



New Staff Induction Pack

3d leisure



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## **Your Handbook**

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

If there is anything in the employee handbook that you do not understand or in relation to which you require further clarification, you should speak to the management, in the first instance through your Club Manager. The company welcomes any comments or suggestions as to how the employee handbook could be improved.

### ***Changes to the Employee Handbook***

The company reserves the right to amend this employee handbook but will make every effort to notify employees when there is an official change to a policy that it contains.

For example, the employee handbook may need to be changed where there is a change to:

- the way in which the company operates because of market conditions;
- employees' contracts of employment, on which they will be consulted, necessitating a change to the employee handbook too; and
- employment law that requires a policy to be amended.

However, employees are responsible for their own up-to-date knowledge about the Company's procedures, benefits, and working conditions.

### **Confidentiality**

It is a condition of your employment that you have a duty of confidentiality with regards to the Company.

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company, and you must not discuss any Company sensitive or confidential matter whatsoever with any outside company including the media.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

|       |                                       |     |
|-------|---------------------------------------|-----|
| 1.    | Company Information                   | 4   |
| 1.1.  | Letter from the Managing Director     | 4   |
| 1.2.  | 3d Leisure Mission Statement          | 5   |
| 1.3.  | The 3d Leisure Credo                  | 6   |
| 1.4.  | 3d Leisure - Company Structure        | 7   |
| 1.5.  | 3d leisure – Meet the Team            | 8   |
| 2.    | Working for 3d Leisure                | 12  |
| 3.    | Company Benefits                      | 15  |
| 4.    | Company Policies                      | 18  |
| 5.    | 3d Leisure Company Standards          | 185 |
| 6.    | ISO9001: 2015                         | 188 |
| 7.    | What we expect of you                 | 189 |
| 8.    | Annual Leave                          | 194 |
| 9.    | Absence & time off from work          | 194 |
| 10.   | Termination of Employment             | 198 |
| 11.   | Solving Problems                      | 199 |
| 12.   | Communications                        | 201 |
| 13.   | Training and Development              | 202 |
| 14.   | Your Job                              | 203 |
| 14.1. | The Role of the Health & Fitness Club | 203 |
| 14.2. | Membership Conditions                 | 203 |
| 14.3. | Job Descriptions                      | 204 |
| 15.   | Introduction to Health & Safety       | 212 |
| 15.1. | Health & Safety Policy Statement      | 212 |
| 15.2. | Staying Safe at Work                  | 213 |
| 15.3. | Normal Operating Plan                 | 215 |
| 15.4. | Emergency Action Plan                 | 218 |
| 15.5. | COSHH                                 | 220 |
| 15.6. | Child Protection                      | 220 |
| 16.   | Data Protection                       | 221 |
| 17.   | Appendices                            | 222 |

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## 1. Company Information

### 1.1. Letter from the Managing Director

#### **Welcome!**

Dear Fellow Employee,

Welcome to 3d Leisure! As you will now be aware, 3d Leisure Limited is an expanding leisure-based company involved in the operation of health clubs, spa's and sporting facilities.

We pride ourselves on the quality of service that we offer. Success is only achievable through personalised service - service that only you can provide through teamwork, professionalism and a sincere desire to meet our clients' needs.

The Company regards its staff as its most important asset and has a genuine desire to provide attractive career opportunities for those persons who demonstrate that they have the necessary ability, enthusiasm and personal qualities to succeed.

This Staff Induction Pack should be read carefully and kept handy for easy reference. Should you have any questions concerning responsibilities, conditions of service, annual leave, etc. please refer to the Staff Handbook. If you are still unsure, please speak to your Club Manager.

Best wishes for your future career with 3d Leisure Limited. I hope that you will enjoy being part of our team and that you will find your work rewarding.



**Paul Ramsay**  
**Managing Director**

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## 1.2. 3d Leisure Mission Statement

“3d are committed to supporting and encouraging individuals to make healthier life choices by delivering bespoke industry leading fitness and wellbeing management solutions and maintaining our excellent reputation for professionalism and service to our clients”.

### **OUR CORE BUSINESS PRINCIPLES ARE TO:**

- Support our clients with the highest quality service
- Provide an exceptionally high level of customer service at the facilities we manage
- Deliver a professional service which is fun and engaging
- Continually develop our service with new initiatives
- Provide the opportunity for our teams to develop professionally and personally
- Constantly review and improve our performance, system and procedures
- Adapt and be flexible to clients changing needs
- Have fun!

### **OUR KEY OBJECTIVE IS TO:**

Get more people, more active, more often, whilst providing the best wellness management service available.

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### 1.3. The 3d Leisure Credo

“The EXTRA dimension to your business”

|          |          |
|----------|----------|
| <b>E</b> | Enjoy    |
| <b>X</b> | X Factor |
| <b>T</b> | Team     |
| <b>R</b> | Reliable |
| <b>A</b> | Attitude |

#### **Enjoy**

- We try to remember what’s really important in life
- We work hard but play hard too
- We try to bring the ‘fun factor’ into working out

#### **X Factor**

- We understand optimum profit (we maximise income minimise expenditure)
- We focus on the objectives set
- We have an astute/expert understanding of the business we manage
- We understand that prior planning prevents poor performance
- We can assess opportunities for investment and advise appropriately

#### **Team**

- We offer help and assistance to colleagues
- We provide encouragement and motivation to all our team
- We develop and train all staff
- We have a positive attitude

#### **Reliable**

- We do what we say
- We are trustworthy
- We are reliable

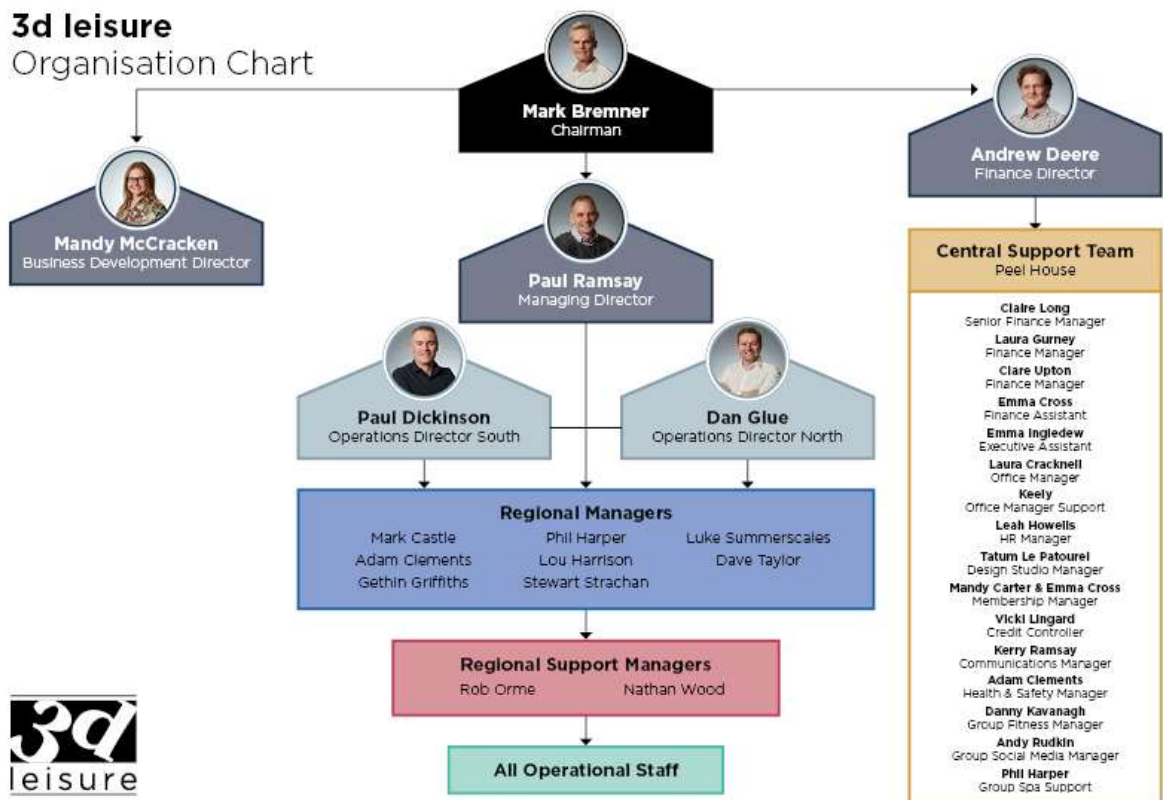
#### **Attitude**

- We get back to people in time – internally and externally
- We set objectives and put in place strategies to achieve them
- We have meetings that have objectives
- We commit action plans to written minutes
- We get things done when we say we will
- Our presentation is of the highest standard
- We do the best job we can
- We try to go the extra mile for customers and our team members

## 1.4. 3d Leisure - Company Structure

**Support Office:**  
 3d Leisure  
 Peel House  
 Upper South View  
 Farnham  
 Hampshire  
 GU9 7JN  
 Tel: 01252 732220  
 Fax: 01252 732221

**Northern Office:**  
 3d Leisure  
 Tree Tops  
 Arrathorne  
 Bedale  
 North Yorkshire  
 DL8 1NE



### Additional Contacts:

HR: 01252 900964 | [HR@3dleisure.com](mailto:HR@3dleisure.com)  
 H & S Consultant: **Joe Ryan**  
 Payroll: **Payroll Options**  
 Data Protection Officer: **Laura Cracknell**  
 Clubs Include: **See current site directory**

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## 1.5. 3d leisure – Meet the Team

### Directors



#### **Mark Bremner - Chairman**

Having completed a business degree and world travels, Mark was a founder Director of DC Leisure (now Places for People leisure) – a local authority leisure management company managing over 100 leisure facilities on behalf of local authorities. Having sold this business Mark now focuses on developing 3d leisure’s service. Mark was a Director and Treasurer at the Fitness Industry Association (now UK Active) for over 9 years and is a well-known and respected industry figure.



#### **Paul Ramsay – Managing Director**

Paul joined 3d leisure originally as a fitness instructor in 1997. After holding many roles in the company, he was promoted to the Board in 2000.

As Managing Director, Paul oversees the performance of all our managed clubs through close support of the Regional Management Team. Paul will meet with key client contacts on a monthly basis (or whenever required) to ensure that we are delivering our promise at every site. Paul coordinates the development of all the company’s QMS and is responsible for our partnership and alliances with external suppliers.



#### **Andrew Deere – Finance Director**

Andrew is a Business Studies graduate from Bristol University. After initially taking some time out to travel, Andrew joined his family publishing and training business, a company he still runs to this day. He joined the Board of 3d leisure in 1999 as Company Secretary with Director responsibility for all financial matters and the administration of the business. Andrew manages the Support Office at the company’s base in Farnham, Surrey. The team in Farnham support all 3d clubs with finance, HR, health & safety, design and all marketing campaigns.



#### **Paul Dickinson – Operations Director – South**

Paul has worked for 3d leisure since 2002 when he started as a Club Manager. Paul was appointed as a Board Director in 2013 and is now an Operations Director. Based on the south coast, Paul looks after the majority of the southern sites.





**Dan Glue – Operations Director – North**

Dan started in the industry as a part time fitness instructor with 3d leisure and now specialises in sales, spa and operations. He works closely with the Managing Director overseeing the key sites within the group ensuring ultimately that bottom line profit and targets are achieved for the clubs we manage.

Dan is a key motivational speaker at a number of our sales and marketing seminars.



**Mandy McCracken – Business Development Director**

Mandy has worked in Corporate fitness and wellbeing for the past 12 years and re-joined 3d leisure in February 2017. Mandy’s role is to develop new business within 3d’s 4 key market sectors, corporate, hospitality, education and the private sector as well as playing an active role in the continual development of the services and products 3d deliver. Mandy brings a wealth of experience in creating bespoke solutions for potential clients to meet their specific fitness, health and wellbeing management objectives.

**Support Office Staff**



**Leah Howells – HR Manager**

Leah joined 3d leisure in 2022, providing valuable support to key stakeholders across the company, especially the senior management team. She is responsible for developing all HR strategy, systems, and practices, ensuring compliance with employment law. Most importantly, supporting employees and workers with any queries or issues they may have throughout their employment with 3d.



**Claire Long – Finance Manager**

Claire has worked for 3d leisure since 2004 overseeing the Accounts Department. She is responsible for the production of monthly management accounts for the 3d board as well as individual club accounts for all the CLSP clubs and corporate clients.



**Laura Cross – Accounts Payable**

Laura arranges payments to suppliers, freelance instructors, staff expenses, club income reimbursement and 3d Direct Debit refunds. Laura also assists Claire Long in producing monthly P+L’s for various clubs and overseas all the Direct Debits.



**Laura Cracknell – Office Manager**

Laura has over 20 years of EA/Office manager experience. Laura joined 3d leisure in June 2023 in the role of Office Manager for the support office, Peel House. She oversees all the administrative duties for the company.

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## Regional Managers

For each club we manage we appoint a Regional Manager to provide support and guidance to the on-site team and drive the clubs towards their goals. All of our Regional Managers have an extensive knowledge of the gym, fitness and leisure industry having worked their way through Instructors and various club management positions.

They will provide on-site support in the form of regular visits and reliable telephone support. A key part of their role is to manage and motivate club managers to deliver financial targets and maintain the highest possible standards in terms of service and facilities we operate.



### Mark Castle

A graduate in Sports Management from Northumbria University, Mark has gained vital experience in private leisure operations in USA, Dubai and the UK. He was employed by Terence Conran in 1999 to oversee the opening of the leisure club at the newly refurbished Great Eastern Hotel.

He began his 3d career as Club Manager but after 2 successful years he was promoted to Regional Manager. Mark specialises in the hotel spa sector and is currently the key contact in dealing with product houses and other key spa partners.



### Stewart Strachan

With his HND in Leisure Management, Stewart is a knowledgeable and driven manager who wants to achieve targets and his infectious personality motivates those around him to buy into a vision and to achieve goals.

Staff development is one of Stewart's passions as he wants people to be all they can be and he aims to inspire through positive working environment at each of the clubs he is responsible for. Having worked for 3d leisure at a number of locations Stewart has gained vast experience in both corporate fitness and hotel health club management.



### Dave Taylor

Dave was promoted to a regional position in December 2022 after previously spending the last 6 years managing 3d Leisure operated sites in London. Prior to this Dave spent time working in clubs in the UAE, Dubai and in America.

Dave has a good knowledge of Spa operations in was twice a finalist in the Hotel Catey awards in the Spa Professional of the Year category.



### Luke Summerscales

After doing his A-Levels in 2000, Luke started working for 3d leisure as a part time trainee instructor. He had a clear passion for sales and retention, helping him quickly excel in the leisure industry and became a club manager within 2 years. He remained solely in club management for 15 years, most of which for 3d leisure, before taking on a Regional Manager position in 2018.

He specialises in membership systems, new staff training and has a passion to troubleshoot any club issues.



**Adam Clements – Regional Manager**

Adam Clements joined 3d Leisure as a club manager in 2012 and was promoted to the role of Regional Manager in 2017. Adam has 12 years leisure industry experience and gained a vast industry knowledge through working with a number of varied clients. Adam has a keen eye for detail and focus on improving standards, service and the member journey.



**Lou Harrison – Regional Manager**

Lou joined 3d Leisure as a fitness instructor in 2001. After various roles within the 3d portfolio and obtaining a Diploma in Management, she was promoted to Club Manager. In 2019 she joined the Regional Management team.



**Danny Kavanagh – Group Fitness Manager**

Danny is the Group Fitness Manager for 3d leisure. His role is to drive the fitness, wellbeing and the retention strategy for the 3d business forward. He is responsible for improving the fitness and wellbeing service across all corporate sites.

Danny is passionate and focused on fitness and wellbeing and his background includes PT, Class instructor and referral consultant.



**Andy Rudkin – Group Support Manager**

Andy left University with an honour's degree in Sports Studies in 2004, and joined 3d leisure 3 years later after brief stints with Hilton and Marriott Hotels. He has managed a number of sites for the company to date; whilst in his spare time learning the world of social media.

He now supports the clubs and the Regional Managers by ensuring all sites digital marketing is accurate and up to date. He is responsible for over 80 social media sites, including our own 3d leisure Facebook and twitter. His generic group wide posts and site-specific guidance provide the perfect platform for each club to achieve great things through their social media. He is also a qualified STA Pool Plant Tutor, allowing us to call on his knowledge and course instruction for our sites.



**Phil Harper – Group Spa Operations Manager**

Phil Harper joined 3d Leisure in 2018 as a Spa support Manger and was promoted to the role of Spa Operations Manager in 2021. Phil has 10 years Leisure & Spa management and 10 years hotel operations experience. Phil gained his vast Hotel operations knowledge through having worked several departmental management roles for a number of varied clients. Phil has gained several commercial awards over the years and understands how to drive KPI's for the Spa's whilst maximising revenue for the hotel. Phil is our very own Premier expert.

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## 2. Working for 3d Leisure

Your Club Manager will give you the opportunity to work through this handbook before you begin your first shift.

### Training and Development

On commencing employment with us you will undergo a comprehensive induction period of 8 weeks. During this time you will be given specialised training in your job skills by a competent trainer. You will also receive valuable support training in customer care and selling skills, to help you gain confidence in these very important aspects of your work. Your club manager will assign you a login to the online training portal where each applicable course is accessed and then completed by yourself with guidance from your designated trainer. The training portal is located through the main 3d leisure portal ([www.3dleisure.com](http://www.3dleisure.com)) and then by selecting the training and development tab. Once logged in you will be able to access the company induction and the 5 point training plan courses.

You will also receive instruction on your site's Emergency Action Procedures to equip you to work safely and efficiently and to be of assistance to your workmates and clients in an emergency situation.

### Contract of Employment

On selection you will immediately be issued with your Statement of Terms and Conditions of Employment with this Induction Pack, this will form your contract of employment. It is imperative that you understand and comply with the contents of your Handbook and the Terms and Conditions, and in particular with the obligations referred to in this Handbook.

### Payment of Wages and Salaries

When you join us on your first day, please bring along with you your P45 or P46, together with any leaver's statement issued to you by your previous employer. We will also require at this stage, details of your bank account so that prompt payment may be made. Should you not have an account at present the management will be only too pleased to assist you in opening one. In the absence of your P45 or P46 you will be subject to income tax deduction under an emergency code. If you are unable to provide your P45 or P46, please submit your National Insurance number. Failure to do so may result in non-payment of wages or salary. 3d Leisure does not issue hard copies of payslips, you can instead access your payslip online. Log in details will be emailed to you by the payroll department when your first pay has been processed, once logged in you can view and print your payslips.

### Monthly Pay

If you are paid on an hourly rate you will be paid for pre-determined period each month, usually 16<sup>th</sup>-15<sup>th</sup>. Your month's wages will be paid into your bank account on the last working day of the month. Salaried members of staff and paid from 1<sup>st</sup> – 31<sup>st</sup> of the month and will receive 1/12th of your annual salary figure in each monthly payment.

### Hours of Work

Your normal hours of work will be as outlined at your interview and confirmed in your letter of appointment, statement of terms and conditions and any subsequent amendments. The working week runs from Monday to Sunday.

### Overpayments / Underpayments

If you are overpaid or underpaid for any reason you must immediately inform Payroll. The total amount of the overpayment can be repaid immediately or will otherwise be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period. Underpayments will be paid as soon as possible.

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### Income Tax and National Insurance Deductions

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them if making enquiries with the HMRC or DWP, or if completing a self-assessment form. The law does not allow us to issue duplicate copies.

### Deductions

The Company is required by law and reserves the right at any time to make certain statutory deductions from your pay including but not limited to any excess holiday, outstanding loans, advances, expenses, and the cost of repairing any damage or loss to the Company's property caused by you in accordance with current legislation. Other deductions, either voluntary or contractual, will only be made with your agreement in writing. Any queries concerning your wage or salary should be made as soon as possible to the payroll department.

### Change of Personal Circumstances

In the event of any change in your personal details you should notify Head Office. Your Club Manager should also be made aware of these. Incorrect records can result in serious delay should it be necessary to notify your family in case of sickness or injury and can affect deductions from your pay and your eligibility to claim certain statutory benefits.

### Expenses

You must consult your Contract Manager before making any purchase you wish to claim as a Company expense.

If the HMRC makes a claim and is able to enforce a claim against the Company for the payment of tax in respect of any expense claim that has been paid to you without the deduction of tax, the Company reserves the right to recover this tax from you.

### Use of your Own Vehicle on Company Business

Employees who are required to work away from their normal place of work may incur additional travelling expenses as a result. In such cases, the difference in distance from home to temporary location and that of the normal workplace may be claimed from the Company. The rate used to calculate the payment is the rate designated by the Company and may be changed from time to time.

Where you use your own vehicle on Company business you must:

- Ensure that your vehicle insurance covers you to do so. Most insurance policies include occasional business use as long as they are informed of the possibility. As many companies offer occasional business use cover without additional premium, the Company does not accept responsibility for any additional costs incurred.
- Ensure that your Vehicle Insurance Policy meets the requirements of the Company in respect of indemnification from loss in the event of an accident and submit the policy to the Finance Director for examination. The Company will not accept any responsibility for claims from you or third parties where appropriate cover has not been obtained.
- Ensure that the vehicle is roadworthy in all respects and if applicable that the vehicle has a valid MOT certificate.
- You must have the permission of the Regional Manager prior to incurring any travel costs.

