

COMPANY HANDBOOK



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Welcome to 3 Inn Ltd

Our Vision

Welcome to The Plough at Bolnhurst. Independently owned and free to choose our suppliers, we are uncompromising in our search for the best producers of food and drink. It is this pursuit of excellence that keeps diners returning time and again.

We also achieve this by recruiting friendly, enthusiastic and professional people to join our team at The Plough

We want The Plough to be widely recognised as a first class place to eat and drink, with a relaxed ambience, outstanding food and wine and friendly efficient service. The Plough will appeal to a wide range of customers, offering a full-scale three-course meal with wine to good quality bar snacks.

We hope to feature in all the major food guides although our focus will be on building a great customer relationship and consistency that our guests will rely on.

Our aims for The Plough are that it should:

- Have the relaxed, informal atmosphere of an old English pub, with a modern (but not trendy) twist.
- Serve modern British food that is of a high standard in terms of cooking, easy to understand, using good local ingredients and quality ingredients from other areas.
- Offer a good range of affordable wines and well kept interesting real ale.
- Have a friendly, polite, efficient service.
- Provide good value for money at its level of the market.
- Deliver consistently in order to build customer trust in dining at The Plough
- And be professionally run with an element of fun for all the Team.

In short it will be seen as a destination pub restaurant and our reputation and that of every member of our team involved in the total dining experience - will be as good as the impression we make on our customers.

The Company Handbook

This Company Handbook contains our current company procedures, policies and rules and has been designed to help you understand how the Company is organised, what standards and procedures you are expected to follow and what you can expect from us in return. In essence it sets out The way we do things around here. We hope this will help you as a new member of staff feel part of the team more quickly and be a reference to all of the right way to work here.

As a Company we want to provide a working environment that is both challenging and enjoyable. On occasions you may need personal assistance for a variety of reasons, please talk to your manager about any concerns you may have, no matter how small, that affect your work.

Everyone is welcome

3 Inn Ltd strives to be an Equal Opportunities employer. Our ethos is to respect and value peoples differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in business success.

Our processes and procedures ensure the fair, reasonable, and transparent application employment policies to address any employee concerns or performance issues.

We believe that all decisions about people at work should be based on the individuals abilities, skills, performance and behaviour and our business requirements. Questions about an individuals race, colour, marital status, age, religion, sex or sexual orientation are never relevant to our business. Issues of disability should only be considered against the particular requirements of the job.

Section 1
From the Start

References and Right to Work in the UK

As detailed in your contract, your employment with 3 Inn Ltd is subject to the receipt of two references satisfactory to us and proof of your right to work in the UK in original form.

As required by the Asylum and Immigration Act 1996 all candidates are required to produce documentary evidence of their eligibility to work in the UK prior to engagement: a passport or birth certificate or, if applicable, a work permit for the sole purpose of establishing that you have the right to work in the UK.

In the event that we receive references unsatisfactory to us, we may end your employment or withdraw an offer of employment.

Upon taking employment you must provide the Company with your National Insurance number, details of your bank account and a P45 from your previous employment or, if not available complete at P46.

Failure to provide the correct information may lead to the possibility that your National Insurance contributions are incorrectly credited and incorrect tax rates are applied. This may lead to difficulties in you obtaining benefits at a later date.

Medical Assessment

All new starters will be required to complete a medical questionnaire at the start of their employment or **if** we have concern for an employee's health. The medical assessment will be carried out by a Doctor or Occupational Health Professional appointed by the Company, be undertaken.

Should you have or develop a condition that could be described as a disability you have a duty to inform us so that we may undertake any reasonable adjustment necessary and such information will be treated in strictest confidence.

Induction

In order to welcome you to our team and ensure you settle in as quickly as possible, we will always take the time to introduce you to your colleagues and explain how the business operates day to day, and how your role fits into the overall operation of the business.

As part of your induction, you will receive Health and Safety training and an overview of all our Company policies.

Everyone here is happy to help and answer any questions you may have relating to any aspect of your work, so please ask.

Probationary Period

Starting a new job can be challenging and your employment is subject to the satisfactory completion of a 6 month probationary period. This is the time for you to learn about your job and also for us to review your progress.

Termination of employment can take place at any time during or at the end of this period, by you or the company giving one weeks notice in writing, without reference to the disciplinary and grievance procedure.

The company reserves the right to extend the probationary period and one week notice period without reference to the disciplinary policy, if we consider it appropriate to do so. Your manager will review your job performance with you during the probationary period and discuss any improvements required with you. At the end of your probationary period your manager will carry out a review of your job performance with you. Upon the successful completion of the probationary period you will be confirmed in post and continue on the terms and conditions received at the commencement of employment.

Uniform

Introduction

It is vital that, at all times, we give the right impression; that is, of a professional organisation. The dress code has been drawn up and applies to all employees (including temporary staff).

We expect each individual to and will dress smartly and appropriately for the work you are employed to do (i.e. a business dress code).

Inappropriate clothing

For the purposes of clarification, the following items of clothing are not deemed to be appropriate:

- Casual clothing such as t-shirts with logos, beach wear, shorts or short skirts
- Denim skirts, trousers or jeans
- Leggings
- Casual footwear such as flip flops, sandals or trainers
- Strappy tops or crop tops
- Sportswear

During the summer months, you may wish to choose lighter fabrics but you must ensure that your clothing is still formal enough and conforms to the required standards.

All tattoos should be covered up during the working day and any facial piercings removed.

Consequences

If you come to work and you are dressed inappropriately, you will be immediately asked to return home and change and you will not be paid for the time taken to do this.

If you continually break the Companys dress code policy we will have no option but to implement disciplinary proceedings.

Uniform

You are expected to provide your own uniform at your own cost, conforming to guidelines set down by the Company. You may be asked to pay for a selected item of clothing as part of your uniform either on starting or spread over a period, providing you consent to deductions being made from your salary. In hot weather, whilst we understand the need to be cool we would ask that generally accepted standards of modesty be preserved at all times. Any safety wear that is provided on site and issued when appropriate and when training has been given.

Front of House:

All staff will be required to wear:

- Dark trousers or knee length skirts
- Comfortable non slip footwear

We will provide:

- Ladies shirts £16.15 ex vat
- Mens shirt £20.00 ex vat
- Service aprons £8.00 ex vat
- Till keys £6.00 ex vat

Chefs:

All staff will be required to provide the following:

- Traditional blue or black small check chefs trousers or plain black chefs trousers
- White chefs jacket
- Comfortable non slip footwear
- Basic knife set

We will provide Chefs with aprons and cloths which we will launder. We will also launder chef whites if requested.

Personal Appearance and Hygiene

The Plough provides a first class place to eat and drink, with a relaxed ambience, outstanding food and wine and friendly efficient service.

In any catering organisation immaculate personal hygiene is obviously of the utmost importance. Failure to achieve an appropriate standard will mean being sent home from work and a second failure may result in disciplinary procedure.

All those involved with food production and service will be required to provide the Company with a recognised Food Handlers Certificate. Alternatively you will be required to attend a Food Handling training course as soon as the Company can practically arrange it.

It is essential that the highest standards of hygiene, cleanliness and tidiness are observed in all working practices, workplaces and premises, in order to ensure the customer receives our products in accordance with these aims. This is an individual as well as a collective responsibility.

In order to achieve these aims the following rules must be adhered to:

- Staff must be clean, tidy and presentable at all times
- No facial jewellery or tongue piercing to be worn during working hours
- No visible facial tattoos
- No visible makeup to be worn
- Tidy hairstyle, or long hair to be tied back
- Clean shaven or trimmed facial hair
- Earrings to be small hoops or studs if worn
- All personal body sprays and aftershaves should be subtle.
- Wear correct, non slip, comfortable footwear. Seek advice from the footwear supplier

Notifiable Illnesses

It is essential that all staff notify their manager immediately if they suffer any intestinal infection such as food poisoning, or any illness involving diarrhoea or vomiting, or any septic condition such as a septic cut or boil. This is a legal requirement under the Food Safety Act 1990. If the Company requires you to undergo a medical examination, the costs will be incurred by the Company.

Conduct

3 Inn Ltd takes pride in fostering good relationships with our customers. Despite on occasions their lack of consideration, it is essential that we always act in a dignified and professional manner. We will never tolerate rudeness, brusqueness or off-hand behaviour to our clients or our fellow colleagues. Behaviour that falls below the accepted standards will result in disciplinary action.

This code of conduct is intended to ensure the standards and reputation of our organisation and its staff are maintained at the highest levels. It is also a reminder that the actions of one individual can have a direct bearing on the Company and our customers.

The rules of the Company are:

- No smoking at any Company location (includes Company vehicles) nor on customer sites.
- Never make or receive calls from a mobile telephone whilst driving a Company vehicle unless you are using a fully legal Bluetooth headset (the Company does not provide these). Any fines or points received from such behaviour will be your responsibility and not the responsibility of 3 Inn Ltd.*
- The Company operates a zero-tolerance policy in relation to the consumption of an inappropriate amount of alcohol or other intoxicating substances, at any time, which affects your safety and that of others around you and impairs your ability to do your job. That means no alcohol or other intoxicating substances to be consumed on customer sites, in Company vehicles etc.
- If socialising in the establishment you must act professionally and accordingly

*Please remember that if you are driving a Company vehicle, you are representing the Company and we therefore expect you to drive courteously and within the law (wearing a seatbelt at all times, etc).

If you persistently break the rules as outlined above, this will be considered as a disciplinary matter and dealt with under the Company's disciplinary procedure. In the case of misuse of alcohol or drugs, the Company will try to deal with any issues in an informal manner where no danger or threat is posed to you as an individual or to your colleagues. However, where issues of misconduct or gross misconduct arise, these will be dealt with under the Company's disciplinary procedure. If you choose to inform us of a problem, either with drugs or alcohol, any information you give will be treated in the strictest of confidence.

We reserve the right to add rules to the list above when necessary. We will inform you of any changes or additions to the rules and the reasons for doing so.

Food and Drink

You are entitled to meals and drinks on duty. If your shift is longer than 4 hours food will be included. If you are working over the lunch time service, the option to have a meal break will be there. Meals must only be eaten in the designated area and at times authorised by your manager. Coffee, tea and water is also available free of charge. Eating in a work area whilst on duty is not permitted.

Off-Duty Use of Company Premises

Our team are encouraged to use the Company premises when off duty to book in for a meal and use the restaurant, subject to smart dress and appropriate behaviour.

Team members are permitted to socialise whilst off-duty as long as they avoid peak times. On such occasions they must always act in an appropriate manner and continue to support and represent the business. A staff discount scheme is available for meals. Please ask your manager for details.

