
JimKlean Services Limited

The cleaning service you can trust

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STAFF HANDBOOK

29 Manley Street, Salford, M7 2FJ

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Welcome

We would like to welcome you to JimKlean Services Ltd and express our sincere hope that you will be happy here in our team. We are an Equal Opportunities Employer.

Please keep this booklet as it contains many important aspects of your employment. You should read it carefully as in addition to setting out rules and regulations, it also contains a great deal of other helpful information and certain sections form part of your contract of employment.

We cannot include everything here but your Manager will help you access the Company's policies and procedures. The policies and procedures will change from time to time as legislation changes or if there is a business need. You will be notified of any changes and given relevant updates to this handbook at the appropriate time. It is your responsibility, however, to ensure that all updates are inserted in the appropriate place.

In line with business needs, we reserve the contractual authority to revise, amend or replace any of the terms and conditions of your employment. If the changes need to be made to your contract of employment we will embark upon a formal consultation process with you to seek your consent to the change. If the changes need to be made to the content of the staff handbook, we shall not necessarily seek the input of staff but we will ensure that any changes are communicated to you. Any changes which we seek to make to any documentation will be made subject to the changing needs of the business or to comply with new legislation.

"I confirm that I have been issued with a copy of the Staff Handbook. I am aware that it is my responsibility to ensure that relevant updates are inserted into it as and when issued to me and I agree to abide by the terms, conditions and policies set out therein".

Signed.....

Employee Name: Date.....

Contents

1. The benefits of joining our team

- 1.1 Terms of employment
- 1.2 Pay & Deductions
- 1.3 Hours of work
- 1.4 Holidays
- 1.5 Pensions

2. Keeping us informed

- 2.1 Timekeeping
- 2.2 Sickness absence
- 2.3 Other absence
- 2.4 Jury service
- 2.5 Medical and dental appointments
- 2.6 Unauthorised absence

3. Staying on the right track

- 3.1 Right to work in the UK
- 3.2 Disciplinary
- 3.3 Grievance
- 3.4 Appearance
- 3.5 Smoking
- 3.6 Swearing
- 3.7 Alcohol and drugs
- 3.8 Related persons
- 3.9 Gifts and entertainment
- 3.10 Use of telephones
- 3.11 Computers
- 3.12 Surveillance and the right of search
- 3.13 Copying and post

4. What you can expect from us

- 4.1 Induction
- 4.2 Your development
- 4.3 Equality and diversity
- 4.4 Harassment and victimisation
- 4.5 Data protection
- 4.6 Retirement
- 4.7 Notice period

5. Family friendly focus

- 5.1 Parental Leave

-
- 5.2 Family emergencies
 - 5.3 Flexible working
 - 5.4 Shared Parental Leave
 - 5.5 Compassionate and bereavement leave policy

6. Our way of working

- 6.1 Information and media
- 6.2 Whistle-blowing
- 6.3 Company and personal property
- 6.4 Mobility
- 6.5 Expenses
- 6.6 Declaration of outside business interests
- 6.7 Inventions, designs and intellectual property
- 6.8 Redundancy
- 6.9 Company vehicles
- 6.10 Social media

Appendices

- Appendix 1 – Equal Opportunities Policy
- Appendix 2 – Disciplinary Procedure
- Appendix 3 – Grievance Procedure
- Appendix 4 – Full list of company policies and procedures

1. The benefits of joining our team

1.1 Terms of employment

The nature of your appointment is as set out in your Contract of Employment. Your contract highlights the key terms and conditions of your employment such as pay, location of work, hours and holiday entitlement. You will be required to abide by the current rules and regulations in force in the location in which you are employed.

If you joined the Company via Waiver or third-party agency transfer, your terms and conditions may differ. Under Waiver regulations, your previous terms and conditions are protected. However, if you wish, you can transfer to the benefits of our terms and conditions. If you require more information please talk to your Manager.

1.2 Pay

You will be paid directly into your bank account in line with your terms and conditions of employment every month. To help us make the process as smooth as possible you will need to provide us with your bank details. Please ensure that you inform your manager of any changes to your details.

