment in which employees feel capable of approaching their manager to discuss their mental health.

2) Employee Responsibilities

Any support required by the employee is likely to be known by the employee themselves. We actively encourage employees to be open and honest about their mental health and to inform their manager of any issues at an early opportunity to allow these to be addressed. There is also an expectation on all employees to conduct themselves in a helpful and open-minded manner towards colleagues who have mental health problems.

Behaviour which is deemed by us as being harassing or bullying in nature which is either a contributory factor to an employee's poor mental health, or is in reaction to the employee's current situation, is unacceptable and will be dealt with under our disciplinary procedure.

3) Employee action plan

If a manager identifies a mental health issue, they will work alongside the employee to create a personal action plan that provides for proactive management of their mental health. This will support ongoing open communication between the manager and the employee and will result in mutually agreed steps being set in place that can be monitored on an ongoing basis.

The manager will ask the employee to draft the plan to ensure it meets their requirements, with medical support as necessary, and then it will be set in place with their manager. Any information in the plan, and the plan itself, will be kept confidential and reviewed on an ongoing basis by both the employee and their manager.

4) Workplace adjustments

We will endeavour to consider all reasonable workplace adjustments for any employee who is suffering from a mental health problem to ensure their situation does not create a barrier to actively contributing to the workplace. Once the adjustments are agreed, they will be reviewed on an ongoing basis to ensure they are having the required effect.

5) Occupational health referral

With the employee's consent, a referral will be made to an occupational health expert who will undertake an assessment on the employee's current condition in order to ascertain how we may provide appropriate support to the employee.

6) Managing absence and return to work

Where the employee is absent by reason of their mental health concerns, their manager will communicate with the employee at regular intervals during their absence as agreed with the employee. Our sickness absence policy will apply to the employee's absence as normal, subject to any reasonable adjustments in place for the employee.

Upon the employee's return from absence, a return-to-work meeting will take place and any return-to-work plan agreed between the manager and the employee to ensure necessary steps can be taken to support the employee to remain in work.

CONFIDENTIALITY

Information concerning an employee's mental health is defined as sensitive personal information. This information will only be disclosed to others where necessary.

TRAINING

In order to be able to provide valuable support to an employee suffering from poor mental health, managers and other relevant members of staff will attend training in how to support positive mental health and how to deal with poor mental health in employees, including how to identify the signs of poor mental health in employees and how to take appropriate measures to proactively deal with it. Training will also include the taking of swift and appropriate action to discover whether the cause of the concern is work-related.

Exit Interview Policy

PURPOSE

The organisation wishes to ensure that, as an employer, we are providing policies, procedures and work practices that promote a positive environment which enables employees to carry out their duties proficiently. Feedback on the effectiveness of such policies, procedures and work practices ensure that they are appropriate and being implemented correctly in the organisation. It is practice, therefore, in the organisation to conduct an exit interview with each employee prior to the date their employment terminates.

SCOPE

Any employee whose contract of employment is terminating will be subject to an exit interview however some exceptions may apply, particularly if termination arises from the application of the disciplinary procedure.

PROCEDURE

This interview will be conducted by HR Department during the employee's notice period. As part of this interview the employee will be asked questions related to his/her decision to leave and on his/her experiences in the organisation. The employee will also be asked to complete the organisation's Exit Interview Form which will be dated and signed by both the employee and the individual conducting the interview.

We appreciate your participation in the exit interview and we ask that you are open and honest in your responses.

Home Working Policy

INTRODUCTION

Under agreement with your Line manager/Director and where you are able to work productively, you may be permitted to work from home on occasion or for agreed periods of time.

Where employees are approved to work from home they need to consider the following skills, which are key to ensuring that their home working can continue.

- time management and self-discipline
- motivation
- self-sufficiency
- communication
- technology

Your working environment and working practices are subject to the same working standards that are applied to the company’s offices regarding confidentiality, access to company documents and Health and Safety. You will be required to attend a minimum of one meeting per month at the Company’s premises.

If, on any occasion, company documents are used in the course of working at home, precautions must be taken to ensure third parties (including members of your family, visitors or other persons visiting or residing in your home) do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they must be kept locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

HOURS OF WORK

You should be available between the core office hours of 9:00am and 5:00pm. During the period of July-September, you will be required to work between the core office hours of 9:00am and 6:00pm due to the busy Summer period. You are required to complete time sheets and submit them to your supervisor for approval each week.