No Smoking

We operate a No Smoking policy and smoking is not permitted anywhere in the building. **Smoking is only permitted outside within the designated smoking area. No smoking should take place in the front of the building or in sight of guests.**

The above policy has been re-enforced because of the requirement to comply with the Health Act 2006 which was designed to protect all employees, service users, customers and visitors from exposure to second hand smoke. The act was fully implemented from Sunday 1 July 2007. As a result, smoking is prohibited in all enclosed and substantially enclosed premises in the workplace.

Key points

- Any breaches of this policy will be subject to disciplinary action which may include Gross Misconduct.

- All temporary staff are also expected to comply with this smoking policy.
- Please always ensure safe disposal of cigarette ends and other waste smoking materials.
- You must ensure that you abide by any smoking policy in place on any client site you work from.
- You are expected to adhere by clean and hygienic at all times, especially when returning from a break.

Computer Use

Please ensure you have read our internet, e-mail and IT security policies as we do monitor this regularly and breaches of these policies can lead to disciplinary action. Personal use must be outside your normal working hours and subject to our rules.

Respect

We ask all staff to show respect for each other and for Company property.

Personal Mobile Phones

Please leave these turned off during working hours unless you have permission from your manager. Calls to and from personal mobile phones including text messages should only take place during breaks. Personal calls may not be made on a business telephone without permission.

Management Instructions and Requests

As a small team we need to work well together and be flexible about our work. We will from time to time issue reasonable instructions which you will be expected to follow. This may be asking you to do different tasks to your normal work to enable us to meet our customer expectations. We will not ask you to do anything that you are not capable of doing or to undertake anything that could be considered a health and safety risk.

Section 2

Pay, Hours of Work Expenses & Benefits

Pay

You are either a salaried or hourly paid employee, and paid an agreed rate per week or per hour into a nominated bank or building society account on or around the Tuesday following the last week of every month..

In December the payroll payment may be made slightly earlier.

You will be asked to supply your bank/building society account details when you start work with us. If these details change you should let us know as soon as possible so your payments go through smoothly.

General Policy

We aim to maintain remuneration at all levels which:

- a) enables us to recruit and retain quality employees who will perform their roles effectively;
- b) motivate employees to achieve the objectives set by the Company so that the goals are met;
- c) Provide progression for employees assuming greater responsibility and duties that are more demanding.

Please note that an individuals salary is confidential and should not be discussed with anyone other than your Manager.

Staff Accommodation

As a Company we are able to offer a limited amount of staff accommodation. If you are provided with such accommodation then your annual salary will be reduced by the current Accommodation Offset Rate to take into account the costs involved in providing such live-in accommodation.

This accommodation is offered on the basis that should you wish to move out this needs to be agreed with a Director of 3 Inns Ltd and appropriate notice provided.

The Company will be responsible for all the bills with the exception of any damage or repairs or use of personal heaters incurred by you personally. You will be issued with a key which needs to be returned on your last day, failure to return the same key will result in a deduction being made from your final salary to change the main lock for the front door of the house.

As an employee you are responsible for ensuring you keep the house clean, tidy and in good condition. All furnishings and fittings should be in good order when you leave; taking into account any wear and tear. Should you leave the accommodation then you may be asked to pay for the carpets to be cleaned professionally to ensure the accommodation remains in a good condition. When you leave you must take all your belongings. The Company retains the right to deduct from your final salary any expenses incurred as a result of your failure to leave the accommodation in an appropriate condition.

The accommodation comprises a terraced 4 bedroom property with a small garden. There are neighbours within close proximity to the property and you will be expected to take into account the needs of the people who living around the property, noise levels must be kept to a minimum, bins must be available for collection each week and rubbish should not be left to build up.

Queries on Pay and Income Tax

Any queries regarding pay should be discussed first with your Manager.

Your starting salary will be notified in the Terms and Conditions of Employment. Subsequent changes will be notified in writing.

Hours of Work and Time Keeping

The normal working week will be from Tuesday morning to Sunday afternoon. You may also be required to work on Bank Holidays. For hourly-paid staff, a record of hours worked must be given to your manager by Sunday evening for work completed in the previous week. There is no overtime rate for hourly-paid staff. Your working hours will be determined on a rota basis.

Salaried staff hours will be reviewed on an ongoing basis.

Your contract of employment sets out your working pattern. However, the demands of our business mean that we must all be flexible in our approach to working hours and accordingly starting and finishing times and break times are subject to temporary alteration or amendment by the your manager, depending on the needs of the business.

It is your responsibility to attend work punctually. This means that you should be at your work station to commence work on or before your official start time.

You may not leave work before your normal finishing time without the permission of your immediate Manager.

Being absent without authorisation or timekeeping that falls below the accepted standards will result in disciplinary action.

Bank Holidays

The Plough may, at the discretion of the Directors, be open on Bank Holiday Mondays when it would normally be closed. You will be paid time and half for all Bank Holidays except for Christmas Day when you will be paid double time.

Overtime

Extra days worked at the Companys request can be made up by Lieu Days or paid at your normal rate. Your Manager will advise you of the options if you are asked to work extra time.

Pension

If eligible, the organisation will auto-enrol you into a pension scheme, in accordance with its pensions auto enrolment obligations.

Full details of the scheme will be given to you when you are enrolled, including the minimum level of contributions that you will be required to make during your membership and your right to opt out if you do not want to be a member of the scheme. While participating in the scheme, you agree to worker pension contributions being deducted from your salary.

Membership of the scheme is subject to its rules as may be amended from time to time, and the organisation may replace the scheme with another pension scheme at any time.

If you cease to be a member of the scheme for any reason, the organisation will re-enrol you automatically into a pension scheme as and when required by law.

Further details about the scheme can be obtained from any Company Director

Tips

There is a no Service Charge tips are optional for all guests. We have a tronc scheme in operation. You will be informed who the tronc master is and they will offer details of how the scheme operates.

Gifts

From time to time, customers, suppliers or other persons might offer a gift to an employee. This could be a small item, or something of considerable value. All gifts, however small, must be reported to a Manager or Director and recorded. No gifts with a value of more than £50 may be accepted. If a gift is offered and then refused because of its value, this must be reported to a Manager or Director. Please refer to the Anti-Bribery policy in the handbook.

Expenses

Where an expense is created e.g. for petrol used on Company business, the expense requires prior authorisation by a Director.

The Company will reimburse all business expenses reasonably and properly incurred provided that VAT receipts and expense claims are submitted according to Company policy.

All expenses must be submitted monthly. Expenses which are outstanding for three months or more will not be paid unless there are mitigating factors.

Car Parking

Car parking spaces are intended primarily for customers. Employees should park their cars in spaces as far away from the entrances as possible.

Driving On Company Business

Any employee using their own vehicle on Company business must be authorised to do so by the Company and have their name and vehicle registration recorded by 3 Inn Ltd for insurances purposes.

Please refer to the separate driving own car for business policy to full details and what is required for compliance.

Section 3

Recruitment, Training, Development & Privacy Policy

Recruitment

3 Inn Ltd will advertise all positions internally as well as externally. The recruitment method will be detailed in the advert and internal applicants should inform their manager of their intention to apply.

The interview process will be conducted fairly, objectively and without bias. Personal and job specifications will reflect the skill, knowledge, qualification and experience requirements necessary for effective performance in the role.

Remuneration

All salary and remuneration packages will be governed by 3 Inn Ltds salary structure, and an individuals skill, knowledge, qualification and experience to do the job.

Promotion

Promotion may arise from the recognition that an individual has reached a point of being able to take on additional responsibilities or from vacancies resulting from the departure of another employee. The assessment of an individuals potential for promotion involves consideration of many aspects of both current performance and future capabilities. Length of service, on its own does not lead to promotion; the only consideration is the persons ability to fulfil the role in question.

Disability

The requirements of candidates and employees who have a disability (as defined under the relevant legislation) will be reviewed to ensure that wherever possible reasonable adjustments are made to enable them to enter, or remain in, the Company's employment.

The interview and selection process will be undertaken in a fair and consistent manner and the candidate who meets the specification in terms of knowledge skills and attitude will be offered the position. For internal candidates the normal notice period will apply.

Training

The Company recognises that all employees play a crucial role in ensuring the success of the business and is therefore committed to providing training and development to improve the skills and competence of all of its employees.

The Company will provide you with appropriate training to develop the knowledge and skills necessary for you to perform your duties effectively. Wherever possible, the Company will ensure you have every opportunity for career development.

This policy covers the different types of training and development you might expect and how the Company may recover the costs of training from you in particular cases.

Your entitlements

The types of training that the Company provides falls into four broad categories: induction, occupational, internal and external.

Induction training

As a new employee, you will be given a comprehensive introduction to the workplace, your colleagues, catering facilities, duties, health and safety and other procedures.

Your manager or supervisor will assess your training requirements and arrange for that training to be provided. As far as possible, the Company will meet your training needs by a combination of occupational, internal and external training.

Occupational training

Throughout your employment with the Company, there may be a need to acquire new skills and these can be gained through occupational training delivered by colleagues.

Internal training

Occasionally, the Company may arrange for external training providers to deliver training courses in the workplace. This form of training might be triggered by the introduction of new equipment or working methods and will be arranged when the Company feels the training cannot adequately be provided in-house.

External training

External training may be provided in a variety of forms, ranging from short courses of a few hours' duration through to lengthy courses leading to the award of qualifications.

Where necessary, the Company will arrange for you to undertake external training if this cannot be provided internally.

Procedure

Paying back your training costs

When you undertake external training courses with significant cost implications, you will be required, prior to commencing the course, to sign an agreement to repay all or a proportion of the costs of the course if you leave the Company's employment within a certain time period. Full details will be set out in your training fees agreement.

Privacy Policy

Data controllers: Directors and Senior Management

The Company collects and processes personal data relating its employees to manage our employment relationship. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

What information does the Company collect?

The Company collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- the terms and conditions of your employment;
- details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with the Company;
- information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
- details of your bank account and national insurance number;
- information about your marital status, next of kin, dependants and emergency contacts;
- information about your nationality and entitlement to work in the UK;
- information about your criminal record;
- details of your schedule (days of work and working hours) and attendance at work;
- details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave;

- details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
- assessments of your performance, including appraisals, performance reviews and ratings, training you have participated in, performance improvement plans and related correspondence;
- information about medical or health conditions, including whether or not you have a disability for which the Company needs to make reasonable adjustments;
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief

The Company collects this information in a variety of ways. For example, data is collected through application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment; from correspondence with you; or through interviews, meetings or other assessments.