The Company needs your P45 and National Insurance number so you can be paid the correct amount. If you do not have a P45 or do not expect to receive one from your previous employer within your first week of employment, please ask the Company for a form P46 to complete and return.

Whilst pay increases may not be automatic your pay rate will be reviewed from time to time to ensure that you are rewarded for your work and commitment to the Company. Any decision will be at the discretion of the management.

In the event of an overpayment being made to you, we will inform you in writing. Depending upon the circumstances of the overpayment, e.g. incorrect expenses claim made, or incorrect salary calculation, an arrangement for the amount to be repaid will be made between you and the Company.

1.3 Hours of Work

Details of your hours of work are set out in your Contract of Employment, but you may be required to work reasonable additional or alternative hours to meet the needs of the business.

You may be required to work overtime if and when we deem this to be necessary. You have no contractual right to work any minimum level of overtime hours. You will be given as much notice as is reasonably possible of a requirement to work overtime.

In order for the business to operate successfully, it is essential that all departments are staffed during working hours. You are therefore required to be punctual in arriving at work and co-operate in the timing of breaks.

Unless completed by a team leader/supervisor/line manager, employees must complete timesheets on a daily basis; these keep a record of your attendance and hours of work. Timesheets must be submitted no later than the 3rd day of the month following the month to which they relate.

If you are found to be misusing this system in any way you may be liable to the disciplinary procedure.

1.4 Holidays

The holiday year and scale of entitlement is defined in your Contract of Employment. If you join us before the start of the holiday year you will be entitled to one twelfth of your annual entitlement for each completed calendar month of service. Your entitlement will be calculated similarly in the year in which you leave employment. If you have taken more than your paid holiday entitlement when you leave, a deduction will be made from your final salary payment equal to the difference between paid holiday taken and holiday entitlement accrued at the date of leaving. The Company will pay you for any accrued holiday not taken.

Part-time employees will have their holiday entitlement calculated on a pro-rata basis and will be eligible to be paid for Public Holidays, provided they fall on a day that they normally work (subject to individual contractual arrangements).

All holiday requests must be approved by management, prior to making any bookings. It is desired that, where possible, advance notice of at least two months be given. This is to enable us to organise adequate cover for your job whilst you are absent.

The Company recognises the following Public Holidays:

- New Year's Day
- Good Friday
- Easter Monday
- May Day Holiday
- Spring Bank Holiday
- Late Summer Holiday
- Christmas Day
- Boxing Day

1.5 Pension Scheme

The Company will comply with its pension duties in accordance with Part 1 of the Pensions Act 2008. A contracting out certificate is not in force in respect of this Agreement.

2. Keeping us informed

2.1 Timekeeping

You must attend work on time as poor timekeeping lets the team down. On some sites, you may be required to sign in and out either manually or electronically and this must be done accurately.

If you need to leave work at any time for any reason during working hours please obtain permission from the Director or designated manager.

Persistent lateness, incorrect signing in or out, or leaving work without permission may result in disciplinary action.

2.2 Sickness absence

The Company has a sickness absence policy. If you require, a copy can be provided. Please ask a Director for more details.

Absences resulting from ill-health should be supported by a self-certificate covering the first seven days of absence. Thereafter a doctor's note will be required and forwarded to us as soon as possible, ideally within 24 hours. You will then be expected to supply medical certificates to cover the entire period you are absent.

On the first day of absence you are required to notify a Director, **personally**, as early as possible, but no later than one hour before your start time, indicating how long you expect to be absent. You will always be expected to ring the Company **personally** unless you have been hospitalised. Failure to report an absence in this way may result in disciplinary action. For the avoidance of doubt, any absence will be unauthorised in the event you have not informed a Director of the reason for the absence one hour before your start time on the first day of absence. No employee is permitted to send text messages or e-mails to notify absence.

When you have been absent for four working weeks consecutively, your absence will be classed as long term. We will make every effort to keep in touch with you and provide the right level of support. A Director will arrange welfare visits at home or at work. We may require a report from your doctor or an occupational health provider to understand how we can best manage your return to work. It is a condition of your employment that you must agree if and when requested, to undergo a medical examination by an independent doctor, to be nominated by the Company.