EQUIPMENT PROVIDED/COST RE-IMBURSEMENT

The following equipment may be provided to you depending on the need and sole discretion of your Line Manager or Managing Director

- workstation, including suitable desk and chair
- filing cabinet, drawers and shelving
- PC with office software, anti-virus software, email and broadband internet connection
- dedicated business telephone line
- printer and fax machine
- stationery and office supplies

ACCESS TO YOUR HOME

The Company's representatives have the right, on request, to visit and gain access to that area of your home you use for your workplace in order to:

review, inspect or remove any of our property, documents, records or other information relating to our business and your work for us; and

to conduct an audit of health and safety provisions.

whilst working from home you should be contactable at all times. We reserve the right to contact you during either the hours as stipulated on your SMT or as otherwise detailed.

HOME DETAILS

Your Manager must be informed immediately of any actual or potential changes to:

a) your address; your contact number;

b) occupancy of the property by yourself and/or others;

c) telephone communications with the property; and

d) any other changes relevant to the use of your home as your work base.

The information on business relationships you are asked to confirm annually will include certain declarations about individual family members and/or any other persons living in your home.

You should make sure your home insurance has been informed that it is being used for business purposes and that you are not in breach of any of their terms and conditions.

CONFIDENTIALITY

1) All company business information is regarded as confidential and data protection is a top priority of ours; we take our obligations under the Data Protection Act seriously. Therefore you must make yourself aware of the Company's policies on data protection and ensure adherence to it at all times. You must take steps to protect company records at all times against loss, unauthorised access, alteration or destruction. You must make the Company aware immediately if you discover that there has been a data breach.

2) You are required to take special care to secure all records and to prevent unauthorised disclosure of any Company or other business information. Customer contact information is particularly sensitive as customers have a legal right to expect personal information held about them to be held in utmost confidence. On behalf of the Company it is your legal obligation to ensure these rights are protected.

3) Precautions must be taken to ensure third parties; including members of your family, visitors or other persons visiting or residing in your home do not become aware of any information which is confidential. Information must not be left unattended when you are working and when materials are not in use they should be locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

4) If you have any reason to believe that Company information is lost, altered or has been accessed by any unauthorised person, you must report this to your Manager without delay.

5) Use of any computer equipment owned by the Company, its software and computer discs are limited to you alone and to business applications. Peripheral equipment such as printer and modem may not be connected to any of the Company's computers other than those issued to you by the Company. Information personal to you should not be stored on the computer.

Time Off In Lieu Policy (Compensatory Days)

Your contracted hours are detailed within your terms and conditions of employment.

Any hours worked in addition to these can be taken as time off in lieu (compensatory leave). For each incidence of time off in lieu (comp day), you must inform your Line manager or the head of department via email which must then be approved by your Line Manager. You must give at least two weeks' notice when booking the comp leave.

The date when the time off in lieu is to be taken is to be mutually agreed, detailed on the time off in lieu sheets and signed off by your Line Manager. However, time off in lieu should be taken within three weeks from the date of earning.

At the end of each month a copy of the time off in lieu sheets should be given to your Line Manager and any remaining time off in lieu should be carried forward to the next month.

The amount of time off in lieu you have will be subject to regular review by your Line Manager.

Acceptable Use Policy

Overview

The IT Team's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to Londonist GLOBAL's established culture of openness, trust, and integrity. Londonist GLOBAL is committed to protecting Londonist GLOBAL's employees, partners, and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, mobile devices, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of Londonist GLOBAL. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers during normal operations.

Effective security is a team effort involving the participation and support of every Londonist GLOBAL employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

Purpose

The purpose of this policy is to outline the acceptable use of computer equipment and other electronic devices at Londonist GLOBAL. These rules are in place to protect the employee and Londonist GLOBAL. Inappropriate use exposes Londonist GLOBAL to cyber risks including virus attacks including ransomware, compromise of network systems and services, data breach, and legal issues.

Scope

This policy applies to the use of information, electronic and computing devices, and network resources to conduct Londonist GLOBAL business or interact with internal networks and business systems, whether owned or leased by Londonist GLOBAL, the employee, or a third party. All employees, contractors, consultants, temporary, and other workers at Londonist GLOBAL and its subsidiaries are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance with Londonist GLOBAL policies and standards, and local laws and regulation. Exceptions to this policy are documented in section 5.2

This policy applies to employees, contractors, consultants, temporaries, and other workers at Londonist GLOBAL, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by Londonist GLOBAL.

Policy

4.1 General Use and Ownership

4.1.1 Londonist GLOBAL proprietary information stored on electronic and computing devices whether owned or leased by Londonist GLOBAL, the employee, or a third party, remains the sole property of Londonist GLOBAL. You must ensure through legal or technical means that proprietary information is protected in accordance with the Data Protection Standard.