In some cases, the Company collects personal data about you from third parties, such as references supplied by former employers, information from employment background check providers, information from credit reference agencies and information from criminal records checks permitted by law

Data is stored in a range of different places, including in your personnel file, in the Company's HR management systems and in other IT systems (including the Company's email system).

Why does the Company process personal data?

The Company needs to process data to enter into an employment contract with you and to meet its obligations under your employment contract. For example, it needs to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer benefit, pension and insurance entitlements.

In some cases, the Company needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an employee's entitlement to work in the UK, to deduct tax, to comply with health and safety laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, the Company has a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows the Company to:

- run recruitment and promotion processes;
- maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of employee contractual and statutory rights;
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- operate and keep a record of employee performance and related processes, to plan for career development, and for succession planning and workforce management purposes;
- operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled;
- obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled;
- operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that the Company complies with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled;
- ensure effective general HR and business administration;
- provide references on request for current or former employees;
- respond to and defend against legal claims; and

- maintain and promote equality in the workplace.

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes).

[Where the Company processes other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring.

Who has access to data?

Your information will be shared internally, including with Company Directors and your line manager, managers in the business area in which you work and IT staff if access to the data is necessary.

The Company shares your data with third parties in order to obtain pre-employment references from other employers, obtain employment background checks from third-party providers and obtain necessary criminal records checks from the Disclosure and Barring Service. The Company may also share your data with third parties in the context of a sale of some or all of its business. In those circumstances the data will be subject to confidentiality arrangements.

The Company also shares your data with third parties that process data on its behalf Baker Noel Accountancy Services in connection with payroll and Company Pension providers.

The Company will not transfer your data to countries outside the European Economic Area.

How does the Company protect data?

The Company takes the security of your data seriously. The Company has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

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

For how long does the Company keep data?

The Company will hold your personal data for the duration of your employment. The periods for which your data is held after the end of employment are available in our data retention policy which is available on request.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Company to change incorrect or incomplete data;
- require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing; and
- ask the Company to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Company's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Jayne Lee jayne@bolnhurst.com.

If you believe that the Company has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You have some obligations under your employment contract to provide the Company with data. In particular, you are required to report absences from work and may be required to provide information about disciplinary or other matters under the implied duty of good faith. You may also have to provide the Company with data in order to exercise your statutory rights, such as in relation to statutory leave entitlements. Failing to provide the data may mean that you are unable to exercise your statutory rights.

Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable the Company to enter a contract of employment with you. If you do not provide other information, this will hinder the Company's ability to administer the rights and obligations arising as a result of the employment relationship efficiently.

Appraisals

We believe in harnessing and developing the skills of our staff for today and for future business growth.

As part of our commitment to you, you will receive an annual review conducted by your line manager. This is a positive and structured meeting to review your performance over the last year and for you and your manager to agree on your personal development plan and objectives for the year ahead.

Section 4

Communication

Communications

3 Inn Ltd is committed to developing effective communications with its employees. Obtaining staff views and feedback is central to our communication strategy, and we welcome constructive ideas and suggestions from all our team as to how we make a better Company and a better place to work.

All communication should meet the following standards:

- Clear easy to understand
- Consistent dependable, constant
- Relevant appropriate to audience
- Timely at the right time
- Honest believable, trustworthy
- Open good and bad news

The purpose of communication is to inform and motivate staff so that they can support and play an active role in achieving the organisation's objective.

Communication is a fundamental task in all employees daily working life and personal development. It also plays a role in people management and leadership.

What should you do?

- Understand your communication responsibilities to your colleagues, your manager and your organisation.
- Know where and how to access the information you need to perform your role.
- Participate fully and actively in all internal communications.
- Seek clarification on any communication that is not understood.
- Gather information which will make you more knowledgeable about your own area of expertise.
- Respect information that is confidential.

Public Relations

If you receive an enquiry from the press or media, or even if you just suspect that you are speaking to a member of the press or media, you must immediately refer them to a Company Director. If a Company Director is not available you should advise the caller to phone back.

At no time and under no circumstances whatsoever should you make any comment or response to such enquiries.

Section 5

Controlling Risks

General

It is everyone's responsibility to prevent the theft or damage of goods, company property or resources from the business.

The security rules are designed to minimise the risks of loss and your fullest co-operation in implementing, maintaining and improving our procedures is required. These rules and procedures are also designed to protect you. Failure to follow the security rules may on its own lead to the inference that you have acted dishonestly.

3 Inn Ltd may use a variety of security and surveillance techniques for the protection and management of the business and its employees, including monitoring communication and search.

If you notice anything suspicious, report it to your manager or another available member of management as soon as possible. Any suggestions for improvements in the security procedures are always most welcome these should be taken up with your manager in the first instance.

Personal Property

Please do not bring valuables or large sums of money to work with you as we cannot accept responsibility for your money, clothing or other property on our premises.

All personal belongings should be kept in the designated areas. This is for security purposes and anybody found to have breached this term may be subject to disciplinary action.

Clear desk/screen policy

Introduction

This policy sets out the measures all employees are expected to take to protect personal data and confidential information.

Directors are responsible for communicating the contents of this policy to all employees and ensuring it is complied with; keeping the policy under review and arranging any amendments or updates to the policy.

Requirements:

- If employees are going to be away from their desks for an extended period of time, they need to ensure they have taken reasonable measures to prevent any unauthorised access to confidential information
- Computers must be locked when employees are away from their desks for anything more than five minutes
- When leaving the office for the day computers must be shut down completely
- Any confidential information must be disposed of in the designated confidential waste facilities
- If employees are out of the office for an extended period of time or overnight, confidential papers must be out of sight and preferably in locked cabinets
- All desks should be kept clear and as uncluttered as possible
- Do not leave any papers on printers
- Do not leave laptops, phones, tablets, portable media or valuable personal belongings unattended for any significant period of time

Breaches:

All employees have an obligation to report any actual or suspected data protection compliance failures. This will allow 3 Inn Ltd to investigate the failure and take any necessary actions.

Training

All existing employees will be made aware of this policy and receive training as required. Any new employees will receive the information and training as part of their induction process. Updates to the policy will be communicated as required and where there is a substantial change to the policy or procedures, further training will be provided as necessary.

Failure to comply with any requirement from this policy may lead to disciplinary action.

Rights of Search

The Company reserves the right to carry out random checks on persons and property (including employees vehicles) at any time while they are on our premises. It is understood that such checks do not imply suspicion in relation to the individual concerned.

Whilst you have the right to refuse to be searched, refusal can constitute a breach of contract, which could result in your dismissal.

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

Section 6

Absence from Work

Holidays

The Company's holiday year runs from 1st July to 30th June.

Entitlement

You are entitled to 5.6 weeks holiday per year which equates to 20 days annual holiday plus 8 bank holidays, or pro rata depending on your date of commencement during the year. Part time staff and hourly paid employees receive a pro rata holiday allowance.

Booking your holiday

Your holiday dates must be taken during the holiday year and be approved by your manager in advance. You are required to give at least one weeks notice of requesting to take one day off, and at least two weeks notice of requesting to take a week off, using the Company Holiday Request form. No more than two weeks holiday may be taken at any time without the approval of the Company in advance.

The holiday week is Monday to Sunday.

No more than two members of staff may be off at the same time, and for this reason you are advised to book your holiday dates as early as possible within the holiday year.

All full time staff will take paid holiday for the period of the business annual closure in December/January each year. The dates of this closure will be advised to you at the start of the holiday year and will normally account for between 10 and 12 days (but may exceptionally be more).

75% of your holiday must be taken by 1st March. The Company may direct when holiday will be taken and your request may be refused in light of business needs. As a result no travel arrangements should be booked before approval is received.

Except in exceptional circumstances and with the agreement of a Company Director, the remainder of your holiday entitlement is to be taken as full weeks to the extent that you have the entitlement to do so.

The Company may require you to work on Bank or Public Holidays.

All holiday entitlement and lieu days must be taken within the holiday year it is accrued. It may not be carried over and payment in lieu of holiday accrued can only be made on termination of employment.

Holiday Pay

Holiday pay is calculated on the basis of the employee's appropriate rate of pay in accordance to statutory requirements.

Holiday Pay on Termination

On the termination of your employment, where you have taken less than your accrued holiday entitlement, the Company may require you to take some or all of your holiday during your notice period. Alternatively, you will be paid for holidays accrued but not taken at the time of your termination of employment.

Where you have taken more than your accrued holiday entitlement on the termination of your employment, you agree that the Company may deduct this excess from any sums due to you from the Company including your final salary and/or any bonus or incentive payments due to you.

Sickness & Absence Rules

As a Company, we need to measure and record sickness absence and to know when and why we need to do something about it. This is why we record and keep all records relating to absence. As an employee, you need to know that you work for someone who cares about your health and welfare.

The following absence policy has been drawn up to meet these needs and must be followed at all times.

Disability

Equality act Where an employee has a condition that would be classified as a disability they have a duty to inform the Company. Any information will be treated in the strictest confidence but will allow the Company to support and make any reasonable adjustments necessary.

Reporting

It is essential that you notify the company immediately if you suffer from any intestinal infection, such as food poisoning, or any illness resulting in vomiting or diarrhoea, or any septic condition such as a cut or boil. This is a mandatory requirement under the Food Safety Act 1990 and it is an offence NOT to report it to the Company.

1. If you are absent from work for any reason, you must notify your manager of the reason for your absence as soon as possible but no later than an hour before the time you are due to start work on the first day of absence. Please note that a phone call should be made as notification by **text or email is not acceptable**.
2. You should also give details of the nature of your illness and the day on which you expect to return to work. You must inform the Company as soon as possible of any change in the date of your anticipated return to work. You should agree with the Director when you will call with an update usually the next day.
3. In all cases of absence, a self-certification form must be completed on your return to work and supplied to the Director.
4. You should arrange to call your manager in person on the third and fifth days of sickness,
5. For any period of incapacity due to sickness or injury which lasts for seven consecutive days or more, a doctor's certificate stating the reason for absence must be obtained at your own cost and supplied to the Director.
6. Further certificates must be obtained if the absence continues for longer than the period of the original certificate.
7. In cases of continual absence for whatever reason, we reserve the right to request medical evidence for periods of absence of less than seven days.
8. You agree to consent to a medical examination (at our expense) by a doctor nominated by the Company should the Company so require. You agree that any report produced in connection with any such examination may be disclosed to the Company and the Company may discuss the contents of the report with the relevant doctor.
9. If you are absent from work we shall pay you Statutory Sick Pay (**SSP**) provided that you satisfy the relevant requirements. Your qualifying days for SSP purposes are Monday to Friday.
10. A self-certification form can be found on P61 of the Handbook copies can be found in the Personnel Box outside the office. A properly completed self certification form must be presented to your manager on the first morning of your return to work, when your manager will carry out and complete a Fitness to Work form with you.
11. Failure to comply with the procedure for notification may result in sick pay being delayed or withheld and disciplinary action which may eventually lead to termination of your employment.