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### Your Property

You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. We do not accept liability for any loss of, or damage to, personal items that you bring onto the premises.

### Pensions

3d Leisure currently offers a Workplace Pension scheme called The People's Pension, to all employees. The criteria for which is as follows;

- aged at least 22 but under state pension age
- earning more than £10,000 a year (£833 a month or £192 a week)
- not already an active member of a workplace pension scheme with 3d Leisure
- working within the UK.

If you meet the criteria, once the three-month probation period has passed and a permanent contract issued, you will be automatically enrolled. Once enrolled, your contribution will be deducted from your wages. You will also receive contributions to your pension pot from 3d Leisure. You will receive tax relief on these contributions. If you wish to opt out of The Peoples Pension you can do this by calling an automated opt out hotline: 030 0330 1280. The company must re-enrol those opted out every 3 years so upon this anniversary, you will need to opt out again should you still not wish to be part of it. The company will notify you of this date.

Further information can be found on the Workplace Pension website: [www.thepeoplespension.co.uk](http://www.thepeoplespension.co.uk)  
Tel: 01293 586 666

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### 3. Company Benefits

#### The Company has designed this benefit scheme to:

- provide staff with the support necessary to achieve a positive work/life balance
- provide physical, mental, financial, and emotional support to staff - with all dimensions of employee wellbeing at the centre of our focus.
- increase the employee experience and improve Company culture

#### Benefits include:

- Enhanced holiday entitlement: Service-led – 5 additional days after 5 years' service.
- Employee Assistance Programme – This is available to all from day 1. Please see following page for more info on this including helpline number to call, log in etc.
- Spa discounts 30-50%, available to book Mon-Thurs. This is available to all following successful completion of probation period.
- Free gym membership for all employees at their normal working location (site-specific) – This is available to all following successful completion of probation period.
- UK Visa Sponsorship – Subject to eligibility and approval from HR & RM.

#### Manager only benefits:

- Birthday off each year – This is offered to Managers with over 12 months service.
- Pension Match up to 5% - This is available to Managers with over 12 months service.

**For more information on these Company Benefits, please visit the Portal.**

*\* All benefits are offered fairly, consistently, and transparently.*

*The company reserves the absolute right to withdraw these benefits at any time.*

*All benefits are at the company's sole and absolute discretion, and these benefits are not a contractual right.*

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# Care first

## Introducing a new support service

**Who are Care first?** With ever increasing pressures at work and home, there are times when we all need some extra support to balance the demands of everyday life. Care first are an independent, leading provider of professional support services. Care first employ professionally qualified Counsellors and Information Specialists, who are experienced in helping people to deal with all kinds of practical and emotional issues such as Wellbeing, family matters, relationships, debt management, workplace issues, and much more...

**How do I use the service?** The service is free of charge for you to use and you don't need to ask permission to use Care first, just call **0800 174 319** and you can speak to a professional counsellor or information specialist in confidence. Care first is available 24 hours a day, 7 days a week, 365 days a year and is accessible by phone or online.

**What do I use the service for?** Care first is designed to help you with a wide range of work, family and personal issues. From work-life balance to childcare information, relationships to workplace issues, health and well-being, let your EAP support you on the issues that affect all of us at some point in our lives. Topics include, but are not limited to:

- Work-life balance
- Relationships
- Childcare information
- Health and well-being
- Debt
- Disability and illness
- Careers
- Bereavement and loss
- Stress
- Elder care information
- Life events
- Immigration
- Anxiety and depression
- Family issues
- Bullying and harassment
- Education
- Consumer rights
- Workplace pressure

information and support 24/7 [www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)



# Do you need help?

Care first  
Part of **PRIORY**

If you're looking for information and support, come to Care first...

We're here to offer you **practical support** and information when you need it most.

We also offer a range of **wellbeing** services to support your emotional health, both at work and at home.

You can access our team of professional **counsellors** 24 hours a day.



Get access to the help you need 24/7 with Care first

**0800 174 319**

Or access help online

[carefirst-lifestyle.co.uk](https://carefirst-lifestyle.co.uk)

USERNAME: **3d leisure**

PASSWORD: **wellbeing12**

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## 4. Company Policies

The Company has a number of policies in place. These policies are in place in order to:

- Ensure your safety
- Ensure the safety of others who could be affected by your actions
- Ensure you understand what you can and cannot do whilst at work
- Ensure you understand what is expected of you whilst at work
- Ensure compliance with employment law and code of practices.

It is essential that you read through all company policies in detail and raise any questions with your line manager. All Policies can be found on the Company portal.

Please find a list of the Company policies below and the page number they can be found on in this pack.

| Contents   | Page Number |
|--|-------------|
| 1. Alcohol and Drugs Policy  | 19          |
| 2. Safeguarding Policy for children, young people and adults at risk | 21          |
| 3. Company Car Policy  | 26          |
| 4. Data Protection Policy  | 31          |
| 5. Disciplinary and Grievance Procedures Policy                      | 36          |
| 6. Email, Internet and Social Media Policy                           | 44          |
| 7. Equal Opportunities Policy  | 52          |
| 8. Family Leave Policy & Procedure                                   | 55          |
| 9. Flexible Working Policy   | 71          |
| 10. Harassment and Bullying Policy                                   | 74          |
| 11. Holiday Policy & Procedure                                       | 81          |
| 12. Relocation Policy  | 83          |
| 13. Sickness and Absence Policy & Procedure                          | 86          |
| 14. Training and Development at The Company                          | 88          |
| 15. Stress Policy  | 93          |
| 16. Smoking Policy   | 96          |
| 17. Whistleblowing Policy  | 97          |
| 18. Security Policy  | 99          |
| 19. Ethical Policy   | 100         |
| 20. Equality, Diversity and Inclusion Policy                         | 101         |
| 21. Business Continuity Plan   | 104         |
| 22. Customer Service Policy  | 105         |
| 23. Auto Enrolment Policy  | 108         |
| 24. Anti-Bribery and Corruption Policy                               | 110         |
| 25. Environmental Sustainability Policy                              | 114         |
| 26. Health & Safety Policy   | 116         |
| 27. Refuse and Recycling of ICT Equipment Policy                     | 117         |
| 28. Corporate Social Responsibility Policy                           | 118         |
| 29. IT Security Policy   | 120         |
| 30. Working Hours Policy   | 128         |
| 31. Supplier Code of Conduct Policy                                  | 130         |
| 32. Complaints Policy  | 133         |
| 33. Attendance Policy  | 135         |
| 34. Dignity at Work Policy   | 136         |
| 35. Dress Code and Appearance Policy                                 | 142         |
| 36. Phone Policy   | 144         |

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|   |     |
|---|-----|
| 37. Redundancy Policy   | 147 |
| 38. Slavery and Human Trafficking Statement                           | 149 |
| 39. GDPR  | 150 |
| 40. Transgender Policy  | 155 |
| 41. Employing people from abroad policy                               | 160 |
| 42. Data Breach Policy and Procedure                                  | 162 |
| 43. Supplier Diversity Program – Our Commitment to Supplier Diversity | 166 |
| 44. DBS Policy  | 167 |
| 45. Remote Working Policy   | 169 |
| 46. Mental Health and Wellbeing                                       | 171 |
| 47. Capability Policy and Procedure                                   | 174 |
| 48. Employee Privacy Notice   | 176 |
| 49. Menopause Policy  | 182 |

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## 1. Alcohol and Drugs Policy

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The Company is committed to ensuring the health, safety and welfare of its employees and those affected by its activities. It will take all reasonable steps to reduce, if not eliminate, the risk of injuries or incidents occurring due to individuals suffering from the effects of alcohol or substance abuse. This policy applies to all employees and all persons coming onto the Company's premises.

The Company prohibits the drinking of alcohol by employees [and contractors] at any time in the workplace or on company business.

The Company expressly prohibits the use of any illegal drugs (including psychoactive substances, formerly known as "legal highs") or any prescription drugs that have not been prescribed for the user. It is a criminal offence to be in possession of, use or distribute an illicit substance and to produce, supply or possess with intent to supply psychoactive substances. If any such incidents take place on Company premises, in Company vehicles or at a company function, they will be regarded as serious, will be investigated by the Company, and may lead to disciplinary action and possible reporting to the police.

No employee or other person under the Company's control shall, in connection with any work-related activity:

- report, or endeavour to report, for duty having consumed drugs or alcohol likely to render them unfit and/or unsafe for work;
- consume or be under the influence of drugs or alcohol while on duty [unless, in the case of alcohol, with the agreement of line management for the purposes of official company entertaining];
- store drugs or alcohol in personal areas such as lockers and desk drawers; or
- attempt to sell or give drugs or alcohol to any other employee or other person on the company premises.

Employees must inform their line manager regarding any prescribed medication that may have an effect on their ability to carry out their work safely, and must follow any instructions subsequently given. Drugs that cause drowsiness must not be used while at work.

Any employee suffering from drug or alcohol dependency should declare such dependency, and the Company will subsequently provide reasonable assistance, treating absences for treatment and/or rehabilitation as any other sickness absence.

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Failure to accept help or continue with treatment will render the employee liable to normal disciplinary procedures.

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## 2. Safeguarding Policy for children, young people and adults at risk

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### INTRODUCTION

The purpose of this policy is to:

- to protect and promote the welfare of children, young people and adults at risk (formerly known as 'vulnerable adults') who come into direct contact with 3d leisure (3d), its staff and business
- to provide staff working for 3d with the overarching principles that guide our approach to child and adult protection, so that they understand the expectations that 3d has of them in terms of safeguarding;
- to help ensure that groups and organisations who use facilities managed by 3d, have appropriate safeguarding arrangements in place, so that children, young people and adults using their services are kept safe;
- to help ensure that schools/colleges with whom 3d works are aware of the safeguarding standards to which we work;
- to help ensure that the boundaries and scope of 3d's own safeguarding responsibilities and those of its host schools/colleges are clearly understood, as well as the relationship between the safeguarding responsibilities of the various parties.

3d believes that a child, young person and adult at risk should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people and adults at risk, and to keep them safe. We are committed to practise in a way that protects them, taking all reasonable steps to protect them from harm, discrimination or degrading treatment whilst respecting their rights, wishes and feelings.

The aim of our standard is to ensure that it is important to recognise that we have a moral and legal obligation to ensure that when we are given responsibilities for children, young adults and adults at risk we should give them the highest possible standard of care.

This policy applied to all 3d leisure staff and facility users, inclusive. All to whom the policy and procedure applies will be informed during their induction and at regular intervals thereafter.

Line Managers have an important part to play in the area of child protection, given their involvement in the employment and management of staff and will, therefore, be held accountable for the operation of this standard within the area of their responsibility.

This policy is supported by and makes reference to 3d's Code of Safe Conduct.

### DEFINITIONS

Children and young people are those under 18. Adults are those of 18 and over.

When applied to children and young people aged up to 18, the definition of the term safeguarding is the same as that used in the statutory government guidance Working Together to Safeguard Children (2015). Here, safeguarding and promoting the welfare of children means:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best outcomes

When applied to adults, safeguarding duties are considered in Care Act 2014: Statutory guidance for implementation (2014) as applying to all adults at risk (previously known as vulnerable adults. This means any adult who:

- has needs for care and support (whether or not the local authority is meeting any of those

- needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either
- the risk of, or the experience of abuse or neglect.

## LEGAL FRAMEWORK

This policy has been drawn up on the basis of law and guidance that seeks to protect children and adults at risk, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 2018
- Human Rights Act 1998
- Care Standards Act 2000
- Sexual Offences Act 2003
- Children Act 2004
- Mental Capacity Act 2005
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Care Act 2014
- *No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse; Dept. of Health, March 2000; and subsequent reviews*
- *Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work; ADASS, 2005*
- *Special educational needs and disability (SEND) code of practice: 0 to 25 years - Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government 2014*
- *Care Act 2014: Statutory guidance for implementation; Dept of Health 2014*
- *Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government 2015*
- *Working together to safeguard children: a guide to inter-agency working to safeguard and promote the welfare of children; HM Government 2015*
- *Keeping children safe in education (2020) Statutory guidance for schools and colleges; Department for Education GOV.UK 2021*

## FORMS OF ABUSE

Categories of abuse, when applied to children, are:-

### Physical abuse

May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

### Sexual abuse

Forcing or enticing a child or children to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts, such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic

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material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

#### Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless and unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

#### Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of material substance abuse. Once a child is born it may involve a parent or carer failing to provide adequate food, clothing, and shelter, including exclusion from home or abandonment; failure to protect a child from physical harm or danger; failure to ensure adequate supervision, including the use of adequate care takers; or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Types of abuse affecting adults at risk may include (not exclusively):

**Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

**Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

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**Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

**Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

**Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

## **RECOGNISING ABUSE**

Even for those experienced in working with children, young adults and adults at risk abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Signs of vulnerability and indicators of abuse are listed in section 5, section 7 and section 8 of 3d leisure’s Code of Safe Conduct.

It is stressed, however, that it is not the responsibility of 3d leisure staff to prove that abuse is taking place, but it is their responsibility to act upon any concerns.

## **PROCEDURE TO FOLLOW WHERE THERE IS A DISCLOSURE OR CONCERN ABOUT A CHILD OR ADULT AT RISK**

3d aim is to ensure that those children and adults who attend activities run in premises managed by 3d, and any other children or adults at risk who may come to the attention of 3d or facility users, receive the protection and support they need if they are at risk of abuse. The procedure to follow where there is a disclosure or concern about a child or adult at risk is outlined in 3d leisure’s Code of Safe Conduct. All 3d staff have a full understanding of how to deal with such a situation, manage the requirement and maintain an appropriate level of confidentiality.

## **RECORDING INFORMATION**

Make a careful record of your concern and how it is dealt with. The record will need to be added to as the situation unfolds, and it should be signed and dated at each stage of the procedure. It can be used to forward information to the statutory child protection or adult safeguarding authorities if a referral to them is needed.

The record should be signed and dated by all those involved in its completion and kept confidentially on the person's file. The name of the person making the notes should be written alongside each entry.

## **GOOD PRACTICE IN THE CARE OF CHILDREN, YOUNG ADULTS AND ADULTS AT RISK**

3d leisure’s Code of Safe Conduct provides comprehensive guidance on ‘good practice’ as well as clear instructions on how staff should behave and conduct themselves. Refer to sections 1 and 2 of the Code of Safe Conduct.

- in all situations where a child or young person may be at risk of abuse, the welfare of the child is paramount, as enshrined in the Children Act 1989



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- all children and adults at risk, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
  - some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
  - working in partnership with adults at risk, their families, carers and other agencies is essential in promoting the welfare of adults who may be vulnerable
  - under the Mental Capacity Act 2005, adults at risk have the right to make their own decisions (including those deemed by others to be unwise or eccentric) and must be assumed to have capacity unless proved otherwise
  - adults at risk must receive all appropriate help and support to make decisions
  - decisions made on behalf of an adult who lacks mental capacity must be done in their best interests and be the least restrictive of their basic rights and freedoms
  - if an adult at risk who has capacity refuses intervention (about, for example, the suitability of a relationship or their ability to manage their financial resources), their wishes should be respected unless: there is a public interest, for example, not acting will put other adults or children at risk; or there is a public duty of care to intervene, for example a crime has been or may be committed.

3d will seek to keep children, young people and vulnerable adults safe by:

- valuing them, listening to and respecting them
- appointing a Designated Safeguarding Officer (DSO) for children and adults
- adopting child protection and adult safeguarding practices through procedures and a code of conduct for staff
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- recruiting staff safely, ensuring all necessary checks are made
- recording and storing information professionally and securely, and sharing information about safeguarding and good practice with children, parents, adults at risk and their families, and staff and one-to-one discussions and communications
- using our procedures to manage any allegations against staff appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- ensuring that a conditions of facility hire agreement is put in place between 3d and all Facility Users in premises that we manage on behalf of schools and colleges
- ensuring that a service level agreement is put in place between 3d and all schools and colleges whose premises are managed by 3d
- ensuring that these agreements are clear and explicit about the respective safeguarding responsibilities that 3d, hirers and schools/colleges are expected to fulfil, and about what we can expect from each other in terms of safeguarding
- ensuring that the safeguarding aspects of these agreements are reviewed and quality assured on an annual basis

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## USEFUL CONTACTS

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| <b>NSPCC Helpline</b>                        | 0808 800 5000 / <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>                              |
| <b>Childline</b>                             | 0800 1111 / (textphone 0800 400 222) / <a href="http://www.childline.org.uk">www.childline.org.uk</a> |
| <b>Action on Elder Abuse</b>                 | 0808 808 8141   |
| <b>Citizen's Advice Bureau</b>               | <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>                              |
| <b>National Centre for Domestic Violence</b> | 0800 970 2070   |
| <b>Samaritans Victim Support</b>             | 0808 168 9111   |

### 3. Company Car Policy

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This policy is at the sole discretion of the Company and may be reviewed, changed and/or updated by the Company as appropriate.

The policy applies to Directors and Regional Managers when applicable, and at the sole discretion of the Company. Entitlement to a company car will be considered on an individual basis and at the Directors discretion, should there be a business need to provide one.

#### CAR SPECIFICATION & CAR ALLOWANCE

Employees entitled to a Company car will be informed in writing, usually in their written statement of employment.

#### CAR SPECIFICATION

The choice of cars an individual may choose will be restricted to the following:

- Four seater family car; no convertibles
- Minimum fuel consumption 35 m.p.g.
- The average monthly effective rental including maintenance will be dependent on position.

The cost of the car for which the employees budget can be spent will be based on a 3 year agreement with a minimum mileage of 30,000 per annum.

#### SALARY SACRIFICE

A salary sacrifice to allow staff to upgrade their car will be considered upon request. The maximum upgrade allowable is 10% of the monthly effective rental cost.

The monthly salary sacrifice will equate to the difference in the effective monthly rental between the maximum average effective monthly rental and the actual rental of the chosen car.

As cars are leased over a three year period staff being allowed this option will be asked to sign an agreement, to repay this element of the outstanding lease should they leave the Company for any reason.

Final authorisation of your choice is ultimately by the Company's Finance Director.

#### TAXATION

Current tax list price is recorded on your P11d. Personal tax is currently calculated on the vehicle's list price and your business mileage for the financial year.

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## CAR ALLOWANCE

The Company will consider paying a car allowance to staff when the position requires the use of a car. This allowance will be negotiated based upon the car the Company would provide, the cost of the car and relevant insurance, and the annual mileage of business use. The allowance would be paid gross monthly through the payroll. Any business mileage would be claimed using the monthly expenses claim form.

This allowance will be paid under the following conditions:

- Employee owned cars must be of a satisfactory standard for business use. The Company reserves the right to refuse to pay the allowance for vehicles which are unsuitable for the purpose for which they are required.
- Cars must be kept clean and maintained to the same standard as if they were Company vehicles. An employee owned car must not interfere with the performance of the job. The Company will require copies of the annual service history and MOT certificates.
- Cars must be insured to cover business usage and it is your responsibility to ensure that your insurance covers you to use your car for business purposes. The Company cannot be responsible for claims where inadequate insurance has been obtained.
- Cars must be fully road taxed on a continuous basis.
- The Company will not arrange or guarantee any loans taken out by you for the purposes of purchasing or leasing vehicles.
- Should your own car be unavailable for any reason, it is your responsibility to supply a suitable vehicle for use until such time as your vehicle is available.
- You must submit your accurate business mileage expense claim each month.

If your business mileage is over 18,000 per annum it may be more tax efficient to take a car allowance and provide your own car. For more information, please contact the Company's Finance Director.

## MILEAGE

All car leases are based upon annual mileage usage. The annual mileage will be calculated based upon the requirement of the job along with a reasonable allocation for private use. (Remember travelling to and from work counts as private use).

The Company reserves the right to charge back any excessive mileage, over the agreed annual mileage. Staff may increase the annual mileage by agreement with the Company's Finance Director and any subsequent increase in the monthly rental charges will be the responsibility of the holder.

## CAR POLICY STANDARD PRACTICE

All cars will be leased and will include full maintenance cover.

The use of a Company car carries with it certain responsibilities on behalf of the employee to whom it is entrusted. The vehicle must not be used for competitive driving or any **business** other than the Company's.

## CONDITION, MAINTENANCE AND SERVICE

Primarily, it is up to the employee to ensure that the vehicle is properly cleaned, maintained and serviced at all times.

The employee is responsible for maintaining correct levels of oil, water, battery, brake/clutch fluid, checking lights and tyre pressure, ensuring that regular services are carried out in accordance with the manufacturer's instructions and that the car is kept in a clean and tidy condition.

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You should contact the relevant leasing Company directly, whenever you require the following services (please ask Finance Manager for details of relevant leasing Company):

- Vehicle service
- Vehicle repairs
- Vehicle brake down recovery
- The vehicle has been involved in an accident
- Vehicle MOT
- You need to take the vehicle abroad

Failure to apply these disciplines could result in the withdrawal of the car.