4.1.2 You have a responsibility to promptly report the theft, loss, or unauthorized disclosure of Londonist GLOBAL's proprietary information.

4.1.3 You may access, use or share Londonist GLOBAL proprietary information only to the extent it is authorized and necessary to fulfil your assigned job duties.

4.1.4 Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.

4.1.5 For security and network maintenance purposes, authorized individuals within Londonist GLOBAL may monitor equipment, systems, and network traffic at any time. Londonist GLOBAL reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

4.2 Security and Proprietary Information

4.2.1 All computing devices must be secured with a password-protected lock screen with the automatic activation feature set to 5 minutes or less. You must lock the screen or log off when the device is unattended.

4.2.2 Postings by employees from a Londonist GLOBAL email address to newsgroups or other online platforms, should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Londonist GLOBAL unless posting is during business duties.

4.2.3 Employees must use extreme caution when opening email attachments received from unknown senders, which may contain malware.

4.3 Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of Londonist GLOBAL authorized to engage in any activity that is illegal under local, state, federal, or international law while utilizing Londonist GLOBAL-owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities that fall into the category of unacceptable use.

4.3.1 System and Network Activities

The following activities are strictly prohibited, with no exceptions:

1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Londonist GLOBAL.
2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Londonist GLOBAL or the end user does not have an active license is strictly prohibited.
3. Accessing data, a server, or an account for any purpose other than conducting Londonist GLOBAL business, even if you have authorized access, is prohibited.
4. Exporting software, technical information, encryption software, or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to the export of any material that is in question.
5. Introduction of malicious programs into the network or server (e.g., viruses, worms, trojan horses, ransomware, etc.).
6. Revealing your account password/passphrase to others or allowing the use of your account by others. This includes family and other household members when work is being done at home.
7. Using a Londonist GLOBAL computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
8. Making fraudulent offers of products, items, or services originating from any Londonist GLOBAL account.
9. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
10. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, ping floods, packet spoofing, denial of service, brute-forcing accounts, and forged routing information for malicious purposes.
11. Port scanning or security scanning is expressly prohibited unless prior notification to the IT Team is made.
12. Executing any form of network monitoring which will intercept data not intended for the employee's host unless this activity is a part of the employee's normal job/duty.
13. Circumventing user authentication or security of any host, network, or account.
14. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
15. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, by any means, locally or via the Internet/Intranet/Extranet.
16. Providing information about, or lists of, Londonist GLOBAL employees to parties outside Londonist GLOBAL.

4.3.2 Email and Communication Activities

When using company resources to access and use the Internet, users must realize they represent the company. Whenever employees state an affiliation to the company, they must also clearly indicate that "the opinions expressed are my own and not necessarily those of the company". Questions may be addressed to the IT Department.

1. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
2. Any form of harassment via email, telephone, text, or paging, whether through language, frequency, or size of messages.
3. Unauthorized use, or forging, of email header information.
4. Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
5. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
6. Use of unsolicited email originating from within Londonist GLOBAL's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Londonist GLOBAL or connected via Londonist GLOBAL's network.
7. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

4.3.3 Blogging and Social Media

Blogging or posting to social media platforms by employees, whether using Londonist GLOBAL's property and systems or personal computer systems, is also subject to the terms and restrictions set forth in this Policy. Limited and occasional use of Londonist GLOBAL's systems to engage in blogging or other online posting is acceptable, provided that it is done in a professional and responsible manner, does not otherwise violate Londonist GLOBAL's policy, is not detrimental to Londonist GLOBAL's best interests, and does not interfere with an employee's regular work duties. Blogging or other online posting from Londonist GLOBAL's systems is also subject to monitoring.

Londonist GLOBAL's Confidential Information policy also applies to blogging. As such, employees are prohibited from revealing any Londonist GLOBAL confidential or proprietary information, trade secrets or any other material covered by Londonist GLOBAL's Confidential Information policy when engaged in blogging.

Employees shall not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of Londonist GLOBAL and/or any of its employees. Employees are also prohibited from making any discriminatory, disparaging, defamatory or harassing comments when blogging or otherwise engaging in any conduct.

Employees may also not attribute personal statements, opinions or beliefs to Londonist GLOBAL when engaged in blogging. If an employee is expressing his or her beliefs and/or opinions in blogs, the employee may not, expressly, or implicitly, represent themselves as an employee or representative of Londonist GLOBAL. Employees assume any and all risks associated with blogging.