Statutory Sick Pay

The Company operates the Statutory Sick Pay Scheme. Employees absent from work due to sickness are eligible to qualify for Statutory Sick Pay by complying with the procedure for notification and reporting

absence. The qualifying days are the normal working days of Tuesday to Sunday inclusive. The first 3 days of SSP are waiting days and no SSP is payable for these days.

The Company may at any time require you to have a medical examination at the Companys expense. In cases of persistent repetition of, or prolonged, absence due to sickness or injury, the Company may activate the disciplinary policy.

Behaviour whilst Absent

Employees are expected to attend work unless sickness or injury prevents them performing their duties.

Whilst an employee is absent, they must listen to the medical advice they are given and not do anything that might aggravate or delay recovery.

Returning to Work

On occasions, you may feel ready to return to work or your GP may recommend a phased return to work under a Fitness for Work Certificate.

A return to work interview will be held with you and at that time if you are on any form of medication that could affect your ability to carry out your normal duties you must inform your Manager.

Termination of Employment

The Company will endeavour to support employees throughout periods of prolonged sickness, however depending on circumstances it may be necessary to ultimately terminate employment.

Medical/Dental Appointments

Appointments should be made where possible outside working hours. Where this is not possible, they should be made at the start or end of your working day/shift. You must inform your manager of any such appointments in advance and you may be asked to make the time up.

Jury Service

If you are called to Jury service, you should inform your manager immediately. The court will send you a loss of earnings form which you should complete and return to the court with a copy to your manager. You will be paid in full whilst carrying out your jury service but the loss of earnings payment made by the court to you will be deducted from your salary.

Time off for Dependant Emergencies

We recognise the right of all employees to reasonable amounts of unpaid leave to deal with incidents involving a dependant. This is defined as any person who reasonably relies on you to make provision of care. The type of situations when this leave may be taken would be when a dependant:

- Is ill, injured gives birth or is assaulted;
- When care arrangements unexpectedly break down;
- When a dependant dies; or
- To deal with an unexpected incident involving a child at school.

Employees wishing to take leave to deal with any of the above must telephone their line manager personally prior to the start of their working day giving the reason for the absence and the expected duration of the absence.

Compassionate Leave

In addition to this statutory right employees may be granted, at the discretion of the Directors, an appropriate period of paid leave in cases of bereavement involving immediate family. You should contact your manager as soon as possible if you need to make use of this provision, or wish to discuss suitable alternative arrangements. All requests will be treated sympathetically.

Apart from this, days off for attending funerals, religious services etc will be treated as being part of holiday entitlement unless otherwise agreed.

Falsifying Claims

In the event of an employee taking time off fraudulently under any of the above sickness and absence policies we will investigate and disciplinary action may be taken.

Maternity & Paternity and Adoption Leave

If you are pregnant please do speak to us as early as possible so that we can discuss with you any particular health and safety risks which may affect you or the baby. By the 15th week before the baby is due you must tell us (if you haven't already) when you wish to start your Maternity Leave. This can be anytime from 11 weeks before the baby is due. We will then write to you to confirm all the details and state the date we will be expecting you to return to work. You can change your mind about the date but you must give us 28 days notice of the change.

Pregnant employees regardless of how many hours they work or how long they have been employed by the Company, are entitled to take up to 52 weeks maternity leave. The first two weeks after the birth/placing the baby with you are compulsory.

Provided you have 26 weeks service as at the 15th week before the Expected Week of Confinement and have earned a rate of at least the Lower Earnings Level for eight weeks, you will be entitled to Statutory Maternity Pay.

During the first 26 weeks of Ordinary Maternity Leave all your contractual benefits except for pay continue. This includes your contractual holiday entitlement.

The second 26 weeks is called Additional Maternity Leave and during this period your contractual benefits cease and holiday only accrues in line with the Working Time Regulations.

If you are not planning to take all your Maternity Leave you must let us know when you will return. You can change your mind but must give us 8 weeks notice of a change.

If you decide not to return to work you are required by law to give the correct notice if you are resigning, but giving longer is helpful. You are still entitled to Statutory Maternity Pay or Maternity Allowance even if you are not returning to work.

Ante Natal Care

All pregnant employees are entitled to paid time off to receive ante-natal care provided such care is on the advice of a doctor, midwife or health visitor. Where such appointments can be arranged to take place outside of working hours you should do so. Copies of all appointments and times should be given to your manager.

We need you to provide us with your MATB1 maternity certificate which your midwife will give you when you are about 20 weeks pregnant.

Adoptive Parents must give notice 7 days of having been matched with a child or as soon as is practicable.

Pay & Benefits during Maternity Leave

To receive Statutory Maternity Pay (SMP) you must have been

- Earning before tax an average that is no less than the lower earnings limit which applies to National Insurance. This is the amount you have to earn to qualify for benefits. You have to earn more than this amount before you actually start paying NI.

The earliest date that SMP can start is from the 11th week before the week your baby is due and the latest from the day following the birth.

If you continue to work after the 11th week before the week your baby is due you can choose when you want your SMP to start. SMP will start from any day you choose, once you have stopped work to have your baby. This means that your SMP should start from the first day of your maternity leave.

The start of your SMP will change if:

- your baby is born before the start of the 11th week or before the start of your SMP pay period. If this happens SMP will start from the day following the birth of your baby
- you are off sick from work with a pregnancy-related illness at the start of or in the 4 weeks before your baby is due, SMP will start from the day following the first complete day you are off sick from work for that reason.

SMP is paid for a continuous period of up to 39 weeks.

First 6 weeks	90% of your average weekly earnings with no upper limit
Remaining 33 weeks	Standard rate SMP or a rate equal to 90% of your average weekly earnings, whichever is the lower.

Maternity Allowance

If you are not eligible for Statutory Maternity Pay you may be entitled to Maternity Allowance if:

- you have worked (including self-employment) for 26 weeks during the 66 weeks before your baby is due
- you can find 13 weeks in which you earned over £30 a week or paid Class 2 (self-employed) National Insurance contributions or held a certificate of small earnings exception.

To claim Maternity Allowance, ask your local Jobcentre Plus for form MA1.

Keeping in Touch Days

Whilst you are on Maternity Leave we will try to keep you up to date with all that is happening here. This may be to let you know about any changes; invite you to attend a particular event or to offer a training opportunity. You do have the right to refuse to attend.

If we offer and you wish to accept you can work up 10 days during your leave without this affecting your Maternity Pay.

Returning to work

If you plan to return to work before the end of your Additional Maternity Leave you must give us 8 weeks notice. If you come back to work after the Ordinary Maternity Leave you may return to the same job with the same terms and conditions as you had before your leave. If you return after additional leave you are entitled to return to the same job on the same terms and conditions but if for a good reason we cannot do this we will find a position which is at the same level and with terms and conditions at least as good as your previous role.

If you are planning to breast feed when you return to work please let us know so that we can carry out a risk assessment and provide suitable rest facilities for you.

Adoption Leave

For employees with 26 weeks continuous service ending in the week in which they are notified of being matched with a child the following will apply.

You will be entitled to 52 weeks leave. During the first 26 weeks of Ordinary Adoption Leave all your contractual benefits except for pay continue. This includes your contractual holiday entitlement.

The second 26 weeks is called Additional Maternity Leave and during this period your contractual benefits are reduced and holiday only accrues in line with the Working Time Regulations.

If you are not planning to take all your Adoption Leave you must let us know when you will return. You can change your mind but must give us 8 weeks notice of a change.

If you decide not to return to work you are required by law to give the correct notice if you are resigning but giving longer is helpful. You are still entitled to Statutory Adoption Pay even if you are not returning to work.

Statutory Adoption Pay

You will be eligible to 39 weeks SAP paid at the statutory rate or 90% of earnings which ever is the lower.

Keeping in Touch Days

Whilst you are on Adoption Leave we will try to keep you up to date with all that is happening here. This may be to let you know about any changes; invite you to attend a particular event or to offer a training opportunity. You do have the right to refuse to attend.

If we offer and you wish to accept you can work up 10 days during your leave without this affecting your Adoption Pay.

Flexible Working

We will consider requests from eligible employees for flexible working patterns.

Eligible employees can request:

- A change in hours; and /or
- a change to the times when they are required to work; and/or
- to work from home for part of the time.

To be eligible an employee must:

- Have been employed continuously by us for 26 weeks;
- Be the Mother, Father, adopter, guardian or foster parent or be married to such a person or be responsible for a child under 6 or under 18, in the case of a disabled child;
- Make the application before the day of the child's 6th or 18th birthday.
- Have or expect to have responsibility for the child's upbringing.
- Be making the application to enable them to care of the child.

Eligibility is extended to include care for an adult.

To be eligible the employee must

- Have been continuously employed by us for 26 weeks;
- Is or expects to be caring for a person aged 18 or over who is either:
- married to or the partner or civil partner of the employee; or a close relative of the employee The "close relative" definition includes parents, parent-in-law, adult child, adopted adult child, siblings (including those who are in-laws), uncles, aunts or grandparents and step-relatives or
- living at the same address of the employee.

To make an application the employee must submit a written request setting out the working pattern you want and how it could work. An accepted application will mean a permanent change to the contract of employment. The Line Manager will hold a meeting with the employee within 4 weeks to discuss the request. The employee is entitled to be accompanied at the meeting by a work colleague. At this meeting a practical business assessment of how the proposed arrangement can work will be undertaken. After the meeting the Line Manager must write to the employee within two weeks either:

- Accepting the request, setting out any action on which agreement is dependent and establishing a start date; or
- Rejecting the request and explaining the business reasons surrounding this and setting out the appeals procedures.

If the request is refused the employee has two weeks to appeal in writing against the decision setting out the reasons for the appeal. An appeal hearing must be held and you have the right to be accompanied and a decision should be given within two weeks of the hearing setting out the answers to the points raised.

Repeated Requests

If a request is refused you must wait a further year before making a new request.

Parental Leave

Unpaid parental leave may be taken to look after a child or make arrangements for the good of the child.

Eligible staff:

- All staff employed by the Company for a minimum of one year.
- Employees who have a child or children under the age of 5.
- Employees who have a disabled child under the age of 18.
- Employees who have become the adoptive parents of a child under the age of 18.

A maximum of 13 weeks per child (pro rata for part time staff) may be taken in total.