The Company reserves the right to:

- inspect the car at any reasonable time
- withdraw the use of a Company car if it is not maintained in good and roadworthy condition (age and mileage being taken into consideration)
- be compensated by the user for any outlay required when the car is returned to the Company to restore the vehicle to a satisfactory condition (age and mileage being taken into consideration)
- discontinue the use of a Company car in the event of the person to whom the car is entrusted being disqualified from driving by the courts.

#### **DRIVER'S LICENCE**

A current appropriate driver's licence must be held before driving any Company vehicle. Drivers must notify the Company of any endorsements received or any disability/health condition (i.e. diabetes) which may in any way affect their driving ability. Those employees who are required to drive a Company car as a condition of employment may be subject to immediate dismissal should they lose their licence.

Driver's licences will be inspected bi-annually. All endorsements/driving bans are to be supplied to the Finance Director.

#### **AUTHORITY TO DRIVE**

The Company car may not be driven by anybody other than the allocated driver, the employee's partner or another Company employee, without written authority from the Finance Director.

Authority to Drive forms and driver's licenses (including endorsement sections) must be completed by the driver, partner and nominated employees and forwarded to the Finance Director for authorisation.

Consideration for a request will only be given if the person nominated has held a valid licence for one year and is over 30 years of age. Learner drivers are not permitted to drive a Company vehicle.

The allocated driver is responsible for keeping the total mileage within that which is stated in your leasing contract and therefore consideration for this should be made when loaning out your car.

#### **INSURANCE**

3d Leisure Ltd provides insurance cover for all vehicles for which they are legally responsible. Insurance cover for non-company employees should be paid for by the employee.

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## **ROAD FUND LICENCE (VEHICLE TAX)**

All cars will be taxed by the Leasing Company.

## **PARKING FINES & DRIVING OFFENCES**

All fines and penalties for illegal parking, or other driving offences must be paid by the individual concerned and will not be borne by the Company.

## **DISQUALIFICATION**

In the event of a driver being disqualified the employee must notify the Finance Director in writing and cease driving with immediate effect.

It is an offence to drive a vehicle after consuming alcohol which takes the blood alcohol level above the legal limit for driving. When consuming alcohol or likely to consume alcohol, alternative transport arrangements i.e. taxi, train etc. should be made.

Any employee who drives a Company car whilst disqualified and therefore whilst unauthorised is uninsured and therefore the Company can bear no responsibility for their actions. The full cost of all claims will be borne by the employee and, in addition, the employee will be subject to the disciplinary procedure up to and including dismissal.

## **SECURITY**

The vehicle must be locked, windows closed and all keys, valuables and Company property removed whilst left unattended and security systems activated as appropriate.

## **ALTERATION AND ADDITIONS TO COMPANY CARS**

Company car users are permitted to fit, at their own expense, children's safety harnesses (approved by the Company). No other alterations or additions will be allowed.

The Company will supply hands free mobile phone equipment for all Company Cars.

## **TOWING**

An employee is not allowed to use their Company car for towing trailers or caravans without the written agreement of the Company. Insurance covers Third Party only.

## **VEHICLE HIRE**

All vehicle hire must be authorised by the employee's Manager, unless covered and booked through the Company's insurers.

## **USE OF MOBILE PHONES AND DRIVING**

Drivers should concentrate on driving and avoid distractions. Answering and making telephone calls, sending text messages, and accessing the internet, etc. on a hand-held mobile telephone or similar device are all distractions, illegal and could amount to the offence of driving without care and attention or even dangerous driving. Under no circumstances will the Company be liable for the payment of any fines incurred.

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It is a criminal offence to use a hand-held mobile telephone or similar device while driving. Use of hand-held mobile telephones while driving is permitted only to call 999 or 112 in an emergency

The law states that to answer telephone calls or follow navigation whilst driving you must have full hands-free access, such as a Bluetooth handset, voice command, a dashboard holder, a windscreen mount or a built in sat nav. The device must not block your view of the road and traffic ahead. The law still applies if you are stopped at traffic lights or queuing.

#### **DRIVING ABROAD**

Company cars may be used for foreign travel provided prior approval has been obtained from the Finance Director, the insurers have been notified and the appropriate documentation is obtained (from the Finance Director). The Company accepts no liability beyond repair of a car breaking down whilst abroad. Personnel must therefore make appropriate arrangements, at their cost, to cover the repatriation of an accident damaged vehicle.

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## 4. Data Protection Policy

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### INTRODUCTION

3D Leisure recognises the need to comply with the various laws regulating the processing of personal data relating to individuals and in particular the General Data Protection Regulation (GDPR) and current domestic data protection legislation, The Data Protection Act 2018. It is 3d Leisure's goal that all employees recognise the importance of dealing with such personal data correctly and fully understand the steps that must be taken in order to minimise risk. It is the Company's policy to educate and inform employees about the dangers of inappropriate, incorrect and illegal use of the personal data they may have access to.

### DATA PROTECTION OFFICER

Due to the increasing importance of protecting the data that we hold within the company we have an appointed Data Protection Officer (DPO) which is currently Laura Cracknell who is based at our Farnham office.

It is important that our DPO is someone who is not directly involved in the collecting, processing or retaining of key data in order that they can take an impartial view on maintaining our data control standards.

If any employee has any concerns or observations with regard to the way data is managed at their particular place of work or by the company as a whole, then they are actively encouraged to contact the DPO on 01252 732220.

### DATA ACCESS

Access to information is restricted to those who are entitled to view it with electronic information being held securely on remote servers. We have stringent processes in place for the management of any data stored in paper format. All systems and procedures are compliant with data protection legislation

The requirements of our staff with regard to confidential client information are set out in their contracts of employment. This policy and its importance is set out in all employee's induction training and then reinforced via regular in-house update training.

### PROCESSING PERSONAL DATA

Whenever you are involved in processing any personal data, you must ensure that all associated procedures have been sanctioned by the person nominated by the DPO. You must only operate within sanctioned procedures.

- (a) If for any reason registration of the information is withdrawn you must stop using the particular data immediately. Your supervising manager will advise you of this.
- (b) You must ensure that appropriate records are maintained, kept safe and are only used to perform your particular job;
- (c) You must ensure that all personal data is used, held and disclosed only for the registered purpose: you should not use any data outside of these criteria;
- (d) Information must be collected and processed in a prudent and lawful manner and should be kept up to date and accurate at all times;
- (e) Information must not be transferred to countries outside the EU without adequate protection
- (f) The information should only be retained for the period necessary, and for the purpose for which it is held.

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If you have any concerns or questions regarding the processing or use of personal data then you should contact your manager as soon as possible. If in any doubt you should cease to process the information.

## EMPLOYEE PERSONAL INFORMATION

As a member of staff, you need to be aware that the Company will hold details pertinent to your employment on file as part of its personnel records. This may include sensitive information. This information may be processed for administrative or legal purposes or as required by your continued employment. This may include passing certain employment related data to third parties such as Government Authorities, suppliers or contractor organisations supplying services which require the use or creation of employee data (for example, payroll), in emergency situations, to protect the legal interests and other rights of the Company, or in other situations where you have consented to the disclosure of such information.

The following are examples of information which may be retained by the Company as part of its personnel records. The list is not exclusive or exhaustive;

- references obtained during recruitment
- details of terms of employment
- payroll, tax and National Insurance information
- performance information
- details of grade and job duties
- health records
- absence records, including holiday records and self-certification forms
- details of any disciplinary investigations and proceedings
- training records
- contact names and addresses
- bank details for processing payments

It should also be noted that the Company might hold the following information about you, for which disclosure will be made only when strictly necessary for the purposes set out below;

- your health, for the purposes of compliance with our health and safety and our occupational health obligations
- for the purposes of personnel management and administration, for example, to consider how your health affects your ability to do your job and, if you are disabled, whether you require any reasonable adjustment to be made to assist you at work
- the administration of insurance, pension, sick pay and other related benefits in force from time to time
- in connection with unspent convictions to enable us to assess your suitability in employment.
- details of appraisals relating to your employment performance
- information regarding any disciplinary action taken in connection with your employment

3D Leisure will endeavour to maintain personnel files on a regular basis. It is your responsibility to ensure that any changes in personal details are communicated in writing to the company immediately, or as soon after the change as is practicable; and to inform your next of kin (or whoever you give as an emergency contact) that their details may be held on a personal file.

Employees have the right to request a copy of personal information held by the Company, which falls under The Data Protection Act 2018, although requests are limited to the requirements set by such the Act.



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## **MEMBER PERSONAL DATA**

Due to the nature of our business there is a need to collect and store member personal information. This information is used to enable access to the clubs, process membership payments and check health prior to commencing exercise.

## **MANAGEMENT INFORMATION**

### **DIGITAL (GLADSTONE AND PREMIER SPA)**

Personal data is processed in line with the Data Protection Act 2018 (Gladstone and Premier Spa are registered data processors). They have led the way in terms of addressing the requirements of the General Data Protection Regulation (GDPR) and current domestic data protection legislation, The Data Protection Act 2018, and have produced an industry wide white paper in conjunction with the industry's governing body, UKactive.

The softwares conform to all requirements in respect of security, storage, record keeping and ability to respond to requests. Furthermore, they have data protection functions that allow the customers to observe data protection standards and policies in daily operation such as the relevancy of their records stored; functions that allow users the abstraction/archiving or deleting of redundant records (importantly, whilst still maintaining financial record keeping requirements).

### **PAPER**

Data is initially collected on paper before being transferred to the Gladstone system. Once collected, any data that has been transferred onto Gladstone is to be destroyed through shredding. Paper copies of information relating to health and safety such as terms and conditions of membership, direct debit forms and PARQ will be retained in paper copy. Clubs without a computerised membership system will also retain copies of application forms and direct debit forms in paper format.

Direct debit forms must be kept on file (locked paper copy or scanned and saved) for 6 years after a member terminates their membership due to the potential for Direct Debit Indemnity Claims.

All member information stored in paper format must be kept in locked filing cabinets within locked offices in order to prevent any data breach.

### **FITNESS ASSESSMENT SOFTWARE - FITECH**

Within the Fitech fitness assessment software we store some member personal data, such as weight, blood pressure general medical information and fitness levels. Fitech version 5 is the latest online assessment portal (SAAS). V5 employs the latest cloud technology provided by Microsoft (Azure) ISO 2700 to host and develop the solution. Both the production and development servers are hosted within the cloud, all accessed by RDP over a VPN. The development servers are promoted to production during releases. All data is encrypted. The software application and database are held separately as is standard procedure.

All data is encrypted at rest and all web sessions are forced over SSL so all data is also encrypted in transit.

Once a member leaves our club all their data is deleted from the Fitech system.

### **VIRTUA GYM APP**

Some clubs use Virtua Gym as an added service to members. No personal data is stored within the Wellness App and when downloading the App only anonymous data is added and only at the point of

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web integration with the Gladstone booking system is personal data held. At this stage it is protected under the Gladstone ISO27001 accreditation.

All data must only be retained for as long reasonably required and for as long as individuals have granted permission. With regard to membership information then we are often required to retrieve data for up to 7 years when dealing with any accident claims and health & safety issues. With regard membership, only information that is essential to dealing with such situations will be retained i.e. contact information, accident forms, inductions, exercise programmes

### **CCTV**

At some locations we have CCTV in place for health & safety purposes. It is essential that:

- Signage is displayed advising users and employees that CCTV is in place
- CCTV recordings are kept for no longer than 90 days and then wiped from the system
- All stored footage is encrypted and stored on a password protected storage system

### **DATA RETENTION**

All data must only be retained for as long reasonably required and for as long as individuals have granted permission. With regard to membership information then we are often required to retrieve data for up to 7 years when dealing with any accident claims and health & safety issues. With regard membership, only information that is essential to dealing with such situations will be retained i.e. contact information, accident forms, inductions, exercise programmes

### **ELECTRONIC EQUIPMENT**

If you are required to use electronic equipment such as a laptop, PC, tablet or mobile phone then it is your responsibility to ensure you are following company procedures to ensure the security of information contained within them.

Procedures are:

- Keeping portable equipment in a lockable container when not in use
- Using password protection for files containing personal information
- Ensuring all devices are password protected
- Ensuring that all devices are set to hibernate after 3 minutes of inactivity
- Ensuring that computers are locked whenever left unattended

### **DESTRUCTION OF CONFIDENTIAL WASTE**

Destruction of confidential waste must be completed using one of the following methods:

- Paper must be incinerated or shredded using a crosscut shredder
- Destruction of electronic records, storage devices and tape must be by incineration or the use of specialised equipment or software that will destroy the information;
- CDs can be cut up and disposed as per paper waste;
- It is not necessary to incinerate crosscut shredded paper – shredding is an acceptable method of total destruction of confidential information and the remains are safe to be sent for recycling.
- Confidential waste must be kept secure and protected against accidental loss, damage or unauthorised access up until its final destruction:
- Confidential waste should be kept separate from other waste material and confidential waste bins used where possible, otherwise waste should be bagged and clearly labelled “confidential waste”.
- Bagged waste awaiting collection must be kept secure at all times.

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## DATA BREACH

The General Data Protection Regulation (GDPR) and current domestic data protection legislation (Data Protection Act 2018) puts a responsibility upon on all organisations that an individual must be informed with 72 hours if there has been a breach of data that affects them. All employees must report any potential breach to the DPO as soon as they become aware.

Upon notification of any breach the DPO will instigate the companies 'data breach action plan' and involve the necessary resources in order to limit the breach, recover data, inform those involved before re-evaluating risk assessments.

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## 5. Disciplinary and Grievance Procedures Policy

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It is necessary for the proper operation of the Company's business and the health and safety of the Company's employees that the Company operates a disciplinary procedure. The following procedure will be applied fairly in all instances where disciplinary action is regarded as necessary by the Company's management save to the extent that a minor reprimand is given for any minor act of misconduct committed by an employee.

The Company reserves the right to implement the procedure at any stage as set out below taking into account the alleged misconduct of an employee. Employees will not ordinarily be dismissed for a first disciplinary offence.

Where time limits are referred to in the course of this procedure they may be varied by agreement between the employee and the Company.

Employees have the right to be accompanied at a formal disciplinary hearing by a fellow worker or trade union official of their choice.

Matters that the Company views as amounting to disciplinary offences include (but are not limited to):

- persistent bad timekeeping;
- unauthorised absence;
- minor damage to the Company's property;
- failure to observe the Company's procedures;
- abusive behaviour;
- unreasonable refusal to follow an instruction issued by a manager or supervisor;
- poor attendance;
- data protection breaches and misuse of the Company's information;
- smoking [or use of an e-cigarette] in non-designated areas of the Company's premises; and
- bribery offences under the Bribery Act 2010.
- Minor offences of bullying and/or harassment

### INVESTIGATION

An employee's supervisor or manager will promptly and thoroughly investigate any matter that is reasonably suspected or believed to contravene any of the Company's policies or rules or may otherwise be a disciplinary matter. The employee will be informed as soon as possible as to the fact of an investigation and when it has been concluded.

There may be instances where suspension with pay is necessary while investigations are carried out. The Company has the right to suspend with pay where there are reasonable grounds for concern that evidence may be tampered with, destroyed or witnesses pressurised before the disciplinary hearing, or if there is a potential risk to the business or other employees or third parties in allowing the employee to remain at work.

Depending on the circumstances of the case, the employee may be invited to attend an investigatory interview. If such an interview is held prior to a disciplinary hearing, the employee will be informed at the outset that the interview is an investigatory interview. There is no legal right for employees to be accompanied at a formal investigatory interview, however should employees wish to be accompanied they may request so, in writing, to the investigating manager.

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## THE PROCEDURE

Where, upon completion of an investigation, there are reasonable grounds to believe that an employee has committed an act of misconduct, the employee will be invited, in writing, to attend a disciplinary hearing before the employee's department manager or manager of a similar or senior level to the departmental manager.

In the event of a disciplinary hearing taking place the Company will:

- a. give the employee a minimum of five working days' advance notice of the hearing;
- b. tell the employee the purpose of the hearing and that it will be held under the Company's disciplinary procedure;
- c. explain the employee's right to be accompanied at the hearing by a fellow worker or trade union official;
- d. explain the employee's right to reasonable adjustments, if disability, or other good reason requires so;
- e. give the employee written details of the nature of their alleged misconduct; and
- f. provide to the employee all relevant information / evidence (which should include statements taken from any fellow employees or other persons that the Company intends to rely upon against the employee) not less than two working days in advance of the hearing.

Where the employee is unable to attend a disciplinary hearing and provides a good reason for failing to attend, the hearing will be adjourned to another day. The Company will comply with (a) above in respect of giving notice of the rearranged hearing. Unless there are special circumstances mitigating against it, if the employee is unable to attend the rearranged hearing, the rearranged hearing will take place in the employee's absence. The employee's fellow worker or trade union official may attend in such circumstances and will be allowed the opportunity to present the employee's case. The employee will also be allowed to make written submissions in such a situation.

Where the chosen companion is unavailable on the day scheduled for the initial hearing, it will be rescheduled, provided that the employee proposes an alternative time within five working days of the scheduled date.

## ROLE OF COMPANION

The employee's chosen companion has the right to address the hearing to put the employee's case, sum up the case and respond on the employee's behalf to any view expressed at the hearing. The companion may also confer with the employee during the hearing. However, there is no requirement for the Company to permit the companion to answer questions on behalf of the employee, or to address the hearing where the employee indicates that They does not wish this.

## RECORDING OF MEETINGS

The employee, or any person acting on their behalf, is not normally permitted to record electronically any meeting held by the Company as part of the disciplinary process. This is to encourage openness and full participation by all parties during meetings. Any breach of this provision may lead to disciplinary action against the employee, up to and including dismissal.

In certain limited circumstances, the Company may permit the meeting to be recorded electronically. For example; where the employee is disabled, it may be appropriate as a reasonable adjustment under the Equality Act 2010. Where the Company permits the meeting to be recorded electronically, it will take responsibility for making the recording.

A minute taker will usually be present to document a transcript of the meeting for record purposes.

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## DATA PROTECTION

The Company processes personal data collected during the investigation stage and any subsequent stages of disciplinary action in accordance with its data protection policy. In particular, data collected as part of the investigation stage and any subsequent stages of disciplinary action is held securely and accessed by, and disclosed to, individuals only for the purposes of completing the disciplinary procedure. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the Company's Data Protection Policy immediately. It may also constitute a disciplinary offence, which will be dealt with under this disciplinary procedure.

## THE DISCIPLINARY HEARING

A disciplinary hearing will normally be conducted by the employee's manager together with another employee (the panel), and a minute taker.

Any member of management responsible for the investigation of the disciplinary offence(s) shall not be a member of the panel, although such managers may present any supporting facts and material to the disciplinary hearing. The employee will be entitled to be given a full explanation of the case against them and be informed of the content of any statements provided by witnesses. The employee will be able to call their own witnesses. They will be permitted to set out their case and answer any allegations. The employee will be given a reasonable opportunity to ask questions, present evidence and call relevant witnesses.

They will also be given the opportunity to raise points about any information provided by witnesses. Where the Company intends to call relevant witnesses it will give the employee advance notice of this. The employee must also give advance notice if they intend to call relevant witnesses.

The Company may adjourn the disciplinary proceedings if it appears necessary or desirable to do so (including for the purpose of gathering further information). The employee will be informed of the period of any adjournment. If further information is gathered, the employee will be allowed a reasonable period of time, together with their fellow worker or trade union official, to consider the new information prior to the reconvening of the disciplinary proceedings.

As soon as possible after the conclusion of the disciplinary proceedings, the employee's department manager will convey the decision of the panel to the employee and will also inform the employee what disciplinary action, if any, is to be taken. The decision will be confirmed in writing. The employee will be notified of their right of appeal under this procedure.

## DISCIPLINARY ACTION

Where, following a disciplinary hearing, the Company establishes that the employee has committed a disciplinary offence, the following disciplinary action may be taken:

- a. Where a minor offence or offences have been committed, a recorded **oral warning** may be given. The warning will ordinarily state that any further misconduct will render the employee liable to further, more severe disciplinary action. The employee should be informed of the period that the warning will remain "live". During this period, the Company may rely on such a warning in the event of further misconduct on the part of the employee.
- b. Where either a more serious disciplinary offence has been committed or further minor offences have been committed by an employee following a recorded oral warning that remains "live", the employee will receive a **first written warning**. The warning will:
  - i. set out the nature of the offence committed;
  - ii. inform the employee that further misconduct is liable to result in further disciplinary action under this procedure;

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- iii. specify the period for which the warning will remain "live", after such period [the Company will review the warning/the warning will automatically lapse]; and
  - iv. state that the employee may appeal against the warning.
- c. Where a serious disciplinary offence amounting to gross misconduct has been committed, thereby justifying summary dismissal, but the Company decides, after taking into account all appropriate circumstances, that a lesser penalty is appropriate, or, where an employee commits further disciplinary offences after a first written warning has been issued and remains "live", a **final** (or combined first and final) **written warning** may be given. Such a warning will:
- i. set out the nature of the offence committed;
  - ii. inform the employee that further misconduct is likely to result in their dismissal; and
  - iii. state that the employee may appeal against the warning.
- d. Where the employee has committed further acts of misconduct (these being acts of misconduct other than gross misconduct) following a final written warning given under c. above, the employee may be dismissed with notice or with pay in lieu of notice.
- e. Where the Company establishes that an employee has committed an act of gross misconduct, the employee may be summarily dismissed.
- f. Where a final written warning is given to an employee under c. above, the Company may also impose on the employee:
- i. disciplinary suspension;
  - ii. demotion;
  - iii. in line with any provision in the contract of employment, transfer to a job of a lower status.