Apart from following all laws pertaining to the handling and disclosure of copyrighted or export-controlled materials, Londonist GLOBAL's trademarks, logos and any other Londonist GLOBAL intellectual property may also not be used in connection with any blogging or social media activity.

1. **Policy Compliance**

1.1 Exceptions

Any exception to the policy must be approved by the IT Team in advance.

1.2 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

2. Related Standards, Policies and Processes

- Clean Desk Policy
- Email Policy
- Password Construction Standard
- Technology Equipment Disposal Policy

Clean Desk Policy

1. Overview

A clean desk policy can be an important tool to ensure that all sensitive/confidential materials are removed from an end-user workspace and locked away when the items are not in use, or an employee leaves his/her workstation. It is one of the top strategies to utilize when trying to reduce the risk of security breaches in the workplace. Such a policy can also increase employees' awareness about protecting sensitive information.

2. Purpose

The purpose of this policy is to establish the minimum requirements for maintaining a "clean desk" – where sensitive/critical information about our employees, our intellectual property, our customers, and our vendors is secure in locked areas and out of site. A Clean Desk policy is not only ISO 27001/17799 compliant, but it is also part of standard basic privacy controls.

3. Scope

This policy applies to all Londonist GLOBAL employees and affiliates.

4. Policy

4.1 Employees are required to ensure that all sensitive/confidential information in hardcopy or electronic form is secure in their work area at the end of the day and when they are expected to be gone for an extended period.

4.2 Computer workstations must be locked when the workspace is unoccupied.

4.3 Any Restricted or Sensitive information must be removed from the desk and locked in a drawer, and/or should be shredded in the official shredder bins after usage when the desk is unoccupied and at the end of the workday.

4.4 File cabinets containing Restricted or Sensitive information must be kept closed and locked when not in use or when not attended.

4.5 Keys used for access to Restricted or Sensitive information must not be left at an unattendeddesk. 4.6 Laptops must be either locked with a locking cable or locked away in a drawer.

4.7 Passwords may not be left on sticky notes posted on or under a computer, nor may they be left written down in an accessible location.

4.8 Printouts containing Restricted or Sensitive information should be immediately removed from the printer.

4.9 Upon disposal, Restricted and/or Sensitive documents should be shredded in the official shredder bins or placed in the locked confidential disposal bins.

4.10 Whiteboards containing Restricted and/or Sensitive information should be erased.

4.11 Treat mass storage devices including but not limited to CDROM, DVD, or USB drives as sensitive and secure them in a locked drawer .All printers and fax machines should be cleared of papers as soon as they are printed; this helps ensure that sensitive documents are not left in printer trays for the wrong person to pick up.

5. Policy Compliance

5.1 Compliance Measurement
The Londonist IT Team team will verify compliance with this policy through various methods, including but not limited to, periodic walk-thrus, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

5.2 Exceptions
Any exception to the policy must be approved by the IT Team in advance.

5.3 Non-Compliance
An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Email Policy

1. Overview

Electronic email is pervasively used in almost all industry verticals and is often the primary communication and awareness method within an organization. At the same time, misuse of email can post many legal, privacy and security risks, thus it’s important for users to understand the appropriate use of electronic communications.

The purpose of this email policy is to ensure the proper use of the Londonist GLOBAL email system and make users aware of what Londonist GLOBAL deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within the Londonist GLOBAL Network.

This policy covers the appropriate use of any email sent from a Londonist GLOBAL email address and applies to all employees, vendors, and agents operating on behalf of Londonist GLOBAL.

2. Policy

4.1 All use of email must be consistent with Londonist GLOBAL policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.

4.2 Londonist GLOBAL email accounts should be used primarily for Londonist GLOBAL business-related purposes; personal communication is permitted on a limited basis, but non-Londonist GLOBAL related commercial uses are prohibited.

4.3 All Londonist GLOBAL data contained within an email message, or an attachment must be secured according to the Acceptable Use Policy.

4.4 Email should be retained only if it qualifies as a Londonist GLOBAL business record. Email is a Londonist GLOBAL business record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.

4.5 Email that is identified as a Londonist GLOBAL business record shall be retained according to the Londonist GLOBAL Record Retention Schedule.

4.6 The Londonist GLOBAL email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any emails with this content from any Londonist GLOBAL employee should report the matter to their supervisor immediately.

4.7 Users are prohibited from automatically forwarding Londonist GLOBAL emails to a third-party email system. Individual messages which are forwarded by the user must not contain Londonist GLOBAL confidential or above information.