Upon returning to work after sickness absence, you will be asked to attend a 'return to work interview'. This is to find out how you are and to ask whether there is anything we can do to assist your return.

Payment whilst you are absent sick will be in accordance with your contract of employment.

If you have pre-booked a holiday and are subsequently certified medically unfit i.e.

are in possession of a doctor's certificate for the whole or part of the holiday, then

you are entitled to take additional holiday later in the holiday year, for a period equivalent to the sick leave taken during that holiday.

2.3 Other absence

If you are unable to attend work for any reason (for example for compassionate leave or domestic emergencies) you must inform a Director as soon as possible but no later than one hour before your start time. You should speak directly to a Director **personally**. Text messages or email are not acceptable when reporting absence. Failure to report absence in this way may result in disciplinary action. Please refer to the relevant policy that covers these absences.

2.4 Jury Service

If you are called for jury service or other public duties you must inform the Company immediately with a copy of the letter summoning you to attend. You must submit appropriate claims to the Courts you attend for duty. In addition, you must keep the Company informed during your absence of the likely date of your return.

You are expected to return to work if the requirement to attend court is curtailed.

2.5 Medical & Dental Appointments

Medical and dental appointments must be arranged, as far as possible, outside working hours. If appointments must be made within working hours then you must strive to make them either early or late in the day to minimise disruption. Documentary evidence for the appointment must be provided if requested.

For hospital appointments, appointment cards must be provided to confirm these as the Company recognises that it is not always possible to arrange hospital appointments outside of working hours.

2.6 Unauthorised Absence

All absences must be authorised by a Director. Any absence that is not authorised constitutes unauthorised absence and may lead to disciplinary action being taken.

3. Staying on the right track

3.1 Understanding the right to work

For new staff, as a member of the team, even if you joined via a third-party agency or contract, you must provide us with proof of your eligibility to work in the UK. This is a legal requirement and failure to provide us with the required documentation may result in the termination of your employment. You must keep a Director updated on any changes in your circumstances as soon as possible.

In some cases, we may ask you to undergo other checks such as a Disclosure and Barring Service check.

3.2 Disciplinary

A copy of the Company's disciplinary policy is annexed to this handbook. Please take the time to acquaint yourself with the process and when the disciplinary procedure may be invoked.

3.3 Grievance

Communication is encouraged at all levels throughout the Company ensuring that questions and problems can be aired and resolved quickly. If you have any disagreements or complaints please raise these informally in the first instance with a Director.

If your disagreement or complaint cannot be resolved by discussion you should put it in writing outlining the problem and where possible identifying the required solution.

A copy of the Company's grievance policy is annexed to this handbook.

3.4 Appearance

It is important that you remember your appearance and conduct reflects on the Company. With that in mind you are expected to maintain good standards of personal hygiene, appearance and dress appropriately to your job responsibilities. This includes attendance on courses, training sessions, networking events etc. whether in-house or on site. All clothing should be neat and clean.

Employees who are provided with protective clothing, safety shoes and uniform are required to wear and use all provided equipment and clothing. Employees should wear non-slip footwear, and trainers. All office staff should dress appropriately to their position.

Refusal to wear uniform, and appropriate protective clothing, or exhibiting poor standards of dress and appearance will be regarded as unacceptable conduct and may be dealt with through the disciplinary procedure.

3.5 Smoking

The Company implements a no-smoking policy throughout Company premises. This includes Company vehicles.

All employees have a right to work in a clean environment and employees are reminded that the Company deems a breach of this policy as gross misconduct. Any employee found to be smoking on Company premises or in Company vehicles, will be subject to the disciplinary procedure which may lead to their dismissal. Employees must also adhere to client's no-smoking policies when working on their sites.

Smoking may only be during designated breaks, and must be away from Company or client premises, except in their designated areas. For guidance on where you may smoke, please speak to a Director. Please dispose of all cigarette ends responsibly.

3.6 Swearing

Swearing is not condoned anywhere on Company premises, or whilst conducting Company business and any member of staff caught doing so (which includes making gestures) may be liable to disciplinary action.