Employees wishing to take parental leave should submit an application to their line manager. Leave should normally be taken in one week blocks to a maximum of 4 weeks at any one time; requests for longer periods will be dealt with on an individual basis. Employees should submit an application to take the time off four weeks prior to leave being taken. The Company must respond in two weeks. We will respond sympathetically to all requests but on occasions may ask you to postpone the leave for business reasons. However this cannot be for more than 6 months. Any leave at the time of childbirth or adoption cannot be postponed.

Where the child is disabled and eligible for Disability Living Allowance, parental leave is extended to 18 weeks (pro rata for part time staff) and may be taken in shorter periods.

We will keep a record of parental leave taken.

Paternity

Paternity Leave entitlement for employees with six months service at 15 weeks before the baby is due, is two weeks on the birth or adoption of a child. This will be paid at the same rate as SMP or SAP. The leave must be taken within the first 56 days following the birth or placement of the child.

Family friendly policies

The Company is committed to complying with all statutory arrangements in force at the time that relate to maternity and paternity leave and time off for dependents. Please ask for details.

Section 7

Health and Safety

Health and Safety

Both the employer and individual employees have legal obligations to ensure, so far as is reasonable practicable, everyone's health, safety and welfare at work. The Company has a duty of care towards its employees; however it is necessary that, as with any successful community, each individual takes a share of responsibility towards the group as a whole. The Health and Safety Policy outlines our commitment towards this.

Responsibilities of the Employer

3 Inn Ltd will take all reasonable steps within its power to:

- Comply with the requirements of the Health & Safety at Work Act (1974), associated regulations and any other relevant health and safety legislation.
- Maintain safe access to a healthy and risk free work place.
- Ensure plant and machinery are safe and that safe systems of work are set and followed.
- Ensure that articles and substances are moved, stored and used safely.
- Provide adequate welfare facilities.
- Provide sufficient information, instruction, training and supervision to enable employees to avoid hazards and to contribute positively to the health and safety of everyone while at work.
- Comply fully with the requirement for elected safety representatives and training to fulfil their functions. Details of elected safety representatives will be displayed on notice boards.

Responsibilities of the Employee

As an employee you are required to ensure standards are maintained by:

- Taking reasonable care of you own health and safety and that of others who may be affected by what you do or do not do.
- Correctly use any protective equipment, clothing and footwear that are provided in accordance with training and instruction.
- Co-operate with us on health and safety and observe health and safety policies.
- Not interfering with or misusing anything provided for your health, safety or welfare.

Please be aware that any breach of Health and Safety Policies may lead to disciplinary action being taken. Please make your manager immediately aware anything that could be considered a danger to yourself, customers or colleagues, e.g. loose wires, carelessly abandoned boxes, blocked exits and take action to make and keep areas safe where necessary. You should also ensure that you are aware of all fire exits and the actions that should be taken in the event of an emergency evacuation.

First Aid

The first aid box is kept in by the main business telephone, behind the bar area at the Front of House. The Company has Appointed people who are

MICHAEL MOSCROP

JAYNE LEE

MARTIN LEE

TOM NORTH

BRENDAN SLEE

Accidents

All accidents, no matter how minor, must be reported immediately to a manager and logged in the accident book which is kept at the Front of House with the First Aid equipment. These records are reviewed regularly to prevent similar accidents happening in the future.

Evacuation Procedures

When you commence employment you will be given full information on the emergency procedures applicable at your work place. It is your responsibility to read the fire and safety instructions posted around the office. It is important that you know the location of fire extinguishers and emergency exits appropriate to your department and other areas you use. You must never obstruct a fire exit - you could be held personally responsible.

If the alarms go off, you should leave the building as quickly as possible. Should you discover a fire, raise the alarm and if possible close the doors and windows around the fire and keep other employees clear of the area.

Do not attempt to collect personal belongings, and go straight to the corner of the car park area for registration. Do not run or panic, and do not re-enter the building until you are told it is safe to do so. Each department has a fire warden who is responsible for ensuring everyone has left the building.

Meet at the Fire Point Sign near to the Bin Yard and wait for further instruction from your manager

Manual Handling

Many injuries that happen at work are caused by failure to move or handle objects safely. You can protect yourself and minimise the risks by following these guidelines:

- Assess how heavy or awkward the item is and if appropriate ask for help.
- Plan how to hold the object and get a good grip (wear gloves if necessary).
- Stand close to the object with your feet apart and spread your weight evenly, bend your knees and lift with your legs keeping your back in a natural line.
- Lift smoothly and keep the load close to your body. Avoid twisting your body.
- When carrying an object keep your arms tucked in and make sure you can see where you are going.
- If equipment is provided make sure you use it correctly.

Drug and Alcohol Abuse Policy

The Company operates a zero-tolerance policy in relation to the consumption of an inappropriate amount of alcohol or other intoxicating substances, at any time, which affects your safety and that of others around you and impairs your ability to do your job.

It is a requirement of the Company that no employee shall:

- report or endeavour to report for duty having just consumed alcohol or under the influence of drugs.
- report for duty in an unfit state due to the use of alcohol or drugs.
- be in the possession of drugs of abuse in the workspace.
- consume alcohol or drugs whilst on duty or on the Company premises.

Alcohol

The Companys policy is to forbid the consumption of alcohol on the Companys premises.

Any employee who is found consuming alcohol on the Companys premises or is found to be intoxicated at work will face disciplinary action on the ground of gross misconduct under the Companys disciplinary procedure.

If you are the designated driver at a Company social event, you are reminded that no alcohol or other intoxicating substances are to be consumed.

Drugs

The possession, use or distribution of drugs for nonmedical purposes on Company premises is strictly forbidden.

If you are prescribed drugs by your doctor which may affect your ability to perform your work you should discuss the problem with the Director.

The Company reserves the right to inform the police of any suspicions it may have about the use of controlled drugs by its employees on the Companys premises.

Misuse of alcohol or drugs

In the case of misuse of alcohol or drugs, we will try to deal with any issues in an informal manner where no danger or threat is posed to you as an individual or to your colleagues. However, where issues of misconduct or gross misconduct arise, these will be dealt with under the Companys disciplinary procedure. If you choose to inform us of a problem, either with drugs or alcohol, any information you give will be treated in the strictest of confidence.

Section 8

Resolving Problems

Resolving Problems

We believe that clear, open and fair procedures for the resolution of problems are necessary both for the success of 3 Inn Ltd and for the fair treatment of all our team.

General

Any grievance or complaint can be discussed informally, or through the formal grievance procedure. Often raising issues promptly and on an informal basis with your Manager or a Director at the time will resolve them and prevent further difficulties.

Investigations

Everyone is required to co-operate fully with an investigation relating to disciplinary or grievance procedure. The Company will ask a manager to investigate a complaint or may for some incidences use an outside consultant to ensure impartiality.

Suspension

The Company may suspend you on full basic pay. Suspension is a neutral act and carries no implication of guilt. Whilst on suspension you must be available for work or meetings as required during normal working hours. During a period of suspension your passwords will be barred and if you have access to the computer system it will be denied.

The right to be accompanied at hearings

You can be accompanied at any investigation or disciplinary or grievance hearing by:

- a work colleague.
- a full time official employed by a trade union; or a lay official, so long as they have been certified in writing by their union as having received training in acting as a workers companion at disciplinary and grievance hearings.

Accompanying a colleague at a hearing

We are pleased for colleagues to support each other through these proceedings. The role of the companion is to support the employee; they may take notes, ask questions on behalf of the employee, request clarification, explain or sum up the case, and respond to any views expressed at the hearing, but may not answer questions on behalf of the employee. If the representative cannot attend on the date set for the interview, the interview may be postponed the interview for up to 5 days, or longer at the Companys discretion.

The companion must respect the strict confidentiality of all proceedings.

Grievance

Stage 1

Where there is an issue at work we would ask that you raise it promptly and with the relevant person.

If this fails or you feel the matter is more serious then you can go to the formal procedure.

Stage 2

To make a formal grievance, set out your complaint in writing, giving as full account of the situation as possible. This should be given to your line manager together with any relevant documents. We will invite you to a meeting to discuss the grievance. It may be necessary for us to make further enquiries and hold a second meeting.

After the meeting we will write to you with the outcome of the grievance. The letter will remind you of your right to appeal if you are not satisfied with the outcome.

In serious cases, or cases where the Manager is the cause of the grievance another Manager, Director or independent consultant will be asked to investigate the complaint.

If you wish to lodge a grievance after your employment has terminated, we can either go through stages 1 and 2 or agree to deal with the matter on the basis of a written grievance and response, without a meeting. Both parties will agree which option is most suitable at the time.

Whilst an employee has an outstanding grievance or has been dismissed from the Company it is policy that all passwords to sensitive Company equipment be changed and not re-issued to you until the grievance is resolved or the appeal process complete.

Disciplinary Procedure

The disciplinary process has been designed to help and encourage you to achieve and maintain good standards of conduct, attendance and job performance. On occasions people may fall short of the expected standards of behaviour or performance in these circumstances disciplinary action may be taken.

At all stages of the disciplinary procedure you will:

- be given a right of reply to all and any allegations made against you BEFORE any decision or disciplinary action is taken;
- be advised of the nature of any disciplinary action taken against you and the consequences of such action;
- be advised of any improvement in conduct or performance required and over what time frame; and
- Have the opportunity to be accompanied by a work colleague or Trade Union representative to any disciplinary hearing as described above.

Disciplinary hearings will be usually be conducted by your line manager.

You must take all reasonable steps to attend the meeting. At the meeting you will be given the opportunity to respond and to put forward any defence or arguments you want.

Depending on the severity of the offence and taking into account all the circumstances the disciplinary action may take any one of the following forms:-

Stage 1

- Informal counselling to give you an opportunity to rectify the situation.

Stage 2

- A formal verbal warning will be issued if improvement does not result following informal counselling or for more serious breaches. You will be told of steps you must take to improve your conduct and if appropriate the time limit for improvement. This will be confirmed in writing and recorded on your file for a period of time, normally 6 months.

Stage 3

- For more serious matters or where you have failed to meet the required standards after having being given a formal verbal warning, you may be given a written warning. This will state the nature of the complaint, the required standards that must be met and where appropriate a time limit for improvement. It will also state that further disciplinary action will be followed if the required standards are not met. One copy of which will be retained by you and one placed on your file normally for a maximum of 12 months.

Stage 4

- For serious matters or where you have failed to reach the required standards after being warned, you may be given a final written warning. This will state the nature of the complaint, the required standards to be met and where appropriate a time limit for improvement. It will also state that you will be dismissed if the standards are not met or if there is further misconduct. One copy of which will be retained by you and one placed on your file normally for a maximum of 12 months.