The above sanctions may be imposed in conjunction with other forms of disciplinary action, or as an alternative to dismissal. The employee will be consulted upon such decision.

## APPEAL

An employee may appeal against any disciplinary sanction imposed against them, with the exception of an informal oral warning. The appeal will be heard by a senior manager who has not been involved in the decision to impose the disciplinary sanction on the employee.

The senior manager is obliged to consider any representations made by the employee, the employee's fellow employee or trade union official and those of the manager who conducted the investigation and the manager who conducted the disciplinary hearing and imposed the disciplinary sanction.

The senior manager hearing the appeal must decide on the basis of both sets of representations, together with any subsequent facts that may have come to light, whether or not to uphold the disciplinary sanction.

In the event that the senior manager finds for the employee, the senior manager shall allow the appeal and shall remove all records of the disciplinary sanction from the employee's record. In the event that the senior manager does not accept the representations made by or on behalf of the employee, the senior manager must uphold the disciplinary sanction.

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When lodging an appeal, the employee should state:

- a. the grounds of appeal; and
- b. whether They is appealing against the finding that They has committed the alleged act or acts of misconduct, or against the level of disciplinary sanction imposed.

The employee must provide written notice of the appeal within five working days of being informed of the disciplinary sanction being imposed against them.

Appeal hearings will normally take place within 14 days of receipt of the employee's written notice of appeal.

Upon completion of the appeal, the senior manager conducting the hearing will convey their decision to the employee. The decision will be confirmed in writing within one week. The Company's decision at the appeal is final.

### **Gross Misconduct**

Gross misconduct is misconduct of such a serious and fundamental nature that it breaches the contractual relationship between the employee and the Company. In the event that an employee commits an act of gross misconduct, the Company will be entitled to terminate summarily the employee's contract of employment without notice or pay in lieu of notice.

Matters that the Company views as amounting to gross misconduct include (but are not limited to):

- stealing from the Company, members of staff or the public;
- other offences of dishonesty;
- falsification of a qualification that is a stated requirement of the employee's employment or results in financial gain to the employee;
- falsification of records, reports, accounts, expense claims or self-certification forms, whether or not for personal gain;
- sexual misconduct at work;
- fighting with or assault on members of staff or the public, whether physical or verbal;
- deliberate damage to or misuse of the Company's property;
- serious damage to the Company's property;
- drunkenness or being under the influence of illegal drugs while at work;
- possession, custody or control of illegal drugs on the Company's premises;
- serious breach of the Company's rules, including, but not restricted to, health and safety rules and rules on computer use;
- gross negligence;
- conviction of a criminal offence that is relevant to the employee's employment;
- conduct that brings the Company's name into disrepute; and
- discrimination or harassment of a fellow worker on the grounds of sex, sexual orientation, race, disability, age or religion or belief.
- Sexual harassment
- Bullying of a serious nature

Other acts of misconduct may come within the general definition of gross misconduct.



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## GRIEVANCE POLICY

The Company believes that all employees should be treated fairly and with respect.

If you are unhappy about the treatment that you have received or about any aspect of your work, you should discuss this with your Line Manager, who will attempt to resolve the situation on an informal basis. If you feel unable to approach your line manager directly, you should approach another manager who will discuss ways of dealing with the matter with you.

Where attempts to resolve the matter informally do not work, it may be appropriate for you to raise a formal grievance under this procedure. A formal grievance should be concerned with the way in which you believe you have been treated by the Company or Managers acting on its behalf, or about any aspect of your work.

If your complaint relates to bullying or harassment on the part of a colleague, the matter should be dealt with under the bullying and harassment procedure. Complaints that amount to an allegation of misconduct on the part of another employee will be investigated and dealt with under the disciplinary procedure.

Grievances may be concerned with a wide range of issues, including the allocation of work, your working environment or conditions, the opportunities that you have been given for career development or the way in which you have been managed. *However, issues that are the subject of collective negotiation or consultation with the trade union/staff association/employee council will not be considered under the grievance procedure.*

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard only when the disciplinary process has been completed. Insofar as a grievance has any bearing on the disciplinary proceedings, it can be raised as a relevant issue in the course of those proceedings.

### Mediation

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

### The right to be accompanied

You have the right to be accompanied by a fellow worker or trade union official at any grievance meeting or subsequent appeal. The trade union official need not be an employee of the Company, but if they are not a fellow worker or an employee of their union, the Company may insist on them being certified by the union as being experienced or trained in accompanying employees at grievance hearings.

The choice of companion is a matter for you. Please note that individual workers are not obliged to agree to accompany you. Companions will be given appropriate paid time off to allow them to accompany colleagues at a grievance hearing or appeal hearing.

At any hearing or appeal hearing, your chosen companion will be allowed to address the meeting, respond on your behalf to any view expressed in the hearing, and sum up the case on your behalf.

However, both the hearing and appeal hearing are essentially meetings between the Company and you, so any questions put directly to you should be dealt with by you and not your companion.

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Where the chosen companion is unavailable on the day scheduled for the meeting or appeal, the meeting will be rescheduled, provided that you can propose an alternative time within five working days of the scheduled date.

### Accessibility

If any aspect of the grievance procedure causes you difficulty on account of any disability that you may have, or if you need assistance because English is not your first language, you should raise this issue with a manager, who will make appropriate arrangements.

### Recording of meetings

The employee, or any person acting on their behalf, is not normally permitted to record electronically any meeting held by the Company as part of the grievance procedure. This is to encourage openness and full participation by all parties during meetings. Any breach of this provision may lead to disciplinary action against the employee, up to and including dismissal.

In certain limited circumstances, the Company may permit the meeting to be recorded electronically. For example; where the employee is disabled, it may be appropriate as a reasonable adjustment under the Equality Act 2010. Where the Company permits the meeting to be recorded electronically, it will take responsibility for making the recording.

### Data protection

The Company processes personal data collected during informal complaints and the formal grievance procedure in accordance with its data protection policy. In particular, data collected as part of informal complaints and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the complaints or conducting the grievance procedure. Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the Company's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the Company's disciplinary procedure.

### Conducting the grievance procedure

The Company recognises that a formal grievance procedure can be a stressful and upsetting experience for all parties involved. Everyone involved in the process is entitled to be treated calmly and with respect. The Company will not tolerate abusive or insulting behaviour from anyone taking part in or conducting grievance procedures and will treat any such behaviour as misconduct under the disciplinary procedure.

## FORMAL GRIEVANCE PROCEDURE

### Making the complaint

The first stage of the grievance procedure is for you to put your complaint in writing. This written statement will form the basis of the subsequent hearing and any investigations, so it is important that you set out clearly the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place.

Your complaint should be headed "**Formal Grievance**" and sent to your line manager. If your complaint relates to the way in which you believe your line manager is treating you, the complaint may be sent to another Manager.

Further attempts may be made to resolve the matter informally, depending on the nature of your complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.

Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you, although the confidentiality of the grievance process will be respected,

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wherever possible. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

### **The grievance hearing**

The hearing will be held as soon as is reasonably practicable and, subject to any need to carry out prior investigations, within five working days of the receipt of your written complaint. It will be conducted by your line manager and attended by a representative. At the meeting, you will be asked to explain the nature of your complaint and what action you feel should be taken to resolve the matter. Where appropriate, the meeting may be adjourned to allow further investigations to take place.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your line manager as soon as possible.

If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

While you will be given every opportunity to explain your case fully, you should confine your explanation to matters that are directly relevant to your complaint. Focusing on irrelevant issues or incidents that took place long before the matters in hand is not helpful and can hinder the effective handling of your complaint. The manager conducting the hearing will intervene if you think that the discussion is straying too far from the key issue. The manager may also intervene to ensure that the meeting can be completed within a reasonable timeframe, depending on the nature and complexity of your complaint.

Following the meeting, you will be informed in writing of the outcome within seven working days and told of any action that the Company proposes to take as a result of your complaint. You may discuss this outcome informally with either your manager or a designated manager.

If you are dissatisfied with the outcome, you may make a formal appeal.

### **Appeal**

Your appeal should be made in writing to the manager who conducted the initial grievance hearing.

You should clearly state the grounds of your appeal, i.e. the basis on which you say that the result of the grievance was wrong or that the action taken as a result was inappropriate. This should be done within seven working days of the written notification of the outcome of the grievance. An appeal meeting will be arranged to take place within five working days of the submission of your formal appeal, wherever possible.

You should ensure that you attend the meeting at the specified time. If you are unable to attend because of circumstances beyond your control, you should inform your line manager of this as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

The appeal hearing will be conducted by a Manager who will consider the grounds that you have put forward and assess whether or not the conclusion reached in the original grievance hearing was appropriate.

Following the appeal meeting, you will be informed of the outcome within seven working days, wherever possible. The outcome of this meeting will be final.

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## 6. Email, Internet and Social Media Policy

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The Company encourages its employees to use email and the internet at work where this can save time and expense. However, it requires that employees follow the rules below. It is a term of each employee's contract that they comply with these rules, and any serious breach could lead to dismissal. Any employee who is unsure about whether or not something they propose to do might breach this email and internet policy should seek advice from their manager.

Although the Company encourages the use of email and the internet where appropriate, their use entails some risks. For example, employees must take care not to introduce viruses to the system and must take proper account of the security advice below. Employees must also ensure that they do not send untrue statements about others in emails as the Company could face legal action for libel and be liable for damages.

These rules are designed to minimise the legal risks to the Company when its employees use email at work and access the internet. Where something is not specifically covered in this policy, employees should seek advice from their manager.

Technology and the law change regularly and this policy will be updated to account for changes as and when necessary. Employees will be informed when the policy has changed but it is their responsibility to read the latest version of this document.

### USE OF EMAIL

#### Contents of emails

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

The use of email to send or forward messages that are defamatory, obscene or otherwise inappropriate will be treated as misconduct under the appropriate disciplinary procedure. In serious cases this could be regarded as gross misconduct and lead to summary dismissal.

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

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

#### Email Recipients and Data Protection

##### CCing

Employees should exercise care not to copy emails automatically to all those copied in to the original message to which they are replying. Doing so may result in disclosure of confidential information to the wrong person. Employees should ensure each email being sent is only to recipients that email will be genuinely relevant and useful to.

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## BCCing

Should employees need to send an email out to multiple recipients, they should BCC the recipients into the email to avoid a GDPR, or DPA '18, data breach by the disclosure of personal information. Employees should be encouraged to use the Company's email marketing software to send one email to mass recipients. Employees should seek instructions from their Regional Manager on how to administer this. Should an employee suspect a data breach has occurred, they must declare it to their Manager immediately, in accordance with the General Data Protection Regulation (GDPR) and current domestic data protection legislation (Data Protection Act 2018).

## Attachments

Employees should not attach any files that may contain a virus to emails, as the Company could be liable to the recipient for loss suffered. The Company has virus-checking in place but, if in doubt, employees should check with the IT department.

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

## Personal use of email

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

## Monitoring of email

The Company reserves the right to monitor employees' emails, but will endeavour to inform an affected employee when this is to happen and the reasons for it. The Company considers the following to be valid reasons for checking an employee's email:

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

When monitoring emails, the Company will, save in exceptional circumstances, confine itself to looking at the address and heading of the emails. Employees should mark any personal emails as such and encourage those who send them to do the same. The Company will avoid, where possible, opening emails clearly marked as private or personal.

The Company reserves the right to retain information that it has gathered on employees' use of email for a period of one year.

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## USE OF INTERNET

### Authorised internet users

Where an employee has been provided with a computer with internet access at their desk, they may use the internet at work, for work purposes only.

Not everyone in the Company needs access to the internet at work. Anyone who does not have access but believes that they require it should contact their manager and make a written request, setting out the reasons why access should be allowed.

### Sensible internet use

Where employees are allowed access to the internet at work they are expected to use it sensibly and in such a manner that it does not interfere with the efficient running of the Company. For example, where it would be quicker to make a telephone call than to engage in an internet search for the required information, then the telephone call should be made.

Employees may be called upon to justify the amount of time they have spent on the internet or the sites that they have visited.

The Company encourages employees to become familiar with the internet and does not currently impose any time limitation on work-related internet use. It trusts employees not to abuse the latitude given to them, but if this trust is abused it reserves the right to alter the policy in this respect.

### Removing internet access

The Company reserves the right to deny internet access to any employee at work, although in such a case it will endeavour to give reasons for doing so.

### Registering on websites

Many sites that could be useful for the Company require registration. Employees wishing to register as a user of a website for work purposes are encouraged to do so. However, they should ask their manager before doing this.

### Licences and contracts

Some websites require the Company to enter into licence or contract terms. The terms should be printed off and sent for approval in advance or emailed to the legal department before an employee agrees to them on the Company's behalf.

In most cases, there will be no objection to the terms and it is recognised that the free information provided by the website in question may save the Company money. Employees should, however, always consider whether or not the information is from a reputable source and is likely to be accurate and kept up to date, as most such contract terms will exclude liability for accuracy of free information.

### Downloading files and software

Employees should download files on to only those PCs with virus checking software and should check how long the download will take. Employees should only open email attachments from trusted senders. If there is any uncertainty as to whether or not the software is virus-free or whether the time the download will take is reasonable, the relevant line manager and the Company's IT department should be consulted.

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### Using other software and hardware at work

The Company staff handbook does not allow employees to bring software or hardware into the office without the IT department's consent and nothing in the email and internet policy modifies the Company's general view on this.

### Personal use of the internet

Although the email system is primarily for business use, the Company understands that employees may on occasion need to use the internet for personal purposes. Employees may access the internet at work for personal purposes provided that:

- such use is limited to no more than [20 minutes] in any day;
- the internet is not used to access offensive or illegal material, such as material containing racist terminology or nudity;
- they do not enter into any contracts or commitments in the name of or on behalf of the Company; and
- they do not arrange for any goods ordered on the internet to be delivered to the Company address or order them in the Company's name.

Employees should not use the internet for personal purposes before working hours begin or after they end. The Company has security concerns about staff arriving early and leaving late and it is harder to monitor use of the internet at such times.

### Monitoring of internet access at work

The Company reserves the right to monitor employees' internet usage, but will endeavour to inform an affected employee when this is to happen and the reasons for it. The Company considers the following to be valid reasons for checking an employee's internet usage:

- If the Company suspects that the employee has been viewing offensive or illegal material, such as material containing racist terminology or nudity (although the Company understands that it is possible for employees inadvertently to view such material and they will have the opportunity to explain if this is the case).
- If the Company suspects that the employee has been spending an excessive amount of time viewing websites that are not work related.

The Company reserves the right to retain information that it has gathered on employees' use of the internet for a period of one year.

### General

The aim of these rules is to be helpful, and to set guidelines on the use of email and the internet at work for the smooth and efficient running of the business.

If there is anything in these rules that an employee considers to be unworkable or does not understand, the employee should notify their manager.

Self-employed contractors, agency workers or any other individuals working temporarily in the Company should be made aware of the rules regarding the use of email and the internet.

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## USE OF SOCIAL MEDIA

Social media is an interactive online media that allows users to communicate instantly with each other or to share data in a public forum. It includes social and business networking websites such as Facebook, Twitter, Instagram and LinkedIn. Social media also covers video and image sharing websites such as YouTube, as well as personal weblogs (“blogs”). This is a constantly changing area with new websites being launched on a regular basis and therefore this list is not exhaustive.

This policy applies in relation to any social media that employees may use.

### Use of social media at work

Employees are not permitted to log on to personal social media websites or to keep a personal weblog (“blog”) using the Company’s IT systems and equipment at any time. This includes laptop and hand-held computers or devices distributed by the Company for work purposes. The Company has added most of the websites of this type to its list of restricted websites. Where employees have their own computers or devices, such as laptops and hand-held devices, they must limit their use of personal social media on their own equipment to outside their normal working hours (for example, during lunch breaks). The use of personal social media accounts is not permitted during working hours.

However, employees may be asked to contribute to the Company’s own social media activities during normal working hours, for example by writing Company blogs or newsfeeds or managing a Facebook account or running an official Twitter or LinkedIn account for the Company. Employees must be aware at all times that, while contributing to the Company’s social media activities, they are representing the Company.

### Company’s social media activities

Where employees are authorised to contribute to the Company’s own social media activities as part of their job duties, for example for marketing, promotional and recruitment purposes, they must adhere to the following rules:

- Use the same safeguards as they would with any other type of communication about the Company that is in the public arena.
- Ensure that any communication has a purpose and a benefit for the Company.
- Obtain permission from their line manager before embarking on a public campaign using social media.
- Request their line manager to check and approve content before it is published online.
- Follow any additional guidelines given by the Company from time to time.

The social media rules set out below also apply as appropriate.

### Social media rules

The Company recognises that many employees make use of social media in a personal capacity outside the workplace and outside normal working hours. While they are not acting on behalf of the Company in these circumstances, employees must be aware that they can still cause damage to the Company if they are recognised online as being one of its employees. Therefore, it is important that the Company has strict social media rules in place to protect its position.

When logging on to and using social media websites and blogs at any time, including personal use on non-Company computers outside the workplace and outside normal working hours, employees must



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not:

- Other than in relation to the Company's own social media activities or other than where expressly permitted by the Company for business networking websites such as LinkedIn, publicly identify themselves as working for the Company, make reference to the Company or provide information from which others can ascertain the name of the Company.
- Other than in relation to the Company's own social media activities or other than where expressly permitted by the Company for business networking websites such as LinkedIn, write about their work for the Company – and, in postings that could be linked to the Company, they must also ensure that any personal views expressed are clearly stated to be theirs alone and do not represent those of the Company.
- Conduct themselves in a way that is potentially detrimental to the Company or brings the Company or its employees, clients, customers, contractors or suppliers into disrepute, for example by posting images or video clips that are inappropriate or links to inappropriate website content.
- Other than in relation to the Company's own social media activities or other than where expressly permitted by the Company for business networking websites such as LinkedIn, use their work e-mail address when registering on such sites or provide any link to the Company's website.
- Allow their interaction on these websites or blogs to damage working relationships with or between employees and clients, customers, contractors or suppliers of the Company, for example by criticising or arguing with such persons.
- Include personal information or data about the Company's employees, clients, customers, contractors or suppliers without their express consent (an employee may still be liable even if employees, clients, customers, contractors or suppliers are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable) – this could constitute a breach of GDPR, and current domestic data protection, which is a criminal offence.
- Make any derogatory, offensive, adverse, discriminatory, untrue, negative, critical or defamatory comments about the Company, its employees, clients, customers, contractors or suppliers, or any comments which might reasonably be considered to insult, damage or impugn the Company's or their reputation or character (an employee may still be liable even if the Company, its employees, clients, customers, contractors or suppliers are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable).
- Make any comments about the Company's employees that could constitute unlawful discrimination, harassment or cyber-bullying contrary to the Equality Act 2010 or post any images or video clips that are discriminatory or which may constitute unlawful harassment or cyber-bullying – employees can be personally liable for their actions under the legislation.
- Disclose any trade secrets or confidential, proprietary or sensitive information belonging to the Company, its employees, clients, customers, contractors or suppliers or any information which could be used by one or more of the Company's competitors, for example information about the Company's work, its products and services, technical developments, deals that it is doing, future business plans and staff morale.
- Breach copyright or any other proprietary interest belonging to the Company, for example, using someone else's images or written content without permission or failing to give acknowledgement where permission has been given to reproduce particular work – if employees wish to post images, photographs or videos of their work colleagues or clients, customers, contractors or suppliers on their online profile, they should first obtain the other party's express permission to do so.

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Employees must remove any offending content immediately if they are asked to do so by the Company.

Work and business contacts made during the course of employment through social media websites and which are added to personal social networking accounts amount to confidential information belonging to the Company and accordingly the Company may ask for them to be surrendered on termination of employment.

Employees should remember that social media websites are a public forum, even if they have set their account privacy settings at a restricted access or “friends only” level, and therefore they should not assume that their entries on any website will remain private or confidential.

Employees must also be security conscious when using social media websites and should take appropriate steps to protect themselves from identity theft, for example by setting their privacy settings at a high level and restricting the amount of personal information they give out, such as date and place of birth, schools attended, family names and favourite football team. This information may form the basis of security questions and/or passwords on other websites, such as online banking.

Should employees observe inaccurate information about the Company on any web sources of information, they should report this to their line manager in the first instance.

### Social media references

Where employees (or ex-employees) have set up personal profiles on business networking websites such as LinkedIn, these websites may include the facility for the user to request their contacts or other users to provide them with open recommendations, endorsements or references which are then published on their personal profile web pages for other contacts or connections, or prospective contacts or connections, to read. As these could potentially be construed as open references given on behalf of the Company, employees are prohibited from providing these types of recommendations, endorsements or references online to or for the benefit of other employees or ex-employees without the prior permission of their line manager.