4.8 Using a reasonable amount of Londonist GLOBAL resources for personal emails is acceptable, but non-work-related emails shall be saved in a separate folder from work-related email. Sending chain letters or joke emails from a Londonist GLOBAL email account is prohibited.

4.9 Londonist GLOBAL employees shall have no expectation of privacy in anything they store, send or receive on the company's email system.

4.10 Londonist GLOBAL may monitor messages without prior notice. Londonist GLOBAL is not obliged to monitor email messages.

4.11 Response Time:

- Acknowledge receipt of emails within 24 hours.

- Aim to respond to routine emails within 48 hours.
- Urgent matters should be addressed promptly, ideally within the same business day.

5. Policy Compliance

5.1 Exceptions
Any exception to the policy must be approved by the IT Team team in advance.

5.2 Non-Compliance
An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Technology Equipment Disposal Policy

1. Overview

Technology equipment often contains parts that cannot simply be thrown away. Proper disposal of equipment is both environmentally responsible and often required by law. In addition, hard drives, USB drives, CD-ROMs, and other storage media contain various kinds of Londonist GLOBAL data, some of which are considered sensitive. In order to protect our constituent's data, all storage mediums must be properly erased before being disposed of. However, simply deleting or even formatting data is not considered sufficient. When deleting files or formatting a device, data is marked for deletion but is still accessible until being overwritten by a new file. Therefore, special tools must be used to securely erase data prior to equipment disposal.

2. Purpose

The purpose of this policy is to define the guidelines for the disposal of technology equipment and components owned by the Londonist GLOBAL.

3. Scope

This policy applies to any computer/technology equipment or peripheral devices that are no longer needed within the Londonist GLOBAL including, but not limited to the following: personal computers, servers, hard drives, laptops, mainframes, smartphones, or handheld computers (i.e., Windows Mobile, iOS or Android-based devices), peripherals (i.e., keyboards, mice, speakers), printers, scanners, typewriters, compact and floppy discs, portable storage devices (i.e., USB drives), backup tapes, printed materials.

All Londonist GLOBAL employees and affiliates must comply with this policy.

4. Policy

4.1Technology Equipment Disposal

4.1.1 When Technology assets have reached the end of their useful life Londonist should dispose of them properly.

4.1.2 Londonist GLOBAL will securely erase all storage mediums in accordance with current industry best practices.

4.1.3 All data including, all files and licensed software shall be removed from equipment using disk sanitizing software that cleans the media overwriting each and every disk sector of the machine with zero-filled blocks, meeting Department of Defense standards.

4.1.4 No computer or technology equipment may be sold to any individual other than through the processes identified in this policy (Section 4.2 below).

4.1.5 No computer equipment should be disposed of via skips, dumps, landfill, etc. Electronic recycling bins may be periodically placed in locations around the Londonist GLOBAL. These can be used to dispose of equipment. Londonist IT Team will properly remove all data prior to the final disposal.

4.1.6 All electronic drives must be degaussed or overwritten with a commercially available disk cleaning program. Hard drives may also be removed and rendered unreadable (drilling, crushing, or other demolition methods).

4.1.7 Computer Equipment refers to desktop, laptop, tablet, or netbook computers, printers, copiers, monitors, servers, handheld devices, telephones, cell phones, disc drives or any storage device, network switches, routers, wireless access points, batteries, backup tapes, etc.

4.1.8 Technology equipment with non-functioning memory or storage technology will have the memory or storage device removed and it will be physically destroyed.

4.2 Employee Purchase of Disposed of Equipment

4.2.1 Equipment, which is working, but reached the end of its useful life to the Londonist GLOBAL, will be made available for purchase by employees.

4.2.2 A lottery system will be used to determine who has the opportunity to purchase available equipment.

4.2.3 All equipment purchases must go through the lottery process. Employees cannot purchase their office computers directly or “reserve” a system. This ensures that all employees have an equal chance of obtaining equipment.

4.2.4 Finance and Information Technology will determine an appropriate cost for each item. 4.2.5 All purchases are final. No warranty or support will be provided with any equipment sold.

4.2.6 Any equipment not in working order or remaining from the lottery process will be donated or disposed of according to current environmental guidelines. Information

4.2.7 Technology has contracted with several organizations to donate or properly dispose of outdated technology assets.

4.2.8 Prior to leaving the Londonist GLOBAL premises, all equipment must be removed from the Information Technology inventory system.

5. Policy Compliance

5.1 Exceptions
Any exception to the policy must be approved by the IT team in advance.

5.2 Non-Compliance
An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

londonist
GLOBAL

I have read and understood the Staff Handbook submitted to me by Londonist _____.

Name & Surname:

Date:

Signature:

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