Stage 5

- Where there has been Gross Misconduct (in which case the first 4 stages may be omitted) or where you have failed to meet the required standards after due warnings have been given to you, you may be dismissed. In extenuating circumstances we may apply another sanction such as disciplinary transfer, disciplinary suspension without pay or demotion. This will be confirmed in writing. In case of gross misconduct, the dismissal will normally be without notice (or pay in lieu of notice).

Offence	First occasion	Second occasion	Third occasion	Fourth occasion
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Dismissal
Misconduct	Written warning	Final written warning	Dismissal	
S e r i o u s misconduct	Final written warning	Dismissal		
Gross misconduct	Dismissal			

Examples of breaches of the Companys disciplinary rules which can lead to disciplinary action include:

- (a) failure to comply with a reasonable order, instruction or contractual requirement;
- (b) failure to comply with a Company work rule or procedure;
- (c) failure to comply with a health and safety requirement;
- (d) failure to wear protective clothing provided for your safety;
- (e) any act which may result in an action against the Company for negligence or for breach of duty of care;
- (f) conduct which is likely to bring discredit to the Company;
- (g) discussing or disclosing to a third party confidential information handled during the course of your employment without the prior permission of the Director;
- (h) improper, disorderly or unacceptable conduct at, during or when arriving for work;
- (i) late attendance and/or poor timekeeping;
- (j) absence from work without authorisation or certification;
- (k) while purporting to be absent sick, working or indulging in activities inconsistent with the reason for absence or not conducive to recovery;
- (l) corrupt or improper practice;
- (m) committing an act outside work, or being convicted for a criminal offence, which is liable adversely to affect the performance of the contract of employment and/or your relationship with the Company;
- (n) a breach of trust which may damage the interests of the Company;
- (o) loss, damage to or misuse of the Companys facilities, equipment, property, assets or funds through wilfulness, negligence or carelessness;
- (p) use of the Companys property or equipment for personal use without prior permission;
- (q) theft of, misappropriation of, or failure to account for, or falsely claiming entitlement to the Companys property, assets or funds;
- (r) providing false information orally or by the falsification of records or documents;
- (s) unauthorised alteration, mutilation, destruction or retention of the Companys records or documents;
- (t) unauthorised use of the Companys business, computer or telephone systems;
- (u) harassment on sexual, religious or racial grounds;
- (v) failure to observe any requirement of the Companys equal opportunities policy;
- (w) failure to report or record any matter which it is the employees duty to report or record;
- (x) rudeness or abusive behaviour to clients, colleagues or managers; or
- (y) any act of misconduct other than or coming within one or more of the above rules or stated elsewhere in the Statement.

The Company reserves the right to add, amend or delete the disciplinary rules and you will be advised appropriately.

Dismissal for Gross Misconduct

In the most serious of cases, we reserve the right to dismiss you without previous warning or notice or pay in lieu of notice if it is considered, after a full investigation and a disciplinary hearing has been held, that a gross breach of duty, gross misconduct, or gross negligence has taken place. Decisions will only be taken once a full disciplinary hearing has taken place. The decision to terminate your employment will then be confirmed in writing and you will be allowed the opportunity to appeal against the decision.

Some examples of such conduct would be:

- a) theft or misappropriation of funds, assets or property from colleagues, the Company or clients;
- b) other offences of dishonesty or corrupt or improper practice;
- c) sexual misconduct at work;
- d) sexual, racial, religious or other harassment or bullying;
- e) fighting, physical assault or other violent, dangerous or intimidating conduct;
- f) falsification of reports, records, claims for personal or financial gain or self-certification forms;
- g) deliberate damage or misuse of the Companys property, assets or equipment;
- h) intoxication because of alcohol or drugs at work;
- i) possession of illegal drugs while on the Companys premises;
- j) unauthorised or uncertificated absence;
- k) gross negligence or incompetence;
- l) refusal to carry out duties or reasonable instructions or serious breach of the Companys rules;
- m) sending abusive, scandalous, obscene or defamatory communication of any kind including by e-mail, on the Internet or any other media;
- n) accessing or downloading any rude or obscene images or other material from the Internet or by e-mail or otherwise being in possession or rude or obscene material or publications or images in any media at your place of work or during working hours; or
- o) unauthorised alteration, mutilation or destruction of the Companys records or documents.

(this list is non-exhaustive)

Appeals

You have the right of appeal against any disciplinary decision taken against you. Your appeal should be in writing and sent to a Director within five working days of the decision and state the reasons for your appeal. You will receive a reply within a further five working days setting a date for an appeal hearing. You have the right to be accompanied at the appeal meeting. The decision from the appeal hearing will be final.

Bullying and Harassment

Introduction

Harassment, in general terms, is unwanted conduct affecting the dignity of men and women in the workplace. It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of the individual, and may be persistent or an isolated incident. The key is that the actions or comments are viewed as demeaning and unacceptable to the recipient.

If the behaviour 'has the purpose or effect of violating the complainants dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment' it can be considered as harassment.

The Company is committed to promoting dignity and respect at work and eliminating all forms of harassment and bullying. This policy sets out the Companys attitude of zero-tolerance and its goal is to ensure that every employee knows that any form of harassment or bullying is unacceptable behaviour, undermines the dignity of an individual, and is morally wrong. Each individual is responsible for their own behaviour. Every employee must feel confident that they can bring complaints to the Company without fear or ridicule or reprisal. This policy covers bullying and/or harassment which may take place at work-related events, e.g. Christmas party, social outings, etc. outside of the normal place of work.

Any form of bullying or harassment will be treated as a disciplinary offence which may result in dismissal.

Harassment and bullying can range from extremes such as physical violence to less obvious forms like ignoring someone. It can be delivered in a variety of ways with or without witnesses - and be persistent behaviour over a period of time, or a one-off act and can include:

- physical contact which is unwanted
- unwelcome remarks about a person's age, dress, appearance, race or marital status
- jokes, offensive language, gossip, slander, sectarian songs and letters
- posters, graffiti, obscene gestures, flags, bunting and emblems
- isolation or non-cooperation and exclusion from social activities
- coercion for sexual favours
- pressure to participate in political/religious groups
- intrusion by pestering, spying and stalking
- failure to safeguard confidential information
- shouting at staff
- setting impossible deadlines
- persistent criticism
- personal insults
- cyber-bullying (i.e. detrimental texts sent via mobiles or images of work colleagues posted on external websites following work events could amount to bullying)

Legal Implications for Individuals

Individuals can be personally liable to pay compensation and can be prosecuted under criminal as well as civil law. Individuals also have a responsibility to behave in ways which support a hostile-free working environment for themselves and their colleagues. They should play their part in making the Company's policy a reality and be prepared to challenge inappropriate behaviour and take action if they observe or have evidence that someone else is being harassed.

Informal Complaints

Ideally, complaints should be dealt with internally and informally. Solutions can be reached quickly, with minimum risk to confidentiality, as well as reducing personal embarrassment and suffering, avoiding disruption to work and working relationships.

1. If possible, an employee who believes that he or she has been the subject of harassment should, in the first instance, ask the person to stop the behaviour and make it clear what aspect of their behaviour is offensive and unacceptable and the effect it is having. This can be done either verbally or in writing. If the harassed person feels unable to approach the person responsible directly, a friend or colleague can make this initial approach.
2. If an employee is unable to adopt the above approach, or the harassment is of a very serious nature, they can approach the Director who can provide informal advice in confidence. No further action will be taken without the consent of the employee making the complaint. Confidential advice is also available to other employees who themselves may not be the subject of harassment but are concerned about the harassment of others.

Formal Complaints

If informal action does not stop the harassing behaviour, or a formal complaint is made, the complaints procedure should be initiated and a formal report should be made. Throughout this procedure, the complainant and the person against whom the complaint is made has the right to trade union representation or to be represented by a friend or colleague, and to seek informal advice from the Director.

1. An employee who believes that he or she has been the subject of harassment should formally report the alleged act to the Director.
2. All complaints will be handled and investigated in a timely and confidential manner. Confidentiality will be maintained at all times. Employees shall be guaranteed a fair and impartial hearing whether they are the

harassed or the harasser. The Director will be responsible for ensuring a thorough investigation of the complaint.

3. As a first stage in the investigation, the Director will arrange to interview separately both the complainant, and the person against whom the complaint has been made, with a representative if requested.
4. The Director will give an impartial and detailed response in writing to the complainant, as soon as possible and usually within five working days of receiving the complaint.
5. If the investigation reveals that the complaint is upheld, prompt action designed to stop the harassment immediately and prevent its recurrence will be taken.
6. Where disciplinary action is considered necessary such action will be considered strictly in accordance with the Company's disciplinary procedure.
7. Employees shall be protected from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation. Retaliating against an employee for complaining about or assisting in an investigation of harassment is a disciplinary offence.
8. Any decisions taken under this procedure do not preclude any employee from pursuing a grievance in the usual way under the Company's grievance procedure.
9. The complainant and the alleged harasser have the right to appeal against the processing of a complaint (not the outcome) within five working days of the outcome of an investigation to the Director.
10. No member of staff will be penalised for raising a complaint of discrimination or harassment, even if it is not upheld, unless the complaint was both untrue and made in bad faith.

Support for staff who experience harassment

3Inn Ltd recognises that harassment can affect job performance and cause stress. Where harassment causes deterioration in job performance, this will be treated as a health problem and the person will be encouraged to seek help under the terms of this policy. There will be no discrimination against individuals suffering from stress caused by harassment. Access to independent and trained counsellors will be available to all staff. This service will be strictly confidential between the counsellor and member of staff. No details or records will be disclosed without the written permission of the member of staff concerned.

Dealing with Poor Performance

The success of the Company depends on all staff working together to achieve the best possible standards of performance. We aim to provide support and training to enable all staff to fulfil their potential and deal with any changes that the Company may require.

However sometimes people perform below the standard that the job requires, although they are not doing anything deliberately wrong.

In these cases we believe that it is best to deal with these problems openly and fairly and to provide clarity and practical support to improve performance.

Monitoring performance

We monitor performance formally and informally through regular discussions that your Manager will have with you about your job, at the end of projects and through the appraisal process.

Dealing with poor performance

Initially your Manager will discuss any concerns about your performance informally with you. Often raising issues promptly helps to solve them by identifying acceptable standards and any support that may be needed.

If your performance continues to fall short of that required your Manager will arrange a formal meeting to discuss this with you. You will have the right to be accompanied by a work colleague or a Trade Union representative.

At this meeting your Manager will explain specific areas of your performance that are not acceptable and you will have the chance to give reasons for this. You and your Manager will agree a plan covering ways in which you can be supported to achieve acceptable standards, a date for review and a clear indication of what will happen if there is no improvement e.g. transfers, dismissal.