3.7 Alcohol and drugs

Alcohol and/or drugs are strictly prohibited and in some cases are illegal. You should not attend work under the influence of either. Doing so may result in your immediate removal from site and could result in your dismissal. Please refer to the Company's substance misuse policy for further details.

3.8 Related persons

We recognise that family and other relationships occur between individuals in a direct or indirect reporting line, within a department and also with individuals working for a competitor or supplier.

You are expected to apply sensible discretion, and you should seek guidance from a Director in situations where you feel your objectivity may be questioned. You should therefore avoid putting yourself in any situation where your decisions or actions at work could be challenged on the grounds of personal favouritism or taking advantage of personal connections.

3.9 Gifts & Entertainment

You must never accept a bribe or an unusual payment, or anything that could be interpreted as an attempt to influence your judgement from suppliers, clients or anyone in the business environment. Please refer to the Company's anti-corruption and bribery policy for full details of what can and cannot be accepted.

All gifts received or offered should be made known to a Director as soon as possible.

3.10 Use of telephones

We ask you to arrange personal calls during break times. Please do not use your personal mobile phone during working time, unless authorised by management. Company telephones, if provided, should only be used with prior permission and restricted to Company business except in exceptional circumstances.

Mobile telephones are not to be used whilst driving on Company business without the use of an appropriate hands-free kit. Anybody caught using a mobile telephone whilst driving, without using a hands-free kit, will be liable to disciplinary action.

3.11 Computers

Computers provided by the Company must only be used for business use and all software must be loaded by a Director or designated authority. Use of your own computer, tablet or mobile telephone to access the internet or email during work time for personal use is prohibited. Please refer to the Electronic Information and Communications Systems Policy and the Social Media Policy for further details.

Employees should note that the Company reserves the right to monitor and/or record all telephone calls to and from the office, all mail or emails (whether marked Private or Personal) and the Internet (checking the server) at any time for the purposes of ensuring that the Company rules are being complied with and for legitimate business purposes.

3.12 Surveillance and right of search

The Company reserves the right to use covert surveillance in cases where any suspected dishonesty may have taken place either in relation to the activities of employee(s) or third parties or in cases where there may be suspected breach of contract, e.g. breach of a restrictive covenant or breach of confidential information, such as would be likely to damage the business or reputation of the Company.

It is a condition of employment that employees are required to submit to a search including a personal search and search of cars or lockers or any other personal property belonging to or accompanying an employee. Employees entering or leaving Company premises, including parking areas may be asked to submit to a search by duly authorised personnel.

Failure to submit to a search when requested will be regarded as breach of contract for which disciplinary action including summary dismissal may be the penalty. We reserve the right to contact the police to conduct the search on our behalf.

3.13 Copying & Post

You should not use office stamps / postal franking machines for the despatch of private mail, or the Company photocopying facilities for private purposes.

Under no circumstances must Company headed stationery be used for your correspondence, nor should its name, address or telephone number be used for

your business or private purposes.

4. What you can expect from us

4.1 Induction

We are committed to ensuring that when you join our Company we give you all the information and support you need to start in your new role. Induction programmes will be provided as appropriate and as part of every programme, a Staff Handbook will be given to you to ensure you receive all relevant information relating to your employment.

4.2 Your development

You will usually have an appraisal every year, where objectives will be reviewed and set and where your contribution to the business can be recognised.

The continued success of the Company depends upon the contribution that trained people make at every level of the organisation. Training will be evaluated and reviewed to ensure that it is developed to match the needs of you, the business and the customer.

We may give you support if you wish to study for a professional examination relevant to your job. Please speak to a Director if you feel this is relevant to you.

4.3 Equality and diversity

It is Company policy that all applicants for employment and employees shall be given equal opportunities in all areas of employment. This means that no job applicant or employee receives less favourable treatment on the grounds of gender, age, marital status, social class, colour, race, ethnic origin, religion, sexual orientation, creed or disability. Neither should they be disadvantaged by conditions or requirements that cannot be shown to be relevant to the job.

We place great emphasis on maintaining procedures that are free from all forms of discrimination.