If these types of recommendations, endorsements or references are requested online by clients, customers, contractors, suppliers or other Company-related business connections, employees should refer such requests to their line managers.

### Social media monitoring

The Company reserves the right to monitor employees’ use of social media on 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.
- Ensure the security of the system and its effective operation.
- Ensure there is no unauthorised use of the Company’s time, for example to check that an employee has not been spending an excessive amount of time using social media websites for non-work related activity when they should be working.
- Ensure that inappropriate, restricted or blocked websites are not being accessed by employees.
- Ensure that all employees are being treated with respect and dignity at work, by discovering and eliminating any material that is capable of amounting to harassment contrary to the Equality Act 2010.
- Ensure there is no breach of commercial confidentiality.

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The Company reserves the right to restrict, deny or remove internet access, or access to particular social media websites, to or from any employee.

**Contravention of this policy**

Failure to comply with any of the requirements of this policy is a disciplinary offence and may result in disciplinary action being taken under the Company's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in the employee's summary dismissal.

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## 7. Equal Opportunities Policy

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The Company is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers.

This policy is intended to assist the Company to put this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination.

Striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities in employment. The Company has a separate dignity at work policy, which deals with these issues.

### THE LAW

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

Discrimination after employment may also be unlawful, eg refusing to give a reference for a reason related to one of the protected characteristics.

Staff should not discriminate against or harass a member of the public in the provision of services or goods. It is unlawful to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services. In addition, service providers have an obligation to think ahead and address any barriers that may impede disabled people from accessing a service.

### TYPES OF UNLAWFUL DISCRIMINATION

- **Direct discrimination** is where a person is treated less favourably than another because of a protected characteristic. An example of direct discrimination would be refusing to employ a woman because they are pregnant.
- In limited circumstances, employers can directly discriminate against an individual for a reason related to any of the protected characteristics where there is an occupational requirement. The occupational requirement must be crucial to the post and a proportionate means of achieving a legitimate aim.
- **Indirect discrimination** is where a provision, criterion or practice is applied that is discriminatory in relation to individuals who have a relevant protected characteristic (although it does not explicitly include pregnancy and maternity, which is covered by indirect sex discrimination) such that it would be to the detriment of people who share that protected characteristic compared with people who do not, and it cannot be shown to be a proportionate means of achieving a legitimate aim.
- **Harassment** is where there is unwanted conduct, related to one of the protected characteristics (other than marriage and civil partnership, and pregnancy and maternity) that has the purpose or effect of violating a person's dignity; or creating an intimidating, hostile, degrading, humiliating or offensive environment. It does not matter whether or not this effect was intended by the person responsible for the conduct.
- **Associative discrimination** is where an individual is directly discriminated against or harassed for association with another individual who has a protected characteristic (although it does

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not cover harassment because of marriage and civil partnership, and (according to guidance from the Government and ACAS) pregnancy and maternity).

- **Perceptive discrimination** is where an individual is directly discriminated against or harassed based on a perception that they have a particular protected characteristic when they do not, in fact, have that protected characteristic (other than marriage and civil partnership, and pregnancy and maternity).
- **Victimisation** occurs where an employee is subjected to a detriment, such as being denied a training opportunity or a promotion because they made or supported a complaint or raised a grievance under the Equality Act 2010, or because they are suspected of doing so. However, an employee is not protected from victimisation if they acted maliciously or made or supported an untrue complaint. There is no longer a need for a complainant to compare their treatment with someone who has not made or supported a complaint under the Equality Act 2010. For example, if a blind employee raises a grievance that the employer is not complying with its duty to make reasonable adjustments, and is then systematically excluded from all meetings, such behaviour could amount to victimisation.
- **Failure to make reasonable adjustments** is where a physical feature or a provision, criterion or practice puts a disabled person at a substantial disadvantage compared with someone who does not have that protected characteristic and the employer has failed to make reasonable adjustments to enable the disabled person to overcome the disadvantage.

## EQUAL OPPORTUNITIES IN EMPLOYMENT

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

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

The Company will consider any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done, when considering requests for variations to these standard working practices and will refuse such requests only if the Company considers it has good reasons, unrelated to any protected characteristic, for doing so. The Company will comply with its obligations in relation to statutory requests for contract variations. The Company will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

The Company will monitor the ethnic, gender and age composition of the existing workforce and of applicants for jobs (including promotion), and the number of people with disabilities within these groups, and will consider and take any appropriate action to address any problems that may be identified as a result of the monitoring process.

## CUSTOMERS, SUPPLIERS AND OTHER PEOPLE NOT EMPLOYED BY THE COMPANY

The Company will not discriminate unlawfully against customers using or seeking to use goods, facilities or services provided by the Company.

Employees should report any bullying or harassment by customers, suppliers, visitors or others to their manager who will take appropriate action.

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## YOUR RESPONSIBILITIES

Every employee is required to assist the Company to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination.

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

Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under the Company's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

## GRIEVANCES

If you consider that you may have been unlawfully discriminated against, you may use the Company's grievance procedure to make a complaint. If your complaint involves bullying or harassment, the grievance procedure is modified as set out in the dignity at work policy.

The Company will take any complaint seriously and will seek to resolve any grievance that it upholds. You will not be penalised for raising a grievance, even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith.

Use of the Company's grievance procedure does not affect your right to make a complaint to an employment tribunal. Complaints to an employment tribunal must normally be made within three months beginning with the act of discrimination complained of.

## MONITORING AND REVIEW

This policy will be monitored periodically by the Company to judge its effectiveness and will be updated in accordance with changes in the law. In particular, the Company will monitor the ethnic and gender composition of the existing workforce and of applicants for jobs (including promotion), and the number of people with disabilities within these groups, and will review its equal opportunities policy in accordance with the results shown by the monitoring. If changes are required, the Company will implement them.

Information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance the General Data Protection Regulation (GDPR) and current domestic data protection legislation, Data Protection Act 2018.

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## 8. Family Leave Policy & Procedure

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### INTRODUCTION

The Company recognises that at various stages in an employee's working life, domestic and family commitments and responsibilities may encroach upon work responsibilities. To help reduce anxiety and stress amongst our workforce, the Company offers practical help through its family leave policy.

This policy is designed to be as comprehensive as possible, however, if you have any queries which are not answered or if you have any other questions about the policy please speak to your manager in the first instance. As some of the provisions in this policy are complex, particularly in relation to maternity leave, employees should clarify the relevant procedures with their manager to ensure that they are followed correctly.

Employees will be protected from suffering detriment or unfair dismissal for reasons related to taking, or seeking to take, Family leave. Employees who believe they have been treated unfairly should first raise their grievance with their manager in accordance with the Company's Grievance policy.

This policy is non-contractual and the Company reserves the right to review and update the policy from time to time.

### ADOPTION LEAVE

The adoption leave policy explains the rights that now extend to all parents of adopted children regarding both pay and leave. A failure to comply with the procedures laid down, may however lead to a loss of these rights.

You are entitled to Adoption Leave and pay in accordance with the current statutory provisions. If you are to be newly placed with a child for adoption, you must complete an Adoption Leave Request Form (available from your Manager) and notify your Manager within 7 days of being notified by the adoption agency that you have been matched with a child for adoption, unless this is not reasonably practicable.

Prospective adoptive parents may also take time off for the purpose of having contact with the child or for any other purpose connected with the adoption. The main adopter (the employee taking adoption leave) may take time off for up to 5 appointments and the secondary adopter (partner of employee taking adoption leave) may take time off for up to two appointments.

#### Who can take adoption leave?

To qualify for adoption leave, an employee must:

- be \*newly matched with a child for adoption by an approved adoption agency
- be adopting individually or part of a couple adopting where the other partner is not claiming adoption leave

*\*Adoption leave and pay is not available in circumstances where a child is not newly matched for adoption, for example when a step-parent is adopting a partner's children.*

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### How long does adoption leave last and when can it be taken?

Adopters who qualify according to the above will be entitled to up to 52 weeks' Adoption Leave (26 weeks Ordinary Adoption Leave (OAL) followed immediately by up to 26 weeks Additional Adoption Leave (AAL)).

Employees can choose to start their leave:

- from the date of the child's placement (whether this is earlier or later than expected), or
- from a fixed date which can be up to 14 days before the expected date of placement.

Leave can start on any day of the week.

Only one period of leave will be available irrespective of whether more than one child is placed for adoption as part of the same arrangement.

If the child's placement ends during the adoption leave period, the adopter will be able to continue adoption leave for up to eight weeks after the end of the placement.

### What are the pay arrangements for adoption leave?

The Company will pay Statutory Adoption Pay at 90% of your average earnings for 6 weeks, and a flat rate of the statutory level (or 90% of average weekly earnings if this is less) for a further 33 weeks.

The rate of Statutory Adoption Pay will be the same as the standard rate of Statutory Maternity Pay (see the current **statutory payment tables** for payment information).

Adopters who have average weekly earnings below the Lower Earnings Limit for National Insurance Contributions will not qualify for SAP.

### Notice of intention to take adoption leave

Employees must inform their supervising manager of their intention to take adoption leave within 7 days of being notified by their adoption agency that they have been matched with a child for adoption, unless this is not reasonably practicable. Employees must give the following information:

- when the child is expected to be placed with them and
- when they want their adoption leave to start

Employees may change their mind about the date on which they want their leave to start providing they tell the Company at least 28 days in advance (unless this is not reasonably practicable). The employee must tell the Company the date they expect any payments of SAP to start at least 28 days in advance, unless this is not reasonably practicable.

The Company will respond to notification of adoption leave within 28 days.

### Matching Evidence

The Company will require documentary evidence of a successful match. A 'matching certificate' should be obtained from the employee's adoption agency as evidence of their entitlement to SAP and adoption leave.

### Contractual benefits

Employees are entitled to the benefit of their normal terms and conditions of employment, except for terms relating to wages or salary, throughout their 26-week **ordinary adoption leave** period. During



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**additional adoption leave**, the employment contract continues and the contractual benefits and obligations of notice of termination by both parties, compensation in the event of redundancy, disciplinary and grievance procedures, disclosure of confidential information by the employees, acceptance of gifts/other benefits by the employee and participation in any other business, remain in force, where such usually apply to the individual. Holiday is not however accrued at the contractual rate but at the statutory rate.

### Keeping-in-touch Days

An employee can agree to work for the Company (or to attend training) for up to 10 days during their adoption leave without bringing their adoption leave to an end and without loss of a week's Statutory Adoption Pay. Any work carried out on a day shall constitute a day's work for these purposes.

During adoption leave the Company has no right to require the employee to carry out any work, and the employee has no right to undertake any work. The amount of salary to be paid for any work done is to be agreed in advance between the employee and their line manager.

### Return to work after adoption leave

An employee returning to work at the end of their full adoption leave entitlement will not have to give any further notification to the Company. If returning earlier, 8 weeks written notice of the date they intend to return must be given.

Please speak to your Manager in the first instance for further information on taking Adoption Leave.

## MATERNITY LEAVE

The maternity leave policy explains a pregnant employee's rights to maternity leave and pay. A failure to comply with the procedures laid down in this policy may lead to a loss of these rights.

The following definitions are used in this policy;

- 'Expected week of childbirth (EWC)' means the week, starting on a Sunday, during which the employee's doctor or midwife expects her to give birth.
- 'Qualifying week' means the 15<sup>th</sup> week before the expected week of childbirth.

### Who can take Maternity Leave?

All pregnant employees, regardless of their length of service, are entitled to up to 26 weeks ordinary maternity leave (OML) and up to 26 weeks additional maternity leave (AML), making a total of 52 weeks.

All employees, regardless of their length of service are required to take 2 weeks compulsory maternity leave, starting on the day of childbirth.

### Notification of intention to take maternity leave

An employee must give notice to the Company that she intends to take maternity leave by the 15<sup>th</sup> week before EWC (expected week of childbirth), unless this is not reasonably practicable. She will need to tell the Company;

- that she is pregnant
- the week her baby is expected to be born
- when she wants her maternity leave to start

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- and provide a MAT B1 certificate from her midwife or doctor

The earliest date that a woman is able to start her maternity leave is the beginning of the 11<sup>th</sup> week before her baby is due.

If a woman changes her mind as to the start date of her maternity leave, she must notify the Company in writing giving at least 28 days notice.

The Company will respond to a woman's notification of her leave plans within 28 days.

### **Statutory Maternity Pay**

The Statutory Maternity Pay (SMP) scheme is designed to operate along the same lines as the SSP scheme. SMP is paid in the same way as wages with appropriate deductions.

The Company pays SMP to a qualifying employee for up to 39 weeks, whether or not the employee intends to return to work. SMP will be paid at 90% of the employee's average earnings for 6 weeks, and a flat rate of the statutory level (or 90% of average weekly earnings if this is less) for a further 33 weeks.

In order to qualify for SMP, a woman must have 26 weeks continuous service by the 15<sup>th</sup> week before the EWC and be employed for all or part of that week.

Employees who are not eligible for SMP may be entitled to claim maternity allowance direct from the DWP. Entitlement to this depends on an employee's National Insurance Contribution record, not on continuity of employment with one particular employer.

#### **There are four conditions that must be satisfied to qualify for SMP:**

- The employee must have been continuously employed for the necessary period
- She must have received average weekly earnings at or above the lower earnings limit (LEL)
- She must have reached the 15<sup>th</sup> week before the EWC or given birth prematurely to a live baby before that date and
- She must be an employee of the Company

### **Medical Evidence**

The Company will require evidence of the day a woman's baby is due in order to work out whether SMP is payable.

This evidence should be provided on a maternity certificate (DWP form MAT B1) and be signed by a doctor or a registered midwife. Alternative evidence may be acceptable (as long as it shows the day the baby is due and is substantially similar to form MAT B1). SMP cannot be paid until medical evidence is submitted. The maternity certificate will be retained as part of the Company records and returned to the employee if form SMP1 is issued to the Company or liability to pay SMP ends.

### **Entitlement to the benefit of Terms and Conditions of Employment**

During the entire maternity leave period, the employee is entitled to the benefit of the terms and conditions of employment which would have been applicable to her if she had not been absent (not been pregnant or given birth to a child). Importantly this provision does not confer any entitlement to salary.

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This also means that the employee's rights are not merely preserved during the absence, but they actually continue to accrue. For example, an employee's contractual holiday entitlement will accrue during the leave period. The employee will also be entitled to her contractual benefits (such as Company cars, mobile phones, gym memberships, health insurance etc) during this period. Pension contributions (if applicable) will continue to be paid normally by the Company during any part of the leave period that the employee is receiving payment (i.e. not the last 13 weeks of additional maternity leave). The employee's contribution will only be based on the actual pay they receive during maternity leave.

### Sickness Trigger

A woman's maternity leave will start automatically if she is absent from work for a pregnancy related illness during the four weeks before the start of her EWC, regardless of when she actually wants her maternity leave to start.

### Keeping-in-touch Days

An employee can agree to work for the Company (or to attend training) for up to 10 days during either ordinary maternity leave or additional maternity leave without that work bringing the period of her maternity leave to an end and without loss of a week's SMP. Any work carried out on a day shall constitute a day's work for these purposes. This provision does not however apply during the first 2 weeks after childbirth.

During maternity leave the Company has no right to require the employee to carry out any work, and the employee has no right to undertake any work. The amount of salary to be paid for any work done is to be agreed in advance between the employee and their line manager.

### Returning to Work

An employee returning to work at the end of her full maternity leave period does not have to give the company prior notice of her return. If returning earlier, 8 weeks written notice must be given. An employee is not allowed to return to work within two weeks of giving birth.

### Antenatal Care

All pregnant employees have the right to paid leave that is required for the purpose of attending antenatal care appointments. The term 'Antenatal Care' can include time off for parent craft or relaxation classes as long as they are taken on the advice of the employee's midwife or doctor.

### Shared Parental Leave

Please also see below, the Company policy for shared parental leave which enables pregnant employees and partners of pregnant employees to share an element of leave and pay.

### SHARED PARENTAL LEAVE

Shared Parental Leave (SPL) is a legal entitlement that enables eligible parents to choose how to share the care of their child during the first year of birth or adoption. It is available to parents with babies due or children placed for adoption from 5 April 2015.

Its purpose is to give parents more flexibility in considering how to best care for, and bond with, their child. It enables mothers to commit to ending their maternity leave and pay at a future date, and to share the untaken balance of leave and pay as shared parental leave and pay with their partner, or to

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return to work early from maternity leave and opt in to shared parental leave and pay at a later date. It enables fathers to share the untaken balance of their partners leave and pay as shared parental leave and pay with their partner.

All eligible employees have a statutory right to take Shared Parental Leave. There may also be an entitlement to some Shared Parental Pay. This policy sets out the statutory rights and responsibilities of employees who wish to take statutory Shared Parental Leave (SPL) and statutory Shared Parental Pay (ShPP).

*Please note: Shared Parental Leave should not be confused with ordinary parental leave, which is unaffected by shared parental leave. Ordinary parental leave is an entitlement to up to 18 weeks' unpaid leave. The organisation provides a separate policy on ordinary parental leave.*

Any employee considering Shared Parental Leave is likely to have questions. It is the organisation's policy to encourage open discussion with employees to ensure that questions and problems can be resolved as quickly as possible. Employees should clarify the relevant procedures with their manager in the first instance to ensure that they are followed.

This policy makes reference to notifications and declarations and the forms for this purpose are available from your manager.

### Eligibility for Shared Parental Leave

SPL can only be used by two people:

- The mother/adopter **and**
- One of the following:
  - the father of the child (in the case of birth) or
  - the spouse, civil partner or partner of the child's mother/ adopter.

Both parents must share the main responsibility for the care of the child at the time of the birth/placement for adoption.

Additionally an employee seeking to take SPL must satisfy each of the following criteria:

- the mother/adopter of the child must be/have been entitled to statutory maternity/adoption leave or, if not entitled to statutory maternity/adoption leave, they must be/have been entitled to statutory maternity/adoption pay or maternity allowance and must have ended or given notice to reduce any maternity/adoption entitlements;
- the employee must still be working for the organisation at the start of each period of SPL;
- the employee must pass the 'continuity test' requiring them to have a minimum of 26 weeks' service at the end of the 15th week before the child's expected due date/matching date;
- the employee's partner must meet the 'employment and earnings test' requiring them in the 66 weeks leading up to the child's expected due date/matching date have worked for at least 26 weeks and earned an average of at least £30 (this is correct as of 2015 but may change annually) a week in any 13 of those weeks;
- the employee must correctly notify the organisation of their entitlement and provide evidence as required.

### Shared Parental Leave entitlement

Eligible employees may be entitled to take up to 50 weeks SPL during the child's first year in their family. The number of weeks available is calculated using the mother's/adopter's entitlement to maternity/adoption leave, which allows them to take up to 52 weeks' leave. If they reduce their

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maternity/adoption leave entitlement then they and/or their partner may opt-in to the SPL system and take any remaining weeks as SPL.

A mother/adopter may reduce their entitlement to maternity/adoption leave by returning to work before the full entitlement of 52 weeks has been taken, or they may give notice to curtail their leave at a specified future date.

If the mother/adopter is not entitled to maternity/adoption leave but is entitled to Statutory Maternity Pay (SMP), Statutory Adoption Pay (SAP) or Maternity Allowance (MA), they must reduce their entitlement to less than the 39 weeks. If they do this, their partner may be entitled to up to 50 weeks of SPL. This is calculated by deducting from 52 the number of weeks of SMP, SAP or MA taken by the mother/adopter.

SPL can commence as follows:

- The mother can take SPL after she has taken the legally required two weeks of maternity leave immediately following the birth of the child
- The adopter can take SPL after taking at least two weeks of adoption leave
- The father/partner/spouse can take SPL immediately following the birth/placement of the child, but may first choose to exhaust any paternity leave entitlements (as the father/partner cannot take paternity leave or pay once they have taken any SPL or ShPP).

Where a mother/adopter gives notice to curtail their maternity/adoption entitlement then the mother/adopter's partner can take leave while the mother/adopter is still using their maternity/adoption entitlements.

SPL will generally commence on the employee's chosen start date specified in their leave booking notice, or in any subsequent variation notice (see "Booking Shared Parental Leave" and "Variations to arranged Shared Parental Leave" below).

If the employee is eligible to receive it, Shared Parental Pay (ShPP) may be paid for some, or all, of the SPL period (see "Shared Parental Pay" below).

SPL must end no later than one year after the birth/placement of the child. Any SPL not taken by the first birthday or first anniversary of placement for adoption is lost.

### **Notifying the organisation of an entitlement to Shared Parental Leave**

An employee entitled and intending to take SPL must give their line manager notification of their entitlement and intention to take to SPL, at least eight weeks before they can take any period of SPL.

Part of the eligibility criteria requires the employee to provide the organisation with correct notification. Notification must be in writing and requires the employee and the partner to sign a declaration confirming their eligibility. Notification forms are available from your manager.

### **Requesting further evidence of eligibility**

The organisation may, within 14 days of the SPL entitlement notification being given, request:

- the name and business address of the partner's employer (where the employee's partner is no longer employed or is self-employed their contact details must be given instead)
- in the case of biological parents, a copy of the child's birth certificate (or, where one has not been issued, a declaration as to the time and place of the birth).