The time-scale for improvement, with formal reviews, will vary depending on the nature of the problem and the role that the employee has within the Company.

At the final review overall performance will be assessed and in most cases this will be the end of the matter, as performance will have improved as agreed.

If sufficient improvements have not been made, consideration should be given to whether you should be transferred to another role better suited to your skills set, or as a last result, dismissed.

Appeal Procedure

If you are dismissed because you are not capable of performing your job to an acceptable standard you have the right of appeal against this decision. Your appeal should be in writing and sent to a Director within five working days of the decision and state the reasons for your appeal. The decision from the appeal hearing will be final.

Equal Opportunities Policy

Introduction

3 Inn Ltd is committed to eliminating discrimination and encouraging diversity amongst our team. Our aim is that our team will be truly representative of all sections of society and each employee feels respected and able to give their best.

The purpose of this policy is to provide equality and fairness for all in our employment and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our commitment

- To create an environment in which individual differences and the contributions of all our staff are recognised and valued.

- Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all staff.
- Equality in the workplace is good management practice and makes sound business sense.
- We will review all our employment practices and procedures to ensure fairness.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by the Director of the Company.
- The policy will be monitored and reviewed annually.

The Director has overall responsibility for this policy but it is also the responsibility of every employee to respect and act in accordance with our Equal Opportunities policy. Any member of staff wishing to raise a complaint relating to fairness and discrimination should do so via the Company's grievance procedure.

Grievance Procedure

Introduction

The primary purpose of this grievance procedure is to enable you to air any concerns that you may have about practices, policies or treatment from other individuals at work, and to produce a speedy resolution where there are genuine problems. It is designed to help all employees to take the appropriate action, when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by the Company that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly. Due to the size of the Company, it wouldn't be possible for different Managers to hear the grievance and any subsequent appeals. However, the Company is committed to dealing with all employee grievances objectively and constructively.

This grievance procedure is not a substitute for good day-to-day communication in the Company where we encourage you to discuss and resolve daily working issues in a supportive atmosphere. Most problems can be solved on an informal footing very satisfactorily if everyone is prepared to keep the channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

Procedure

If you cannot settle your grievance informally, you should raise it formally, following the steps detailed below.

Stage 1 Statement of Grievance

If you have a formal grievance relating to your employment you should, in the first instance, put your complaint in writing and address it to the Director. The Company may carry out preliminary investigations at this point. You will be invited to attend a grievance meeting to discuss your grievance and you have the right to be accompanied at this meeting by a trade union official or a fellow employee of your choice. The Company will make every effort to arrange the meeting at a time convenient to you and your companion to attend, usually within five working days of receipt of your grievance. Should your chosen companion not be available within this timeframe, we may ask you to make arrangements with another colleague who is available to attend. Any employee who is chosen to accompany another in a grievance hearing is entitled to take paid time off for this purpose.

We ask that you take all reasonable steps to attend the grievance meeting.

Stage 2 Grievance Meeting

At the meeting, you will be given a full opportunity to state your case and explain your grievance. Following the meeting, the Company will carry out all appropriate investigations and respond to your grievance as soon

as possible. You will be notified in writing of the Companys decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

Stage 3 Appeal

If you feel your grievance has not been satisfactorily resolved, you may then appeal in writing to the Director within five working days of the grievance decision.

On receipt of your appeal letter, arrangements will be made for your grievance to be heard at an appeal meeting and at this meeting you may again be accompanied, if you wish, by a trade union official or a fellow employee of your choice.

You must take all reasonable steps to attend the grievance appeal meeting.

Following the meeting, the Company will respond to your grievance as soon as possible. You will be informed in writing of the Companys decision on your grievance appeal.

This is the final stage of the grievance procedure and the Companys decision shall be final.

Section 9

IT Security Policy

IT Security

Regulations for the use of computer facilities offered

These regulations apply to the use of all local facilities at and to facilities provided by 3 Inn Ltd to its employees for use at home or off site. Please note that breaches of this policy will be considered Gross Misconduct and you may be dismissed.

Hardware owned, leased, rented or otherwise by Prospect Research, employees or third parties approved by the Company may be directly connected to the network only by arrangement with, and with the explicit approval of, the Company. Such equipment may access the network or other facilities only in accordance with the terms of these regulations.

The facilities may be used only in connection with employees work for the Company. They must not be used for work of undeclared financial benefit to employees or the transmission of unsolicited commercial material without the express permission, in writing, of the Company.

You must not interfere with the work of others or the system itself. The facilities must be used in a responsible manner in particular, you must not:

- access, store or distribute material which is designed or likely to cause annoyance, inconvenience, needless anxiety or offence;
- access, store or distribute obscene or indecent material, pornography, etc;
- access, store or distribute defamatory material;
- access, store or distribute material such that the copyright of another person is infringed;
- use computing equipment for playing games;
- use for any kind of personal gain (e.g. advertising goods or services);
- gain deliberate unauthorised access to facilities or services accessible via local or national networks or access, store or distribute programmes designed to facilitate such access;
- engage in activities which waste resources (peoples time, networks or computers) or which are liable to cause a disruption or denial of service to other users. This includes the following: introduction of viruses into computer systems; use of Internet Relay Chat facilities; use of peer-to-peer networking products; use of internet radio or similar streamed media services;
- engage in activities which are illegal or which might contribute to the commission of an illegal act;
- engage in any transaction purporting to be representing the Company when not authorised.

You must not gain unauthorised access to or violate the privacy of other peoples files, corrupt or destroy other peoples data or disrupt the work of other people.

It is your responsibility to prevent inappropriate access to your files. Your password must be kept safe, changed regularly and not be disclosed to anyone.

You must not send electronic mail which is irresponsible, or likely to cause offence nor use network messaging without authority. Irresponsible use includes unsolicited postings to large numbers of people or indiscriminate postings.

It is easy for viruses to enter the network therefore you should never open attachments from an unknown source.

Never use the internet to transmit confidential personal or business sensitive information.

A modicum of personal email is acceptable, but not where the perusal and sending of such infringes on the work of either in terms of denial of service to others due to bandwidth issues, or in loss of working time to the Company.

Email and Internet Use Policy

This policy aims to clarify the Companys position on the issues surrounding use of email and internet in the workplace.

Internet Access

It is accepted that employees may need to use the internet for business-related purposes. Personal use of the internet is not permitted.

You are reminded that access to, downloading of, or the storage on Company computers of indecent, offensive or pornographic material is a serious breach of Company policy and will be treated as gross misconduct. The downloading or transmission of certain images is a criminal offence and the police will be informed if we have evidence of this type of activity.

The downloading of any applications that have no relation to your job role is also prohibited. This is to prevent viruses or other problems that an unauthorised download may cause to the Companys systems. If you are in any doubt, you should consult the Director before continuing to download any application.

Company email

You are reminded that inappropriate content in company emails is not acceptable. This includes, but is not restricted to, anything that may cause offence to the recipient or constitute harassment on grounds of sex, race, disability, age, religion or belief or sexual orientation. The same laws apply to email as to any other written document; therefore, you should avoid making any inaccurate or defamatory statements. Failure to comply will be treated as a disciplinary issue.

Company Monitoring of Email and Internet Use

The Company reserves the right to monitor employees e-mails and use of the Internet, both during routine audits of the computer system and in specific cases where a problem relating to excessive or unauthorised use is suspected. The purposes for such monitoring are:

- To promote productivity and efficiency.
- For security reasons.
- To ensure there is no unauthorised use of the Companys time e.g. that an employee has not been using e-mail to send or receive an excessive number of personal communications.
- To ensure the smooth running of the business if the employee is absent, for any reason, and communications need to be checked.
- To ensure that all employees are treated with respect, by discovering and eliminating any material that is capable of amounting to unlawful harassment.

Communications of a sensitive or confidential nature should not be sent by e-mail because it is not guaranteed to be private. When monitoring e-mails, the Company will, save in exceptional circumstances, confine itself to looking at the address and heading of the e-mails. However, where circumstances warrant it, the Company may open e-mails and access the content. In this case, the Company will avoid, if possible, opening e-mails clearly marked as private or personal. The Company reserves the right to deny or remove e-mail or Internet access to or from any employee.

Social Media

We understand that you may want to use social media sites such as Facebook or Twitter in your own personal time. In all your social media activities, its important to remember that you will have an association with the Company and that your actions and comments will reflect on how other people see the Company. It is for that reason that we ask you to observe the following:

- Maintain a professional working relationship with clients and other people associated with the Company. This would normally mean that you do not add or accept them as friends on Facebook; however, if you feel that you would like to do so, please speak to the Director first and he will let you know the Companys view, taking into account the individual circumstances;
- If you are mentioning us as your employer, please do not use bad language or say anything defamatory about us. If you have a problem, wed much rather you talked to us instead of telling friends and family! This is especially important if youre connected to any of our clients or prospective clients who may read your comments;

- If you see anyone mentioning the Company, please let us know whether the comments are good or bad. Good comments will make us happy and bad comments will allow us the opportunity to find out what's gone wrong and how we can fix it.

You must comply with the requirements of the relevant legislation including the:

Computer Misuse Act 1990
Copyright, Designs and Patents Act 1988
The Data Protection Act 2018

We are guardians of considerable amounts of sensitive data and it is vital for our business integrity that care is taken to safeguard both the information and the database systems themselves.

3 Inn Ltd will provide you with training regarding the Data Protection legislation.

Confidentiality and Data Protection Policy

You are reminded that during your employment you may receive or be made aware of confidential information concerning us and our business. You shall not during the term of your employment disclose or allow the disclosure of any confidential information (except in the proper course of your employment) other than information that has come into the public domain or information that you are entitled to disclose under the Public Interest Disclosure Act 1998.

For purposes of clarification, you must not discuss any information from our Company database. Disclosing such information to a third party will be treated as a disciplinary matter and will be subject to the disciplinary procedure.

Other information which would be considered confidential means any information which relates to the business, products, affairs and finances of the Company.

After you have left the Company, you shall not disclose or use any information or practice that would be damaging to the Company. The Company shall be entitled to apply for an injunction to prevent such disclosure or use and to seek any other remedy including without limitation the recovery of damages in the case of such disclosure or use.

Section 10

How We Do Business

This section sets out requirements for employees, which are designed to maintain the reputation for integrity and protect employees from accusations of partiality in commercial matters.

ANTI- BRIBERY

Introduction

We are committed to applying the highest standards of ethical conduct and integrity in our business activities. Every employee and individual acting on our, the Company's, behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.