Please see the attached Equal Opportunities Policy for further details and information.

4.4 Harassment and victimisation

Harassment, bullying or any form of victimisation will not be permitted or condoned in the workplace. Please refer to the Company's Anti-harassment and Bullying policy for more information.

4.5 Data Protection

As part of everyday operations we regularly collect, hold and process personal information from various sources relating to employees, customers, contractors and suppliers. All personal data is stored securely and processed fairly in accordance with the Data Protection Policy.

If you would like to see the contents of your personal file please speak to a Director. There may be an administration fee payable for this information.

4.6 Retirement

The Company's retirement policy can be viewed in the 'Policies and Procedures' section of the Master Handbook. If you have any questions about the retirement policy, please talk to a Director.

4.7 Notice period

If you decide to leave us, you must confirm your resignation in writing to a Director. Check your contract of employment for details of the amount of notice that you should give to us.

We will not be obliged to provide you with any work at any time after notice of termination has been given by either party.

All property belonging to the Company must be returned to us prior to your leaving date. You are reminded that restrictions on the disclosure of any Company information may continue after the termination of your employment and no such disclosure should be made without prior permission. Please refer to your contract of employment.

Any unused pro-rata entitlement to holiday may only be taken during the notice period with prior management agreement. Alternatively we may insist that you take any unused holiday entitlement within your notice period.

5. Family friendly focus

5.1 Parental Leave

Employees who have completed the statutory qualifying period of continuous service and meet the criteria are entitled to a period of unpaid parental leave, over five years, for each child born or adopted.

For full details of your statutory rights please refer to our Parental Leave Policy or speak to a Director.

5.2 Family emergencies

In exceptional circumstances, you may be granted unpaid leave to assist a dependant (parent, spouse, partner, child or person living in the same household). You should advise a Director as soon as practicable of the need for any absence and its likely duration.

For full details please refer to our Time off for Dependants Policy or speak to a Director.

5.3 Flexible Working

Any employee who has a minimum of 26 weeks continuous service for the Company, and who has not made a flexible working request within the last 12 months, is entitled to apply for flexible working.

For full details of your statutory rights please refer to our Flexible Working Policy or speak to a Director.

5.4 Compassionate and bereavement leave policy

Compassionate leave is designed to help a member of staff where they need to deal with necessary arrangements for or assist a close relative who is seriously or critically ill. Bereavement leave is designed to help you cope with the death of a close relative, to deal with necessary arrangements and attend their funeral.

Entitlement

We may exercise our discretion to allow staff to take unpaid compassionate or bereavement leave in respect of a close relative or close friend, depending on the circumstances of each case.

If you are unable to return to work following a period of compassionate leave or bereavement leave you should contact a Director. It may be appropriate to take a period of annual leave or unpaid leave in some circumstances.

Requesting Leave

We recognise that it may not always be possible to request compassionate leave or bereavement leave in advance. However, where it is possible, you should make your

request known in writing to our Managers. You should tell them the reasons for your request and the number of days leave you would like to take.

Where it is not possible to request leave in advance you should contact a Director as soon as possible to tell them the reason for your absence and the number of days you expect to be absent.

6. Our way of working

6.1 Publication of information & the media

You must not disclose any confidential information concerning customers, clients or the finances or affairs of the Company. No interviews are to be given to representatives of the press, radio or television on any matter concerning the affairs of the Company, without written permission from a Director.

Failure to adhere to this policy may be considered to be gross misconduct and will lead to disciplinary action being taken against any employee concerned.

6.2 Whistle-blowing Policy

We commit to the highest standard of openness, integrity and accountability. Employees are therefore encouraged to report any wrongdoing by the Company or its employees that fall short of these business principles. (This also applies to staff of key contractors, if applicable). Should you become aware of any illegal, unsafe practices or wrongdoing which may threaten public or Company interest then we ask you bring this to our attention confidentially.

The Public Interest Disclosure Act 1998 protects employees who report wrongdoing within the workplace, but it is the aim of this policy to ensure that as far as possible our employees are able to tell us about any wrongdoing at work which they believe has occurred, or is likely to occur.