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- in the case of an adopted child, documentary evidence of the name and address of the adoption agency, the date on which they were notified of having been matched with the child and the date on which the agency expects to place the child for adoption

In order to be entitled to SPL, the employee must produce this information within 14 days of the employer's request.

### **Fraudulent claims**

The organisation can, where there is a suspicion that fraudulent information may have been provided or where the organisation has been informed by the HMRC that a fraudulent claim was made, investigate the matter further in accordance with the usual company investigation and disciplinary procedures, and also without acting in a discriminatory manner in relation to any of the protected characteristics defined in the Equality Act 2010.

### **Discussions regarding Shared Parental Leave**

An employee considering/taking SPL is encouraged to contact their manager in the first instance to arrange an informal discussion as early as possible regarding their potential entitlement, to talk about their plans and to enable the company to support the individual.

The manager may upon receiving a notification of entitlement to take SPL seek to arrange an informal discussion with the employee to talk about their intentions and how they currently expect to use their SPL entitlement.

Upon receiving a leave booking notice the manager will usually arrange a meeting to discuss it. Where a notice is for a single period of continuous leave, or where a request for discontinuous leave can without further discussion be approved in the terms stated in the employee's notice booking leave, a meeting may not be necessary.

Where a meeting is arranged it should take place in private and be arranged in advance. If the initial date is problematic then another date will be arranged if possible. If an alternative date cannot be arranged then the meeting may be held over the telephone.

At the meeting the employee may, if they wish, be accompanied by a workplace colleague, trade union representative or even a personal friend or family member.

The purpose of the meeting is to discuss in detail the leave proposed and what will happen while the employee is away from work. Where it is a request for discontinuous leave the discussion may also focus on how the leave proposal could be agreed, whether a modified arrangement would be agreeable to the employee and the organisation, and what the outcome may be if no agreement is reached.

### **Booking Shared Parental Leave**

In addition to notifying the employer of entitlement to SPL/ShPP, an employee must also give notice to take the leave. In many cases, notice to take leave will be given at the same time as the notice of entitlement to SPL.

The employee has the right to submit three notifications specifying leave periods they are intending to take. Each notification may contain either (a) a single period of weeks of leave; or (b) two or more weeks of discontinuous leave, where the employee intends to return to work between periods of leave.

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SPL can only be taken in complete weeks but may begin on any day of the week. For example if a week of SPL began on a Tuesday it would finish on a Monday. Where an employee returns to work between periods of SPL, the next period of SPL can start on any day of the week.

The employee must book SPL by giving the correct notification at least eight weeks before the date on which they wish to start the leave and (if applicable) receive ShPP.

### Continuous leave notifications

A notification can be for a period of **continuous leave**, which means a notification of a number of weeks taken in a single unbroken period of leave (for example, six weeks in a row).

An employee has the right to take a continuous block of leave notified in a single notification, so long as it does not exceed the total number of weeks of SPL available to them (specified in the notice of entitlement) and the employer has been given at least eight weeks' notice.

An employee may submit up to three separate notifications for continuous periods of leave.

### Discontinuous leave notifications

A single notification may also contain a request for two or more periods of discontinuous leave, which means asking for a set number of weeks of leave over a period of time, with breaks between the leave where the employee returns to work (for example, an arrangement where an employee will take six weeks of SPL and work every other week for a period of three months).

Where there is concern over accommodating the notification, the organisation or the employee may seek to arrange a meeting to discuss the notification with a view to agreeing an arrangement that meets both the needs of the employee and the organisation (see "Discussions regarding Shared Parental Leave" above).

The organisation will consider a discontinuous leave notification but has the right to refuse it. If the leave pattern is refused, the employee can either withdraw it within 15 days of giving it, or can take the leave in a single continuous block.

### Responding to a Shared Parental Leave notification

Once the manager receives the leave booking notice, it will be dealt with as soon as possible, but a response will be provided no later than the 14th day after the leave request was made.

All notices for continuous leave will be confirmed in writing.

All requests for discontinuous leave will be carefully considered, weighing up the potential benefits to the employee and to the organisation against any adverse impact to the business.

Each request for discontinuous leave will be considered on a case-by-case basis. Agreeing to one request will not set a precedent or create the right for another employee to be granted a similar pattern of SPL.

The employee will be informed in writing of the decision as soon as is reasonably practicable, but no later than the 14th day after the leave notification was made. The request may be granted in full or in part: for example, the organisation may propose a modified version of the request.

If a discontinuous leave pattern is refused then the employee may withdraw the request without detriment on or before the 15th day after the notification was given; or may take the total number of

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weeks in the notice in a single continuous block. If the employee chooses to take the leave in a single continuous block, the employee has until the 19<sup>th</sup> day from the date the original notification was given to choose when they want the leave period to begin. The leave cannot start sooner than eight weeks from the date the original notification was submitted. If the employee does not choose a start date then the leave will begin on the first leave date requested in the original notification.

### Variations to arranged Shared Parental Leave

The employee is permitted to vary or cancel an agreed and booked period of SPL, provided that they advise the organisation in writing at least eight weeks before the date of any variation. Any new start date cannot be sooner than eight weeks from the date of the variation request.

Any variation or cancellation notification made by the employee, including notice to return to work early, will usually count as a new notification reducing the employee's right to book/vary leave by one. However, a change as a result of a child being born early, or as a result of the organisation requesting it be changed, and the employee being agreeable to the change, will not count as further notification. Any variation will be confirmed in writing by the organisation.

### Statutory Shared Parental Pay (ShPP)

Eligible employees may be entitled to take up to 37 weeks ShPP while taking SPL. The amount of weeks available will depend on the amount by which the mother/adoption reduces their maternity/adoption pay period or maternity allowance period.

ShPP may be payable during some or all of SPL, depending on the length and timing of the leave.

In addition to meeting the eligibility requirements for SPL, an employee seeking to claim ShPP must further satisfy each of the following criteria:

- the mother/adoption must be/have been entitled to statutory maternity/adoption pay or maternity allowance and must have reduced their maternity/adoption pay period or maternity allowance period;
- the employee must intend to care for the child during the week in which ShPP is payable;
- the employee must have an average weekly earnings for the period of eight weeks leading up to and including the 15<sup>th</sup> week before the child's expected due date/matching date are not less than the lower earnings limit in force for national insurance contributions;
- the employee must remain in continuous employment until the first week of ShPP has begun;
- the employee must give proper notification in accordance with the rules set out below.

Where an employee is entitled to receive ShPP they must, at least eight weeks before receiving any ShPP, give their line manager written notice advising of their entitlement to ShPP. To avoid duplication, if possible, this should be included as part of the notice of entitlement to take SPL.

In addition to what must be included in the notice of entitlement to take SPL, any notice that advises of an entitlement for ShPP must include:

- the start and end dates of any maternity/adoption pay or maternity allowance;
- the total amount of ShPP available, the amount of ShPP the employee and their partner each intend to claim, and a non-binding indication of when the employee expects to claim ShPP;
- a signed declaration from the employee confirming that the information they have given is correct, that they meet, or will meet, the criteria for ShPP and that they will immediately inform the organisation should they cease to be eligible.



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It must be accompanied by a signed declaration from the employee's partner confirming:

- their agreement to the employee claiming ShPP and for the organisation to process any ShPP payments to the employee;
- (in the case whether the partner is the mother/ adopter) that they have reduced their maternity/adoption pay or maternity allowance;
- (in the case whether the partner is the mother/ adopter) that they will immediately inform their partner should they cease to satisfy the eligibility conditions.

Any ShPP due will be paid at a rate set by the Government for the relevant tax year.

### Terms and conditions during Shared Parental Leave

During the period of SPL, the employee's contract of employment continues in force and they are entitled to receive all their contractual benefits, except for salary. In particular, any benefits in kind (such as use of a company car, laptop, mobile phone and gym membership) will continue and contractual annual leave entitlement will continue to accrue.

Pension contributions will continue to be made during any period when the employee is receiving ShPP but not during any period of unpaid SPL. Employee contributions will be based on actual pay, while the organisation's contributions will be based on the salary that the employee would have received had they not been taking SPL.

### Annual Leave

SPL is granted in addition to an employee's normal annual holiday entitlement. Employees are reminded that holiday should wherever possible be taken in the year that it is earned. Where an SPL period overlaps two leave years the employee should consider how their annual leave entitlement can be used to ensure that it is not untaken at the end of the employee's holiday year.

### Contact during Shared Parental Leave

Before an employee's SPL begins, the organisation will discuss the arrangements for them to keep in touch during their leave. The organisation reserves the right in any event to maintain reasonable contact with the employee from time to time during their SPL. This may be to discuss the employee's plans to return to work, to ensure the individual is aware of any possible promotion opportunities, to discuss any special arrangements to be made or training to be given to ease their return to work or simply to update them on developments at work during their absence.

### Shared Parental Leave in Touch days

An employee can agree to work for the organisation (or attend training) for up to 20 days during SPL without bringing their period of SPL to an end or impacting on their right to claim ShPP for that week. These are known as "Shared Parental Leave In Touch" or "SPLIT" days. Any work carried out on a day or part of a day shall constitute a day's work for these purposes.

The organisation has no right to require the employee to carry out any work, and is under no obligation to offer the employee any work, during the employee's SPL. Any work undertaken is a matter for agreement between the organisation and the employee. An employee taking a SPLIT day will receive full pay for any day worked. If a SPLIT day occurs during a week when the employee is receiving ShPP, this will be effectively 'topped up' so that the individual receives full pay for the day in question. Any SPLIT days worked do not extend the period of SPL.

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An employee, with the agreement of the organisation, may use SPLIT days to work part of a week during SPL. The organisation and the employee may use SPLIT days to effect a gradual return to work by the employee towards the end of a long period of SPL or to trial a possible flexible working pattern.

### Returning to work after Shared Parental Leave

The employee will have been formally advised in writing by the organisation of the end date of any period of SPL. The employee is expected to return on the next working day after this date, unless they notify the organisation otherwise. If they are unable to attend work due to sickness or injury, the organisation's normal arrangements for sickness absence will apply. In any other case, late return without prior authorisation will be treated as unauthorised absence.

If the employee wishes to return to work earlier than the expected return date, they may provide a written notice to vary the leave and must give the organisation at least eight weeks' notice of their date of early return. This will count as one of the employee's notifications. If they have already used their three notifications to book and/or vary leave then the organisation does not have to accept the notice to return early but may do if it is considered to be reasonably practicable to do so.

On returning to work after SPL, the employee is entitled to return to the same job if the employee's aggregate total statutory maternity/paternity/adoption leave and SPL amounts to 26 weeks or less, he or she will return to the same job. The same job is the one they occupied immediately before commencing maternity/paternity/adoption leave and the most recent period of SPL, on the same terms and conditions of employment as if they had not been absent.

If their maternity/paternity/adoption leave and SPL amounts to 26 weeks or more in aggregate, the employee is entitled to return to the same job they held before commencing the last period of leave or, if this is not reasonably practicable, to another job which is both suitable and appropriate and on terms and conditions no less favourable.

If the employee also takes a period of unpaid parental leave of 4 weeks or less this will have no effect on the employee's right to return and the employee will still be entitled to return to the same job as they occupied before taking the last period of leave if the aggregate weeks of maternity/paternity/adoption and SPL do not exceed 26 weeks.

If a parent takes a period of 5 weeks of unpaid parental leave, even if the total aggregate weeks of maternity/paternity/adoption and SPL do not exceed 26 weeks, the employee will be entitled to return to the same job they held before commencing the last period of leave or, if this is not reasonably practicable, to another job which is suitable and appropriate and on terms and conditions no less favourable.

### Special Circumstances and further information

In certain situations an employee's rights and requirements regarding SPL and ShPP may change. In these circumstances the organisation will abide by any statutory obligations and an employee should refer to the documents listed below and/or clarify any issues or queries with your manager.

### PARENTAL LEAVE

Parental leave gives parents of children (natural or adopted) the right to take a period of time off work to look after a child or make arrangements for the child's welfare. Examples of the way leave might be given to a parent include the following (this list is not exhaustive);

- To spend more time with a child in the early years
- To accompany a child during a stay in hospital

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- Checking out new schools
  - Arranging child care arrangements

**Parental leave is unpaid.**

### Who can take parental leave?

Employees are eligible for Parental Leave if they have one year's continuous service with the organisation and:-

- Have a child under the age of 18
- Have acquired formal parental responsibility for a child who is under 18 years of age

The Company may ask for sight of documentation confirming an employee's entitlement to leave such as a birth certificate or adoption documents. If this documentation is required, it must be produced to the Company before parental leave can be taken.

### How long does parental leave last?

If employee's meet the qualifying conditions above, employees are entitled to 18 weeks unpaid Parental Leave in total for each child, to be taken up until the child's 18<sup>th</sup> birthday.

In the case of multiple children, the employee has the right to take unpaid parental leave in respect of each child, but will only be eligible to unpaid leave for four weeks of the year.

Parental Leave is equal to the length of time the employee is normally required to work in one week. For example, an employee who works Monday to Friday has a week's leave equal to 5 days while for an employee who works Monday and Tuesday only, a week's leave is 2 days.

The leave can only be taken as a minimum of one week blocks (the parents of disabled children can take leave in blocks of one day) and a maximum of four weeks in any one year. For these purposes a year is the period of 12 months beginning when the employee first becomes entitled to parental leave in respect of the child in question, and each successive period of 12 months beginning on the anniversary of that date.

### Procedures for taking parental leave

If you would like to take Parental Leave please complete a 'Parental Leave Request Form' (available from your Manager) and notify your Manager at least 21 days before you want to take the leave.

Please speak to your Manager in the first instance for further information on Parental Leave.

The Company can postpone the leave for up to six months where the business would be particularly disrupted if the leave were to be taken at the time requested.

Leave cannot be postponed when the employee gives notice to take it immediately after the birth of the child or the date a child is adopted.

An employee may be requested to provide evidence to confirm that he/she is the person legally responsible for the child or in the case of a disabled child, to confirm that the child has been awarded a disability living allowance.

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## PATERNITY LEAVE

Employees are entitled to Paternity Leave and pay in accordance with the current statutory provisions.

Paternity leave provides up to 2 week's leave to the father of a new born baby, or mother's current partner (if this is not the biological father).

### Who can take paternity leave?

- Employees who are expecting a new baby or a child to be placed with them for adoption.
- Employees will need to satisfy the following conditions in order to qualify for paternity leave:
  - have or expect to have responsibility for the child's upbringing
  - be named on the birth certificate of the child or be the mother's husband or partner (including same sex partners)
  - have worked continuously for the Company for 26 weeks leading into the 15<sup>th</sup> week before the baby is due
  - Be taking leave to care for the child or support the child's mother in caring for the child.

Employees will be asked to provide a self-certificate as evidence that they meet the above conditions.

### How long does paternity leave last and when can it be taken?

Eligible employees will be entitled to choose to take either one week or two consecutive weeks' paternity leave (not odd days) and only one period of leave will be available per pregnancy.

Employees can choose to start their leave:

- from the date of the child's birth/placement or
- from a chosen number of days or weeks after the date of the child's birth/placement or
- from a chosen date

Leave must be completed:

- within 56 days of the actual date of birth/placement of the child or
- if the child is born early, within the period from the actual date of birth up to 56 days after the expected week of birth

### What are the pay arrangements for Paternity Leave?

Normal salary is not payable during paternity leave. Providing employees' average weekly earnings are above the Lower Earnings Limit for National Insurance purposes, they will be eligible for Statutory Paternity Pay (see the **current statutory payment tables** for payment information).

The Company will pay Statutory Paternity Pay (SPP), for either one or two consecutive weeks as chosen by the employee. The rate of SPP will be the same as the standard rate of Statutory Maternity Pay.

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### Notification of intention to take paternity leave

If you are to become a father and wish to take Paternity Leave you should complete a Paternity Leave Request Form and notify your Manager by the 15<sup>th</sup> week before the baby is expected (unless this is not reasonably practicable) so that you may benefit from the provisions available to you. Employees must give the following information:

- the week the baby is due
- whether they wish to take one or two weeks
- when they want their leave to start

Adopting parents must inform the Company in writing within 7 days of being notified by your adopting agency that you have been matched with a child. You must give all the information stated above and in addition, the date on which you were notified of having been matched with the child.

Employees may change their mind about the date on which they want their leave to start, providing they tell the Company at least 28 days in advance.

### Contractual benefits

Employees are entitled to the benefit of their normal terms and conditions of employment, except for terms relating to salary, throughout their paternity leave.

### Return to work after paternity leave

Employees will be entitled to return to the same job following paternity leave.

Please speak to your Manager in the first instance for further information on taking Paternity Leave.

### Shared Parental Leave

In addition to this right, employees may be eligible to apply for Shared Parental leave in line with current statutory provisions. Please see the Shared Parental Leave Policy for further information.

### RIGHTS FOR SURROGATE PARENTS

If a child is born to a surrogate mother, if the intended parents apply for a parental order, they can become the child's legal parents, provided that one of the intended parents is genetically related to the child and the child will live with the intended parents.

Where a couple has a parental order in relation to a child, or is applying for one, one of the parents may be eligible for adoption leave and pay and the other can be eligible for paternity leave and pay, subject to the eligibility requirements of each. The couple must decide which of them will take adoption leave. An employee who takes adoption leave in these circumstances can curtail his or her adoption leave and take shared parental leave with the other parent, provided that the parents both meet the relevant eligibility requirements.

Adoption leave, paternity leave and shared parental leave are available to employees who are, or expect to be, the parents of a child under a parental order, where the child's expected week of birth begins on or after 5 April 2015.

Employees who intend to apply for a parental order and expect to become the child's legal parents in a surrogacy situation have the right to unpaid time off work to accompany the birth mother to up to two antenatal appointments.

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## TIME OFF FOR DEPENDANTS

You are entitled to take a reasonable amount of unpaid, time off during working hours to deal with an emergency situation concerning a dependant.

- To help when a dependant gives birth, falls ill, is injured or assaulted
- To make arrangements for the care of a sick or injured dependent
- To deal with the death of a dependent
- To cope when care arrangements for a dependent are unexpectedly disrupted
- To deal with an unexpected incident involving a dependant child at school

You may only take time off work if you tell your supervising manager as soon as possible why you need time off and how long you expect to be away from work. What is reasonable will depend on the circumstances of each incident. You should, as far as possible, agree with your supervising manager how long you will be away from work.

A dependant can be any one of the following:

- Your spouse or partner
- Child (including adopted child) or children
- Parents (including parents in-laws and/or step parents) or Grandparents
- Siblings
- Someone who lives in the same household as you but who is not your employee, tenant, lodger or boarder e.g. another family member or foster child
- Someone who reasonably depends upon you for assistance to make arrangements in the event of an emergency

## COMPASSIONATE LEAVE

Compassionate leave may be granted in exceptional circumstances where annual and/or sick leave are clearly inappropriate. Examples may include a close family bereavement or serious illness of a close family member. Consideration may also be given to granting compassionate leave in other exceptional circumstances.

In the event of the death of a close relative (mother, father, brother or sister) an employee will be entitled to 3 days' leave of absence with no loss of normal earnings. In the event of the death of a husband, wife, partner or child this will be extended to 1 weeks' leave of absence with no loss of normal earnings.

Compassionate leave will not be granted to staff requiring time off to look after children or other family members who are sick. This is covered in the section time off for dependants.

Any application for compassionate leave should be made through your supervising manager. However, it is recognised that in some cases it is impossible to obtain prior permission, and in these circumstances the employee should telephone the General Manager or Director(s) as soon as possible to inform them of the circumstances and the anticipated length of absence.

The decision to grant compassionate leave will be made by the General Manager or Director(s).

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## 9. Flexible Working Policy

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The Company believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best talent. It is the Company's view that the promotion of flexible working arrangements increases staff motivation, reduces employee stress, improves employee performance and productivity and encourages staff retention. With appreciation to the fact that the UK workforce is becoming increasingly diverse, including a high percentage of parents and individuals with caring responsibilities, the Company implements the right to request flexible working set out in legislation.

Employees have a statutory right to request to work flexibly and to have their flexible working application dealt with in a reasonable manner. However, the Company also recognises that staffing levels must remain in line with the demands of the business at all times.

### THE BUSINESS NEED

Although the Company is committed to providing the widest possible range of working patterns for its workforce, and will always take the personal circumstances of its staff into account, both management and employees need to be realistic and recognise that the full range of flexible working options will not be appropriate for all jobs across all areas of the business.

When a request of flexible working is received, the Company will need to take in to account a number of criteria including (but not limited to) the following:

- the cost of the proposed arrangement
- whether approval is required from our client
- the effect of the proposed arrangement on other staff
- the level of supervision that the post-holder requires
- the level of responsibility the post-holder possesses
- the structure of the department and staff resources - ie. Pool responder responsibilities
- other issues specific to the individual's department
- an analysis of the tasks specific to the role, including their frequency and duration
- an analysis of the workload of the role.

### ELIGIBILITY TO MAKE A REQUEST

Employees' have the right to make flexible working requests from the first day of their employment. Employees are entitled to make a maximum of two [2] requests per year [12 months].