We believe bribery and corruption has a harmful impact on individuals and business by damaging decent and free markets. We all benefit from carrying out business in an open and ethical way. Fairness helps to foster relationships of trust between us, our business partners and customers. It is vital for our reputation and future growth.

We will not tolerate any form of bribery and remain committed to doing whatever necessary to prevent, monitor and eliminate bribery. We will not conduct business with anyone who does not support our anti-bribery objectives and will terminate contractual arrangements with any third parties immediately where there is evidence of bribery.

Everyone must report suspected bribery immediately and the Company will fully support any individuals who do, providing it is made in good faith.

Definition

Bribery is the accepting of gifts, money, hospitality or other favours in return for providing something of value to the briber for example to make an individual or company carry out their duties improperly.

Purpose

The purpose of this policy is to set out the rules that must be followed by everyone in this organisation to ensure that no bribery occurs.

Unacceptable behaviour

The following behaviour is unacceptable, and must not occur in this organisation:

- accepting any financial or other reward from any person in return for providing some favour
- requesting a financial or other reward from any person in return for providing some favour
- offering any financial or other reward from any person in return for providing some favour.

Business gifts

From time to time, customers, suppliers or other persons might offer a gift to an employee. This could be a small item, or something of considerable value. All gifts, however small, must be reported to a Manager or Director and recorded. No gifts with a value of more than £50 may be accepted. If a gift is offered and then refused because of its value, this must be reported to a Manager or Director.

Hospitality

From time to time, customers, suppliers or other persons might invite an employee to a hospitality event. All such invitations must be reported. Permission must be given by a Manager or Director before an employee accepts any invitation.

Attempts to bribe

Any employee who is concerned that he or she is potentially being bribed should report this matter to a Manager or Director immediately.

Employees and anyone acting for or on behalf of us are strictly forbidden from making any bribes or unauthorised payments.

Disciplinary action

After thorough investigation, any employee found to have offered or accepted a bribe will face disciplinary action, which could include dismissal for gross misconduct.

Employees and anyone acting for the Company are reminded that bribery is a criminal offence that can result in heavy fines and even a prison sentence.

Raising concerns

If an employee is concerned that acts of bribery are occurring in the organisation they should inform a Manager or Director in the first instance.

Conflict of Interest

The requirements are based on three principles and relate to the activities of all employees.

- Employees will not allow their outside activities to interfere with their work at 3 Inn Ltd nor allow any conflict between their duties and their private interests to affect their ability to carry out these duties effectively.
- Employees will not make use of or exploit 3 Inn Ltd or brand names associated with 3 Inn Ltd their connection with 3 Inn Ltd or information obtained in the course of their duties, to further their own private interests or those of any outside organisation, to the detriment of the Company.
- Employees will not act in a manner likely to bring the Company or its shareholders into disrepute or to affect its reputation for integrity.

Ethical Policy

3 Inn Ltd has documented quality standards for levels of service given to customers. We monitor these standards and always seek to improve. In a similar way we have high expectations of all our managers and staff about the way in which they conduct their business transactions.

The Company does not support the offering or acceptance of personal gifts. Any gifts, favour or hospitality offered to a member of staff must be declared to the Company. Where it would be offensive to refuse, gifts will be raffled and the proceeds donated to charity.

Whistle Blowing Policy

We encourage an open culture in all our dealings with employees, managers and all the people with whom we come into contact. Effective and honest communication is essential if malpractice is to be effectively dealt with. The procedure below provides guidelines to all 3 Inn Ltd employees and casual, temporary agency staff, freelancers, trainees, home workers and contractors, who feel they need to raise certain issues relating to, in confidence.

The Public Interest Disclosure Act 1998 (commonly known as the Whistle Blowing Act) came into effect on 1st July 1999. This Act sets out a framework to promote the responsible and protected disclosure of concerns on the following matters:

- that a criminal offence has been committed, is being committed, or is likely to be committed.
- that a person has failed, is failing, or is likely to fail to comply with a legal obligation which they are subject to.
- that a miscarriage of justice has occurred, is occurring, or is likely to occur.
- that the health and safety of an individual has been, is being, or is likely to be endangered.
- that the environment has been, is being, or is likely to be damaged.
- that information tending to show any matter falling within the matters above has been, is being, or is likely to be concealed.

The procedure is not a substitute for the Disciplinary and Grievance policy and is not a channel for employees to raise matters in relation to their terms and conditions of employment. The procedure allows individuals to have their concerns treated in confidence. All concerns must be raised in good faith. Anyone who abuses the procedure (for example by maliciously raising a concern they know to be untrue) will be subject to disciplinary action, as will anyone who victimises a colleague by raising a concern through this procedure.

Your protection

If you raise a genuine concern, you will not be at risk of damaging your position as a result. Provided you are acting in good faith, it does not matter whether or not your concern proves to be well founded. The Company does not of course extend this assurance to someone who acts from an improper motive and raises a matter they know to be untrue.

Your confidence

3 Inn Ltd will not tolerate the victimisation of anyone raising a genuine concern and anyone responsible for such conduct will be subject to disciplinary action. You may decide that you want to raise a concern in confidence. Therefore, if you ask for your identity to be protected, it will not be disclosed without your consent. If a situation arises where it is not possible to deal with the concern without revealing your identity (for instance because your evidence is needed in court or a disciplinary hearing), there will be a discussion as to whether and how we can proceed. This policy does not cover the situation where information about malpractice is received anonymously; however discretion will be used in the investigation of such information.

How to raise your concern

Stage 1: Internal Management

If you have a concern about malpractice, we hope you will feel able to raise it first with your Manager or a more senior manager. This may be done orally or in writing. It will help if you state the facts of the matter clearly. You can outline how you would like it to be investigated. If you have a direct or personal interest in the matter, you should also tell us at this stage. If you are writing, remember to give details of how you can be contacted.

Stage 2: Alternative Contacts

If you feel unable to raise the matter with a manager, for whatever reason, please speak to a Director.

If you want to raise the matter in confidence we will ensure that practical measures are put in place to protect your identity. We will contact you by the most secure means. We will not disclose your identity without your consent, unless we are required to do so by law.

Once you have reported your concern, the Company will look into it to assess initially what action should be taken. You may be asked how you think the matter might best be resolved. If your concern falls more appropriately within other policies we will tell you.

We will institute the appropriate enquiries and/or investigations. We will:

- tell you who is handling the matter and how you can contact him or her;

- say whether your further assistance may be requested;
- and, if you request, you will be written to, with a summary of your concern and an outline of how the company proposes to handle it.

While the purpose of this policy is to enable us to investigate possible malpractice and take appropriate steps to deal with it, we will give you as much feedback as we properly can. If requested, we will confirm our response to you in writing. Please note, however, that we may not be able to tell you the precise action we take where this would infringe a duty of confidentiality owed by us to someone else.

If you are dissatisfied

If you are unhappy with the response, remember you can go to the other level detailed in this policy. While we cannot guarantee that we will respond to all matters in the way that you might wish, the matter will be handled fairly and properly. By using this policy, you will help us to achieve this.

Section 11

Leaving the Company

Notice period

Upon commencement of your employment there will be an initial probationary period that will last for six calendar months. Termination of employment can take place at any time during or at the end of this period, by you or the company giving one weeks notice in writing, without reference to the disciplinary procedure.

After satisfactory completion of the Probationary period and during the first 12 months of your employment, your employment may be terminated either by you or the Company giving one weeks notice in writing. After 12 months continuous employment you are required to give the Company at least four weeks notice, and the notice period the Company must give will increase by one week per complete year of service, to a maximum of 12 weeks.

Please check your contract of employment to confirm your notice period as this may be different for some positions.

On termination of your employment you must deliver up to the Company all property, documentation, records, customer lists, client/prospect database information, magnetic discs, tapes or other software media belonging to the Company which may be in your possession. You shall not, without the express written consent of the Managing Director, retain any copies. If so, required by the MD, you will sign a statement confirming that you have complied with the requirement.

Retirement

The Company does not operate a normal retirement age and you will not be compulsorily retired on reaching a particular age. You can choose to voluntarily retire at any time, provided you give us the required period of notice of termination.

For employees who are considering retirement we will support this major change in their life and will assist individuals to plan, which may include a phased reduction in working hours, financial planning assistance and life style guidance.

Redundancy

The Company are committed to providing a stable working environment for staff consistent with the need to manage the business effectively and economically. When redundancies have to be considered we will manage the process sympathetically and support staff during the consultation process.

We will comply with all statutory obligations, as detailed by employment legislation at the time.

We will explore alternatives to limit job losses and will listen to staff suggestions during the consultation period.

We will ensure a fair, consistent and sympathetic process is applied in the selection of employees for redundancy. Employees who are selected for redundancy will have the right to appeal against the decision.

Restrictive Covenant

Where there is a restrictive covenant in your contract of employment please remember that this continues for a period after you have left the Company. If you are unclear about your obligations please speak to us.

Final Salary P45

Your final salary will be paid taking into account any adjustments in respect of over payment to you, monies owed by you, by us, or outstanding holiday pay. Your P45 will be prepared at the same time and forwarded to your home address.

Termination of Employment

Terminating employment without giving notice

If you leave without giving the proper period of notice or leave during your notice period without agreement, the Company shall be entitled as a result of your agreement to the terms of this contract to deduct a days pay for each day not worked during the notice period, provided always that the Company will not deduct a sum in excess of the actual loss suffered by it as a result of your leaving without notice and any sum so deducted will be in full and final settlement of the Companys claim for your breach of contract. This deduction may be made from any final payment of salary which the Company may be due to make to you. The amount to be deducted is a genuine attempt by the Company to assess its loss as a result of your leaving without notice. It is not intended to act as a penalty upon termination.

Return of our property

On the termination of your employment you must return all our property 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.

Changes to this handbook

3 Inn Ltd reserves the right to review, revise, amend or replace the contents of this handbook and introduce new policies from time to time in order to reflect the changing needs of our business.

SELF CERTIFICATION OF ABSENCE

TO BE COMPLETED FOR ABSENCES OF UP TO 7 CONSECUTIVE DAYS

Employee Name:

...

PERIOD OF ABSENCE

I hereby certify that I was absent from work:

1st day sickness

Last day sickness

. Total days absent

. Record ALL days of sickness including weekends or non-working days.

Give brief details of the reason for absence which prevented you from attending work. (If off sick words like ILL or UNWELL are not enough, please be specific.)

No payment for any period of sick leave will be authorised unless this form is completed to the Companys satisfaction. Any false declaration on this form will be regarded as an act of misconduct.

AUTHORISATION FOR PAYMENT

Pay as entitled *should/should not be paid

Reasons if pay should not be paid

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