Please refer to our Whistle-blowing Policy for more information.

6.3 Personal & Company Property

It is the duty of every employee to safeguard Company property so far as is reasonably practicable. Damage, attempted damage, theft or attempted theft, or any suspicious circumstances or behaviour on the part of fellow employees or third parties should be reported at once to a Director.

Employees are at all times expected to safeguard the Company's property and all Company property must be returned to the Company at the request of management.

Loss, theft, or damage to Company property, which in the opinion of the Company, falls within the scope of the disciplinary procedure may lead to termination of your employment.

The Company takes every reasonable precaution to safeguard property that you bring on to the premises, but cannot accept any responsibility for loss or damage to personal property, vehicles or valuables, including cash, on Company premises or in Company vehicles.

If you do lose or suffer damage to anything belonging to you, you should report it to a Director immediately. Protect your money, clothing and other valuables by exercising caution. In addition, you are advised to arrange your own suitable

insurance cover.

Should you find any lost property, this should be handed to a Director.

6.4 Mobility

Your place of work is as detailed in your contract of employment. It is a condition of your employment however that you comply with any reasonable request should we deem it necessary to ask you to work from different premises. This may be a temporary or permanent relocation however you will be given as much notice as is possible.

6.5 Expenses

On production of the original relevant receipts, attached to an expenses form and your timesheet, we will refund any pre-authorized expenses, which are necessarily and properly incurred by you in the execution of your duties, subject to approval. You must check with the Company before incurring any expenses to ensure that they will be accepted as valid business expenses.

Claims for expenses are to be submitted on a regular basis. The appropriate form should be accompanied by all relevant original receipts. This form should then be submitted for payment to a Director.

Failure to provide receipts may result in failure to reimburse expenses. Falsification of any claim will be regarded as a serious breach of Company rules and will be dealt with through the Company's disciplinary procedure.

6.6 Declaration of outside business interests

You must declare any shareholding or financial involvement in another business, if that business could be materially affected by the employee's activities on behalf of the Company. This includes businesses which are, or which become, suppliers, clients or competitors of the Company.

During your normal hours of work you may not, without prior written consent from a Director, devote any time to any business other than the business of the Company.

If you wish to engage in other employment or business activities, you must have prior approval from a Director. If, in a Director's opinion, the secondary employment or business activity is likely to place you in competition with the Company, create conflict of interest or adversely affect your job performance, permission may be withheld.

6.7 Inventions, designs and intellectual property

We recognise that during employment, an employee's duties (whether during or after working hours) may lead to the creation of, or participation in, generation of intellectual property. You should be aware that such intellectual property belongs to the Company. You are expected to disclose to the Company all intellectual property including inventions, designs, discoveries, developments, processes, formulae, programmes and improvements (together, "inventions") conceived or generated,

either alone, or with others, in the course of your employment.

We shall decide, in our sole discretion, whether and when to apply for patent, registered design or other protection in respect of the Inventions and reserves the right to work any of the Inventions as a secret process in which event you shall observe any obligations relating to confidential information which are outlined in your contract of employment.

6.8 Redundancy Policy

It is our intention, as far as possible, to maintain a stable work environment and provide reasonable security of employment for all employees. However, if it is ever the case it becomes necessary to reduce staffing levels, the Company has a Redundancy Policy that aims to minimize the impact of such reductions. It must be recognised that where the needs of the business dictate, the procedure will be adapted to the particular circumstances that prevail. The Company has a detailed redundancy policy, and should the need arise you will be issued with a copy. Should you wish to see a copy, please contact a Director.

6.9 Company vehicles

If you have access to a Company vehicle please familiarize yourself with Company Vehicle Policy. We require you to look after your vehicle and ensure it is kept in good condition and maintained regularly.

Any changes to your driving license status must be notified to a Director in writing immediately. Where driving is a requirement of your role, disqualification may result in the termination of your employment.

You will be responsible for any fines or charges incurred through unlawful use of the vehicle.

6.10 Social Media

Your use of social media can pose risks to our confidential information and reputation. Please refer to the Social Media Policy for guidance on how to use social media both at work and in your own time.