Employees in all areas and levels of the Company will be considered for flexible working regardless of their age, sex, sexual orientation, race, religion or belief, disability, marital status, pregnancy or maternity, or gender reassignment status.

### SCOPE OF A REQUEST

The Company recognises that eligible employees can make a request for one of, or a combination of, the following:

- job sharing
- part time working
- annualised hours
- compressed hours

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- flexitime
  - term time working
  - swapping hours
  - working from home
  - flexible shift working.

Any agreement to a request for flexible working will take effect as a permanent variation to the employee's terms and conditions, unless it is mutually agreed that this will be a temporary variation.

#### APPLYING FOR AND HANDLING A FLEXIBLE WORKING REQUEST

The following procedure will normally apply to flexible working requests:

- The employee should first make their formal request in writing to the Company setting out the flexible working arrangement they seek under statutory right. Specifying their eligibility, the change applied for and the proposed date for the change to become effective. The request must be signed and dated.
- The application must also state whether the variation requested is made in pursuance of a reasonable adjustment under the disability discrimination provisions of the Equality Act 2010.
- If necessary, the Company will arrange a meeting with the employee to discuss the changes the employee has proposed, the effect of the proposed changes and any possible alternative work patterns that might suit both parties. The employee may be accompanied at this meeting by a work colleague.
- The Company will consider the employee's flexible working request and will make a practical business assessment on whether and, if so, how it could be accommodated.
- The Company will aim to notify its decision to the employee in writing within two (2) months, beginning with the date on which their application is made, or such longer period as may be agreed between the Company and the employee.
- If the Company accepts the employee's request, it will write to the employee, establishing a start date and providing a written note of the contract of employment variation. The Company will consult with the employee to explore other options before refusing a request. If the application is refused, the Company will explain the grounds for refusal and confirm the internal appeal procedure.
- Where a request is accepted, unless otherwise agreed, it normally constitutes a permanent change to the employee's terms and conditions of employment. This means that the employee does not have the right to revert to their previous pattern of working at a future date. However, depending on the circumstances of the case, at its absolute discretion the Company may be willing to agree to a temporary change to the employee's terms and conditions of employment for a specified period only. In that case, the employee would then revert to their previous pattern of working after the specified period comes to an end.
- The employee may appeal against a refusal of their flexible working request within five working days of the decision. Appeals must be made in writing to the Company and state the grounds for appeal. The Company may then set up a meeting with the employee to discuss the appeal and the employee may be accompanied at this meeting by a work colleague. Following an appeal meeting, the Company will write to the employee to notify them of the outcome of their appeal.



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## REASONS FOR REFUSING AN APPLICATION

The Company may refuse an application to work flexibly for one or more of the following statutory grounds:

They are:

1. The burden of additional costs on the Company
2. The detrimental effect it would have on the Company's ability to meet customer demand.
3. The Company's inability to reorganise work among existing staff.
4. The Company's inability to recruit additional staff.
5. The detrimental impact it would have on quality.
6. The detrimental impact it would have on performance.
7. The insufficiency of work available during the period when the employee proposes to work.
8. The Company's planned structural changes.

Although the Company is committed to being flexible on working patterns for its staff, employees must recognise that it may not be appropriate or possible for flexible working arrangements to apply to all jobs across all areas of the business.

Each request for flexible working will therefore be dealt with individually on its merits, taking into account the likely effects the changes will have on the Company, the work of the department in which the employee making the request is employed, the employee's work colleagues and the Company's customers and clients. This means that if the Company agrees to one employee's flexible working request, this does not set a precedent or create a right for another employee to be granted the same or a similar change to their work pattern. For example, having approved one flexible working request, this may mean that the business context has then changed and may be taken into account when considering a second request from another employee against the above business reasons.

## WITHDRAWAL OF APPLICATION BY EMPLOYEE

The employee can withdraw their application at any stage before agreement. The employee should write to their manager stating they wish to withdraw their application.

Where the employee fails to attend a meeting or appeal meeting on more than one occasion, or they refuse to provide reasonable information to allow their application to progress, without reasonable excuse, the Company will treat the application as withdrawn.

The Company will confirm the withdrawal of the application to the employee in writing.

## NON-STATUTORY REQUESTS FOR FLEXIBLE WORKING

Ineligible employees may make an informal request for flexible working. This should be made, in writing, to their line manager with information of their proposed pattern of working, the date they propose this to take effect, and whether this variation is temporary or permanent.

This request will be considered in line with the Company's operational and staffing needs. Consideration will always be given, however, to the personal circumstances of staff and added flexibility could assist them in managing both professional and personal commitments.

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## 10. Harassment and Bullying Policy

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### INTRODUCTION

The aim of this document is to give greater detail on the subject of Harassment and Workplace Bullying in particular identify the vital role that managers play in dealing with these problems.

### LEGAL FRAMEWORK

Harassment constitutes discrimination under the Sex Discrimination Act 1975, The Race Relations Act 1976, and the Disability Discrimination Act 1995. 'Intentional harassment' is also a criminal offence under the Criminal Justice and Public Order Act 1994, and the Protection from Harassment Act 1997. Harassment and bullying could also breach Health and Safety legislation.

### HARASSMENT

#### What is it?

“Persistent, offensive, abusive, intimidating, malicious or insulting behaviour, abuse of power or unfair penal sanctions, which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress”

This can be on the basis of:

- **Age** - ridicule or demeaning behaviour based on stereotypical perceptions and prejudices about a person's age and experience.
- **Disability** - undignified treatment, ridicule or exclusion of people because of their disability, vulnerability or actual or perceived reduced independence.
- **Gender** - unwanted conduct of a sexual nature, such as unwelcome sexual advances, propositions offensive flirtation, innuendoes, lewd comments, leering and whistling, or display of suggestive or pornographic pictures.
- **Race** - an action or series of actions directed at a person or group of people because of colour, race, nationality or ethnic origin. It can range from creating an uncomfortable or unpleasant atmosphere to physical abuse.
- **Religion** - socially unacceptable behaviour which fails to tolerate or acknowledge the rights or needs of individuals with different religious convictions, beliefs and practices.
- **Sexual Orientation** - behaviour that condemns, ridicules or excludes lesbians or gay men or other individuals on the basis of stereotypical perceptions of their sexuality.

The above list is not exhaustive. Harassment is most likely to happen to people who are perceived as different or who are in a minority within the workplace.

Harassment occurs where unwanted conduct related to a relevant protected characteristic such as a person's age, race, sex (including gender reassignment), disability, religion/belief or sexual orientation:

- Has the purpose or effect of violating the employee's dignity at work, or creating an intimidating, hostile, degrading, humiliating or offensive work environment for the employee; or

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- Is reasonably considered by the employee to have the effect of violating their dignity at work, or of creating an intimidating, hostile, degrading, humiliating or offensive work environment for the employee, even if this effect was not intended by the person responsible for the conduct, or is not aimed at the individual. Therefore something intended as a 'joke' or as 'office banter' may be offensive and unacceptable to a colleague.

Harassment also occurs where an employee has rejected or not submitted to unwanted conduct described above, and because of this, continues to be treated less favourably.

### Features of harassing behaviour

The most significant feature of harassing behaviour is its offensiveness to the recipient, not the intention behind it. Behaviour that one person may tolerate can cause severe distress to another.

Managers must be aware of the composition of their staff group and identify situations where harassment could occur. Harassment can be a single action or a series of incidents. It can be obvious or direct action, such as sexual or racial assault, or covert behaviour such as ignoring or deliberately excluding someone. The following list includes some general examples of harassing behaviour:

- unwanted physical contact;
- physical attacks or threats;
- remarks about a person's appearance;
- telling offensive jokes (eg. ageist, racist, sexist), using offensive language, gossip;
- verbal abuse or using offensive names;
- displaying offensive posters, graffiti, emblems.
- isolation and non co-operation, exclusion from social activities.
- Pressure for sexual favours, or other favours, or coercion to participate in political or religious groups;
- Intrusive behaviour such as staring, pestering or spying.

### Who can be harassed?

Potentially, anyone can be harassed. Employees can be harassed by co-workers, managers, subordinates and supervisors, as well as by clients and contractors. Harassing behaviour can also be distressing for other people witnessing it and an atmosphere must exist in which staff feel able to raise concerns for themselves and others and know they will be treated seriously.

An employee experiencing harassing behaviour is often vulnerable and reluctant to complain. They may feel that if they make a complaint, it could be trivialised and they might be accused of being oversensitive, they may prefer to remain silent rather than risk reprisals or victimisation.

### Why harassment must be tackled

Harassment is ultimately damaging to both employees and the organisation because it:

- causes tension and conflict which wastes scarce resources;
- creates a culture which develops negative attitudes;
- is costly in terms of time, money, physical well-being.

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The consequences of harassment for the organisation can be:

- tension in the workplace which can reduce productivity;
- higher staff turnover;
- increased sickness and absenteeism;
- divided teams, low morale and poor employee relations;
- adverse publicity, poor public relations and damaged reputation.

For employees, the consequences can be:

- anxiety, fear and distress;
- damaged personal reputation, loss of self-esteem and a lowering of self confidence;
- low morale and poor performance;
- reduced job satisfaction;
- isolation and exclusion;
- tension in personal and family life;
- illness and increased absence from work.

## **BULLYING IN THE WORKPLACE**

Bullying is the misuse of power or position. Bullying behaviour persistently criticises, condemns and humiliates people and can undermine their ability to the extent that they lose self-confidence. There are many euphemisms for bullying, such as:

- personality clash;
- strong, robust or 'macho' management;
- attitude problem; · unreasonable behaviour;
- harassment; · aggression;
- victimisation;
- probationer initiations.
- 

### **Feature of bullying behaviour**

The most common features are overt and can include:

- shouting or screaming at staff either in public or in private;
- instantaneous rages, often over trivial matters;
- causing embarrassment or public humiliation in front of colleagues;
- persistent criticism; · spreading of malicious rumours;
- deliberately talking to a third party with the intention of isolating another;
- 'freezing out', ignoring or excluding;
- persecution through threats and the inspiration of fear;
- groundless withdrawal of an office (eg. relegation to a broom cupboard or corner of an office);
- constantly undermining effort;
- not listening to another point of view;
- making wild and inaccurate accusations.

Covert features of bullying also exist and can include:

- removal of areas of responsibility, inflicting menial tasks instead;
- deliberately sabotaging or impeding the performance of work;
- refusal to delegate;
- constantly changing targets of work guidelines;
- withholding work related information or supplying incorrect information;

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- over-monitoring of the employee without their knowledge;
  - deliberately interfering with mail and other communications;
  - setting an individual up to fail;
  - blocking applications for leave, training or promotion;
  - tampering with personal reports;
  - attempting to instigate complaints to make an employee appear unreliable or incompetent;
  - knowingly destroying a relationship between other people.

### Who is bullied?

People can be singled out for a wide range of reasons. They include:

- popularity among colleagues or clients;
- success, achievement or high qualifications;
- efficiency;
- organisational expertise;
- age, marital status, gender, race, religion, belief, disability or sexual orientation;
- social background or social skills; - outspokenness, over-enthusiasm or over-inquisitiveness;
- creative talent;
- knowledge of personal indiscretion.

An employee who is singled out is usually selected because the bully perceives them as a threat. A 'typical' bully may:

- consider that they are never wrong;
- have problems communicating effectively;
- be prone to anger and irritability;
- be insecure;
- be experiencing stress;
- be tyrannical and over-controlling with subordinates;
- appear charming to outsiders and superiors;
- be devious, dishonest or vindictive;
- have a selective memory or be good at twisting the truth.

### Why bullying must be tackled

Bullying behaviour creates an ineffective workplace. It is often directed at more than one individual and may affect whole work sections. It must be tackled as it has serious consequences. It can lead to:

- high absenteeism, particularly stress related sickness absence;
- high staff turnover;
- loss of investment in trained staff;
- reduced innovation and productivity, impacting on the delivery of services;
- lack of respect for other team members;
- low morale.

An employee who is facing bullying behaviour may experience physical and emotional symptoms.

Physical symptoms can include disturbed sleep, lack of energy, nausea, stomach problems, palpitations, sweating and shaking, headaches and other aches and pains.

The emotional symptoms can include feeling anxious, depressed, irritable, angry, de-motivated and isolated, having reduced confidence and experiencing a lack of self-esteem.

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## ENSURING APPROPRIATE BEHAVIOUR

All Managers and Directors should:-

- Encourage concerns to be expressed rather than suppressed
- Endeavour to stamp out victimisation and/or retaliation
- Make employees aware that under protection from harassment legislation, harassment is a criminal offence punishable by fines and/or a prison sentence

All employees should:-

- Show respect, dignity and consideration at all times for all employees or visitors of the Company irrespective of role or status
- Use the grievance procedure to ensure that any such cases are dealt with as quickly as possible

## DEALING WITH HARASSMENT AND BULLYING

### Complaint

Employees suffering harassment and/or bullying must not suffer in silence, but talk to someone and report it to a colleague in a managerial or supervisory position. A suitable person should be nominated as a contact who can give information, support and advice and also provide details of other mentors who are prepared to discuss problems if incidents occur.

Managers or supervisors must treat any complaint seriously and the person making it should not be viewed as a troublemaker, or as having failed in some way. Any misconduct must be dealt with immediately and in line with the recipient's request for procedural or non-procedural resolution.

### Investigating Harassment and Bullying

Any form of harassment or bullying must be taken seriously and be regarded as a disciplinary offence. It is hoped, however, that complaints can be resolved by informal non-procedural action.

### Informal Approach

(a) Complaints should be resolved informally whenever this is possible. This approach has many advantages as it:

- produces solutions which are speedy and effective;
- reduces embarrassment and risk of breaching confidentiality;
- minimises disruption at work.

(b) Practice has shown that most complaints can be resolved informally. This usually succeeds when the person making the complaint feels that it has been:

- taken seriously;
- investigated impartially and thoroughly;
- addressed by remedial action which has been put in place promptly.

(c) In general terms, the options for approach should be discussed with the employee complaining of harassment or bullying. The informal route should not be used if the person making the complaint prefers to take a more formal approach by the use of the grievance procedure or disciplinary action. Also, the seriousness of the incident(s) may mean that the informal route is inappropriate.

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(d) The employee being harassed or bullied should be encouraged to raise the matter with the alleged harasser or bully. They should describe the behaviour or conduct which they find offensive. They should clearly: · explain how the behaviour makes them feel; · explain how it is interfering with their work; · ask for the behaviour to stop.

(e) If the employee is complaining about the behaviour of their manager or supervisor, the approach may need to be different. It may be necessary to have another person present to support them, for example a colleague, or a personnel officer, a certified trade union representative or a more senior manager. This may be appropriate even if he is complaining about someone other than their manager as they may not feel able to tackle the issue on their own.

(f) The manager or supervisor dealing with the complaint must make a 'note on file' on the actions taken and the outcome to be placed on personal record files.

### Formal Procedure

If the complaint is so serious that it cannot be dealt with informally, or the conduct continues, the employee has the right to take out a formal complaint as set out below.

The employee should report the alleged act in writing to their manager. If the manager is the person who the complaint is against the matter should be reported to a more senior manager.

Both the complainant and the alleged harasser have the right to consult with and be accompanied to any meetings or appeal hearings by a work colleague or accredited trade union representative.

A formal complaint should be made in writing including:

- the name of the alleged harasser
- nature of the alleged harassment
- length of time the claimant has been harassed
- names and witnesses to any incidents of alleged harassment
- action already taken by the complainant to stop the alleged harassment
- an indication of the required action

This should be sent to the appropriate manager, if reported directly to the manager they must inform a more senior manager of the complaint. Care must be taken to ensure the whole procedure, is carried out within reasonable and acceptable timescales which are communicated to all those involved. The allegation should be investigated speedily and thoroughly in writing in order to establish the facts. Whilst recognising the need for confidentiality of the complainant, any alleged harasser should be informed at the earliest opportunity of the details of the alleged harassment.

When appropriate, the manager should interview the alleged harasser and any witnesses, take statements and request for them to be signed and collect any other documentary evidence. If the manager decides as a result of these enquiries that no further action is warranted, the complainant and the alleged harasser should have the reasons explained to them which will be followed up in writing as soon as possible, usually within 5 working days.

If the complaint is proved, this may result in disciplinary action being taken against the harasser. According to the Company disciplinary policy this may include a formal verbal warning, a formal written warning or dismissal. Serious cases of bullying and harassment will be regarded as gross misconduct and subject to summary dismissal. Should the complaint, having been fully investigated, not result in the dismissal of the harasser, management will consider the possibility of separating the parties involved on a permanent basis and ensure that in any event the complainant is not adversely affected.

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There will be a right of appeal should either the alleged harasser or the complainant feel dissatisfied with the outcome, appeals should be made in writing and addressed to the manager who conducted the investigation and should be made within 5 working days of receiving written notification of the outcome. The appeal hearing will be heard by a more senior manager. The decision taken at the appeal stage will be final and conclude the internal enquiry.

An employee who brings a complaint of harassment will not be victimised or subject to any detriment for having brought a complaint.

Malicious allegations of harassment will be dealt with under the Company's Disciplinary & Dismissal's Procedures.



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## 11. Holiday Policy & Procedure

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The holiday year runs from 1st January to 31st December.

All holiday dates must be approved in advance by the employee's Line Manager. As much notice as possible of proposed holiday dates must be given to the Line Manager to ensure adequate staffing coverage at all times. Such notice must be at least two weeks prior to the leave commencing.

### HOLIDAY ENTITLEMENT IN YEAR OF COMMENCEMENT

If the employee joins the Company part way through a holiday year, they will be entitled to a proportion of their holiday entitlement based on the period of their employment in that holiday year.

During the employee's first year of service, they will not normally be allowed, unless otherwise agreed by the Line Manager, to take more holiday than they have actually accrued at the time holiday is taken. Entitlement during the employee's first year is calculated monthly in advance at the rate of one-twelfth of the full year's entitlement.

### HOLIDAY PAY ON TERMINATION OF EMPLOYMENT

If the employee leaves the Company's employment part way through a holiday year, the employee will be entitled to be paid for any accrued but unused statutory holiday entitlement under the Working Time Regulations 1998/any outstanding holiday entitlement for that holiday year that has not been taken by the date of termination.

However, the Company reserves the right to require the employee to take any outstanding holiday entitlement during any period of notice, whether such notice is given by the Company or by the employee.

If, on the employee's date of termination, they have taken paid holiday leave in excess of earned entitlement, they will be required to reimburse the Company (by means of deduction from salary if necessary) in respect of such holiday.

No payment in lieu of accrued contractual holiday will be made to the employee (and where appropriate a deduction will be made from salary) in the event of the employee's termination for gross misconduct or in the event of the employee giving inadequate notice of termination or leaving before the contractual notice period has expired. Contractual holiday for these purposes means all and any leave entitlement provided for in the employee's contract that is over and above the minimum statutory leave period provided for in the Working Time Regulations 1998.

### SICKNESS DURING HOLIDAY

Where an employee falls sick or is injured while on holiday, the Company will allow the employee to transfer to sick leave and take replacement holiday at a later time. This policy is subject to the following strict conditions:

- The total period of incapacity must be fully certificated by a qualified medical practitioner [where it exceeds seven days].
- The employee must contact the Company (by telephone if possible) as soon as they know that there will be a period of incapacity during a holiday.
- The employee must submit a written request no later than 5 days after returning to work setting out how much of the holiday period was affected by sickness and the amount of leave that the employee wishes to take at another time.

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- Where the employee is overseas when they fall ill or is injured, evidence must still be produced that the employee was ill by way of a medical certificate.

Where the employee fulfils all of the above conditions, the Company will grant the employee the same number of days' replacement holiday leave as the number of holiday days lost due to sickness or injury.

If an employee is ill or is injured before the start of a period of planned holiday, and consequently unable to take the holiday, the Company will agree to the employee postponing the holiday dates to another mutually agreed time.

Any period of sickness absence will then be treated in accordance with the Company's normal policy on sickness absence. The employee must submit a written request to postpone the planned holiday, along with any documentation required under the sickness absence policy.

An employee must request to take any replacement holiday in accordance with the Company's normal holiday policy, and should endeavour to take the replacement holiday in the same holiday year in which it was accrued. However, where an employee has good reason for not being able to do so, the Company will allow the employee to carry that leave forward into the next holiday year. The Company may require an employee to take all or part of their replacement holiday on particular days and it is not required to provide the employee with any minimum period of notice to do this, although it will aim to provide reasonable notice.

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## 12. Relocation Policy

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### INTRODUCTION

This policy is aimed at enabling employees required by the 3d Leisure Group to relocate, to recoup reasonable and unavoidable expenses incurred, so that major financial worries or hardship are alleviated.

In exceptional circumstances only and with the prior approval of a Group Board Director, the 3D Leisure Group may offer relocation assistance, but may not exceed any of the following guidelines. (In all cases, relocation must be at the employing subsidiary's behest and consequential cost).

### GENERAL PRINCIPLES

The relocation provisions fall into the following categories, all of which may not be applicable to each instance of relocation:

- a. Eligible Expenses
- b. Relocation Subsistence
- c. Travel Expenses
- d. Disturbance Allowance

The Company will provide an employee with an individual offer of transfer that will contain precise details of the employee's relocation provisions.

Tax relief for relocation expenses is limited to £8,000 for each permanent move and covers expenditure incurred in a, b and c above only.

The **original receipt** must accompany all relocation claims, apart from the disturbance claims and travel costs.

### ELIGIBLE EXPENSES

#### Employees who currently own their property

The Company will reimburse an employee's 'eligible' expenses, provided that the standard of properties bought and sold, bear a reasonable relationship with one another.

#### Eligible costs include:

- Legal fees and charges incurred in the buying and selling of properties
- Stamp duty
- Estate agent's fees
- Mortgage negotiation costs, including Building Society Survey
- Cost of one independent survey
- Furniture removal costs including insurance cover. Employees should obtain at least two estimates of removal costs that should be discussed with the Manager to agree which estimate should be accepted
- Reimbursement up to a maximum equivalent to 10% of salary, against receipts for:
  - Replacement curtains and carpets, not suitable for removal to the new home
  - Transfer of a telephone
  - Disconnection and installation of a cooker; and
  - Plumbing and installation of a washing machine and dishwasher

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- Reimbursement of bridging loan interest less the tax relief on the loan that is available to you (subject to conditions in paragraph 'Relocation subsistence').

### Employees who currently rent property

The Company will reimburse an employee's 'eligible' expenses, provided that the standard of properties rented, bear a reasonable relationship with one another.

#### Eligible costs include:

- House agency fees incurred in securing a rented property
- Furniture removal costs including insurance cover. Employees should obtain at least two estimates of removal costs that should be discussed with the Manager to agree which estimate should be accepted
- Reimbursement up to a maximum equivalent to 10% of salary, against receipts for:\*
  - Replacement curtains and carpets, not suitable for removal to the new home
  - Transfer of a telephone
  - Disconnection and installation of a cooker; and
  - Plumbing and installation of a washing machine and dishwasher

\* Employees moving from unfurnished to unfurnished accommodation, or furnished to unfurnished accommodation when comparable furnished accommodation not available.

### RELOCATION SUBSISTENCE

The Company will pay relocation subsistence costs for a maximum of £10,000 if the employee is required to work in the new location before permanent accommodation has been found. Managerial discretion can be exercised in exceptional circumstances to pay relocation subsistence costs for a period longer than 12 months.

Employees will be reimbursed by the Company actual expenses up to a guideline figure of £30 per day. Managers will have the discretion to agree a higher rate where they are satisfied that it is impossible to find cheaper suitable accommodation.

### TRAVEL EXPENSES

The Company will pay for reasonable travelling expenses to and from the new area, whilst looking for a house and until the move is completed.

The Company will pay for expenses incurred by the employee's spouse whilst looking for a property in the new area. This will be limited to a maximum of five night's accommodation and will only be paid if supported by receipted bills.

### DISTURBANCE ALLOWANCE

Payment of a disturbance allowance towards sundry expenses which will normally be £500, but discretion may be exercised by a Group Board Director to increase this figure. This sum will be taxed through PAYE.

### TAX IMPLICATIONS

The 1993 Finance Act altered the tax treatment of relocation expenses. The tax relief for relocation expenses is limited to £8,000 for each permanent move.

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The items covered by this statutory relief include all eligible expenses, all relocation subsistence arrangements and all relocation travel expenses.

As a result all subsistence and travel expenses incurred in connection with the move must be recorded separately from normal business subsistence and travel. It is suggested that the employee completes a second expense form each month to cover these costs only.

Where the £8,000 ceiling is exceeded, the Company will consider the possibility of 'grossing up' so you are not left out of pocket. However, the Company will avoid grossing up wherever feasible. Any employee who thinks that grossing up could apply to them should inform their Manager immediately.

#### **TIME LIMIT FOR CLAIMS**

In order to gain tax relief expenses must be incurred, or the benefits provided, before the end of the tax year following the one in which the employee starts their new job (a tax year runs from 6 April one year to 5 April the next). The date you move home does not matter so long as the move satisfies the conditions set out above.

#### **REPAYMENT OF CLAIMS ON LEAVING THE COMPANY**

In the event of the employee leaving the Company within 24 months of moving to their new accommodation, other than for reasons of redundancy, employees will be required to reimburse the Company in accordance with the following scale:

1. Within 12 months – 75% of all eligible expenses & disturbance allowance
2. After 12 months up to 24 months – 50% of all eligible expenses & disturbance allowance

#### **CLAIMS**

All relocation claims, apart from disturbance allowance and travel costs, must be claimed against original receipted accounts, which must include the VAT number of the invoice, and a rate and amount of VAT. To make it easier for the VAT to be reclaimed invoices should be made out to 3D Leisure Group.

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## 13. Sickness and Absence Policy & Procedure

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### SICKNESS & ABSENCE POLICY & PROCEDURE

The Company aims to encourage all employees to maximise their attendance at work whilst recognising that employees will from time to time be unable to come to work for short periods due to sickness.

Whilst the Company understands that there will inevitably be some short term sickness absence amongst employees, it must also pay due regard to its business needs. If an employee is frequently and persistently absent from work this can damage the business efficiency and productivity, and place an additional burden of work on an employee's colleagues.

The aim of the Company is to strike a reasonable balance between achieving business needs and the genuine needs of its employees to take occasional short periods of time off work because of sickness.

### REPORTING ABSENCE

An employee who needs to be absent from work due to sickness must comply with the following Company rules:

- On the first day of absence the employee should make every effort to contact their Manager personally by telephone. Where the employee is unable to contact the company, (e.g. if they are in hospital) it would be appropriate for a relative, partner or friend to let the company know, following this procedure.
- Contact must be made 1 hour of your normal start time, giving the reason for the absence and an estimation of how long you are likely to be away from work.
- An employee must not report their absence via a text message or email.

### SICKNESS DOCUMENTATION

For periods of absence due to illness or injury for seven calendar days or less, the employee will be required to complete a Self-Certified Sick form.

If the absence extends beyond seven days, including Saturday and Sunday, the employee must obtain a Statement of Fitness for Work from a GP and send it to your line manager by the tenth day or Statutory Sick Pay (SSP) may be withheld. Further statements must be obtained on a regular basis/in a timely manner to cover the entire absence period until the employee returns to work.

If the employee fails to follow this procedure, disciplinary action may be taken.

Where the Company is concerned about the reason for absence, or frequent short-term absence, the Company may require a medical certificate for each absence regardless of duration. On receipt of a Doctor's invoice, the Company would cover any costs incurred by the employee as a result of this.

You should maintain regular contact with your Manager during the period of absence so that any necessary arrangements for cover can be made.

On return to work, the Company has the right to request a medical certificate of fitness. This is to ensure the employee has fully recovered and is able to resume normal work.

You should be prepared to attend a return to work interview to discuss your absence and the reason for it. The purpose of this interview is to establish whether the Company can provide any support to you, which could assist with attendance at work in the future.

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## **PERSISTENT AND INTERMITTENT ABSENCE**

If you are taking a number of persistent and intermittent periods of absence the Company might decide that formal disciplinary action is appropriate. This action will only be taken when the medical situation has been investigated, an informal warning has been given and no improvement has been seen.

The process that will be taken for the formal disciplinary hearing will be that set out in the disciplinary procedure.

## **SICK PAY**

### **STATUTORY SICK PAY (SSP)**

HMRC operate a Statutory Sick Pay (SSP) scheme, qualifying days for SSP are Monday to Friday, or as set out in the employment contract which requires employers to pay their employees SSP for up to a maximum of 28 weeks sickness absence. SSP is set by HMRC and payment is dependent upon employees and the employer satisfying the rules defined by HMRC.

SSP is payable to employees who have incurred a period of incapacity for work for at least 4 successive days and is generally paid only from the fourth qualifying day of sickness.

If you are not eligible for SSP or if your SSP entitlement is coming to an end we will give you a form SSP1 telling you the reasons.

### **MEETINGS IN RELATION TO LONG TERM SICKNESS ABSENCE**

In some circumstances of long term sickness absence it may not be necessary to issue warnings. Where this is the case an employee will be invited to discuss matters as indicated above. If a return in the short term does not seem likely and, in the case of a disability, no reasonable adjustments are available, the decision may be made after the first meeting, and after obtaining medical advice, that employment needs to end on the grounds of capability. Where this does occur an employee will be given their full notice entitlement even where sick pay has been exhausted.

Employees will be entitled to appeal against such a dismissal decision.

### **INFECTIONS OR CONTAGIOUS ILLNESS**

An Employee must inform their Team Leader immediately, if they are suffering from, or have come into contact with an infectious or contagious disease in order to enable the Company to take appropriate action.

### **HOME VISITS**

If the employee has a persistent period of sickness absence the Company reserves the right to request to meet with the employee at his or her home or at a mutually convenient location. This will be arranged at a convenient time for both the employee and the manager making the visit.

### **RE-ALLOCATION OF WORK DUTIES**

If the employee is not able to continue with their work duties due to the sickness that has been identified, all attempts will be made to allocate alternative duties to the employee. If this is not possible then termination of employment will be considered.

### **DISABILITY**

If the employee is disabled under the definition of the Equality Act 2010 the employer will make any reasonable adjustments to accommodate the employee in the workplace. If you consider that you are affected by a disability or any medical condition which affects your ability to undertake your work, you should inform a member of Management.

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## 14. Training and Development at The Company

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### TRAINING AND DEVELOPMENT AT 3D LEISURE

The aim of this policy is to outline the principles and types of training and development the Company recognises and the methods for recording and reviewing personal training plans. This policy applies to all 3D Leisure employees.

Training and education are provided on the basis of performance and individual training needs, and to support changes in systems, procedures and technology. Ongoing training is also provided, as required, to meet the Company's obligations under Health and Safety and other relevant legislation.

The Company believes that it is every individual's responsibility to take charge of their own development and to continue learning throughout their career. To this end, employees are expected to take part in identifying their training needs, either through the annual performance review or through discussion with their club manager.

Information about the training opportunities available is communicated to employees, and Club Managers are responsible for monitoring and evaluating their progress. It is the responsibility of the Contract Manager to ensure that all training reflects approved Group policies, methods and statements.

This approach fully embraces the principles of the Company and its commitment to continuous improvement.

#### 3d leisure's commitment to training & development

3d Leisure Group has as a true commitment to the training and development of all our employees. Its business success depends on equipping employees with the necessary knowledge, skills and information to respond to a rapidly changing marketplace and stretching business targets. This plays an important part towards achieving the Company Mission Statement: -

**“To generate optimum profit by providing high quality leisure management contract services”**

It is essential that everyone understands how they can contribute to our major goal and that you are provided with the right skills and knowledge to equip you to undertake your roles safely and to the highest possible standard. The Company provides a structure to ensure that training and development is effectively planned, implemented, reviewed and subject to commercial constraints, that adequate resources are available to support this.

We focus on:

- Communicating goals, objectives and achievements
- Providing development and training to meet these goals
- Providing you with the necessary tools to realise your full potential

### PRINCIPLES

The following are guiding principles for successful training and development:

- Training is organised in a way that meets the needs of individuals and the business
- Employee training needs are assessed regularly
- Managers and supervisors are trained to encourage the development of each individual
- All employees are positively encouraged to discuss the training and personal development of each individual



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- The Group supports and encourages and supports employees to gain job related professional or National Vocational Qualifications appropriate to their role
  - All training programmes are designed and regularly reviewed to ensure that they actively support equal opportunities
  - Access to training and development opportunities is according to business need and not influenced by gender, age, marital status, religion, nationality, ethnic or racial origin, disability or sexuality
  - No training activity may reinforce prejudice, stereotyping or discrimination
  - The Operations Team is responsible for developing and maintaining company-wide processes, competencies, training programmes and providers, as well as training materials. The Operations Team will also be responsible for recording training and supporting supervisors and managers in planning, delivering and recording training.

## PLANNING

Annually, each site Manager must prepare a Training Plan which should be produced alongside the following years budget. This plan should support the 3D Leisure minimum training requirements as defined in the Health & Safety manual.

### **\*Group Standard\***

Each sites Training Plan should take into account: -

- Site aims
- Site objectives
- Training Needs
- Training Resources
- Training Costs
- Evaluation of Training

## INDUCTION

The induction procedure is common to all levels of staff and ensures that roles and key result areas are clearly communicated and understood.

All new employees of 3D Leisure will attend a pre-employment induction training session. This will provide the basic knowledge and guidance they need to become an effective member of the team.

This includes:

- Information about the Company, its history, structure, services, processes and customers
- An understanding of Company values, and our business strategy
- A common, basic knowledge of our Health and Safety requirements
- A clear view of where they and their team fit into the Company structure
- A clear understanding of their new job role and responsibilities
- Information about their particular place of work, including employee facilities, Company rules, hours of work, security, social activities etc
- Information on structures for employee communication, consultation and representation where appropriate.
- An introduction to Health & Safety at Work

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## GENERAL & JOB SPECIFIC TRAINING

You will also receive training in line with the position offered, which will include the above and more specialised training specific to your area of work.

Much of the training is carried out by our own staff. The Contract Managers, Club Managers and other key staff nominated as 'Group Trainers' are responsible for heading up the training programme and in many cases, physically delivering it.

**Statutory Bodies** are used to carry out training in specific areas for example, RLSS, Pool Plant Operator, Coaching, etc. Some of these functions may be carried out 'in house' where suitably qualified staff are available.

**External Trainers** are targeted for specific topics to bring new ideas to the Group.

**Specialist Conferences** such as Bodylife, IHRSA, IDEA, fitpro, etc are used as a means of networking, motivating and skills training.

## EXTERNAL TRAINING & EDUCATION

There are few areas where staff are sent out for external training. It tends to be if there is a 'vocational' need, which may have been identified as a result of the Development and Performance Appraisal process, when improvement and development requires external training.

The Company will meet the cost of agreed external training subject to agreement of the following terms;

If, after receiving this training, you leave the Company within a year of the completion of training, (other than as a consequence of redundancy):

1. You will repay to the Company a proportion of the minimum cost of this training, as shown below, and
2. That you request and authorise the Company to deduct, in the first instance, any repayment from any final salary or other payments due to you as follows:
  - (a) Leaving within 6 months of completing this training: 100% of the minimum cost of this training.
  - (b) Leaving between 6 months and 12 months of receiving this training: 50% of the minimum cost of this training.

## PROFESSIONAL DEVELOPMENT

3d Leisure is committed to developing its employees and enabling them to fulfil their potential. The Company recognises that professional qualifications are of tremendous mutual benefit in providing an accredited qualification for the employee and an additional asset for the Company.

Eligibility for undertaking a professional training programme dictates that employees must be employed in roles where pursuit of qualifications is seen as a natural part of the job.

## PROFESSIONAL QUALIFICATION COSTS

3d Leisure may contribute towards the registration/subscription fees when the student first registers with the professional body and any subsequent renewal whilst they are employed by the Company in such a position as would meet the above eligibility criteria.

1. First attempt at each examination

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3d Leisure may pay up to 100% of the examination fees, study fees and the cost of core study texts. Paid leave of 2 days per exam will be given including time off for study and to take the exam.

2. Second attempt at each examination

Paid study leave of 1 day per exam will be given including time off for study and to take the exam. Up to 50% of the examination fees and study fees may be refunded should the student pass the exams at this stage.

3. Third attempt at each examination

No financial assistance will be provided at this stage in terms of examination or study fees. Employees will receive 1 day of paid leave per exam.

## DEVELOPMENT REVIEWS

Review of progress with examinations, assignments and other such course work will form part of the employees performance review/appraisal.

### STUDENTS WILL BE EXPECTED TO:

- Put the required input and effort into the continuing professional development (CPD) to ensure they reach their maximum potential and aim to pass exams on first attempt;
- Comply with all requirements of the professional body they are associated with;
- Keep their record of practical work experience and CPD up to date, so that it is available for review at each development review.

Failure to meet such requirements could result in withdrawal of assistance in terms of fees and paid time off for studying and examinations.

## APPRENTICESHIPS

Modern Apprenticeships are designed to equip young people with the right skills, attitude and aptitudes that are in tune with the demands of many sectors including leisure.

## QUALITY MANAGEMENT SYSTEMS (QMS)

Training for each QMS takes place via meetings, in-house training programmes and (in some cases) external training courses and qualifications. The following QMS' have meeting and training programmes detailed within their Manual: -

- Health & Safety
- 5 Point Training Plan
- Sales & Marketing

Therefore, refer to the QMS Manuals for the meeting and training programmes.

## REGISTER OF EXERCISE PROFESSIONALS

If you are employed by 3d Leisure as an instructor or will be fulfilling some instructor duties, then you will be expected to be REP registered. If you are not REP registered when joining 3d Leisure, the Company will fund the cost of your registration for 1 year. Thereafter it is your own responsibility to keep your registration valid.

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## TRAINING RECORDS

### **\*Group Standard\***

It is the responsibility of your manager to ensure that adequate training records are kept, including the following details:

- Start / End dates
- Location
- Content
- Training provider
- Achievements
- Review date
- Cost
- Signed by the trainee & trainer

Your training records are an important tool in identifying further development needs and required refresher training. They are also kept as proof that the Company has honoured its commitment to provide statutory training.

## PERFORMANCE APPRAISAL

As an integral part of the training and development process, the Company is committed to conducting regular performance reviews. This enables both you and the Company to identify areas of strength, and areas of performance that need to be developed. This information will form the basis of future training plans.

- Performance is assessed by comparing behaviour against the Company competencies as well as by measuring the achievement of objectives
- All employees are appraised 6 monthly, as part of a continuous process of performance review. The result of this is recorded in a Personal Development Plan (PDP) which forms part of your personnel record
- The PDP reviews past performance against objectives and personal development targets for the coming year
- Benefits of training and its impact on your job is assessed and recorded
- As part of this performance appraisal process, you will also review your future potential and career development options and training needs.

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## 15. Stress Policy

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### POLICY STATEMENT

It is the policy of 3D Leisure to ensure so far as is reasonably practicable, that no employee is subjected to a level of stress at work, which is detrimental to their health. The company aims to deal with excessive work place stress appropriately and fairly. The company commits itself to investigate claims of ill health due to workplace stress to ensure appropriate action is taken to prevent any recurrence.

### WHAT IS STRESS?

If demands and pressures become too great, they can induce in individuals, potentially harmful mental and physical feelings and reactions known as 'stress'. Under-demand as well as over-demand can cause a stress situation.

### WHAT ARE THE EFFECTS OF STRESS?

Stress can have emotional, physical and mental effects on individuals, which may impact on their health, performance, relationships and attendance at work. Effects could include:

- Anxiety, anger, frustration, moodiness, or depression
- Sleeping problems
- Weakened immune system, raised blood pressure, heart disease, nausea, headaches, light headedness
- Impairment of perception, concentration, memory, judgment, decisiveness, accuracy or motivation
- Deterioration of relationships both at work and elsewhere
- Excessive or poor attendance
- Erratic timekeeping
- Increased accidents

### POSSIBLE SOURCES OF STRESS IN THE WORKPLACE:

Stress can be caused by poor physical conditions, bad relationships or from the work itself. Examples include:

- Excessive workload
- Lack of control over work
- Lack of facilities for rest breaks
- Over promotion or responsibilities that do not match ability
- Lack of support or assistance
- Bullying or harassment
- Conflicting demands or time pressures
- Uncertainty about responsibilities
- Excessive noise, poor lighting ventilation or temperature control
- Poor equipment

### ARRANGEMENTS FOR THE HEALTH & SAFETY OF EMPLOYEES

In order to assess and manage the risks of work related stress, potential causes of stress are considered in 3D Leisure's Health and Safety Risk Assessments. This includes assessing risks which pose a threat to both the psychological health and physical health and safety of employees and involves:

- 
- Identifying the hazards
  - Assessing who may be affected and how
  - Developing an action plan
  - Implementing that action plan
  - Evaluating and reviewing the assessment

### RESPONSIBILITIES OF EMPLOYEES WHO FEEL THEY MAY BE SUFFERING FROM STRESS

All employees should report any illness or injury, which they feel, may be caused or exacerbated by work to their line manager as soon as possible. This holds equally well for a psychological injury as for a physical injury, as the company cannot respond to alleviate a stress situation until it is made aware that such a situation exists. All cases will be dealt with sympathetically and in the strictest confidence.

It may be necessary in exceptional cases for the company to request access to an employee's medical history or to involve its own medical practitioner. In such cases, the employee will be asked to sign a consent form as required by the Access to Medical Reports Act 1988 enabling the company to approach the employee's GP for relevant medical information that will assist the company to resolve the problem.

### PROCEDURES FOR REPORTING & INVESTIGATING CASES OF WORK-RELATED STRESS ABSENCE

If a manager receives notification that an employee's absence may be attributed to 'work related stress', they must report this immediately to the **Regional Manager**. This will allow an investigation into the circumstances relating to the injury / illness to take place. Under no circumstances should an employee suffer victimisation as a result of reporting that they are suffering from stress.

#### a) Investigation of a Case of Work Related Stress Absence

There is a legal requirement on the company to investigate all incidences of physical or psychological injury or illness caused or exacerbated by work. Depending on the circumstances, a **Regional Manager**, is likely to conduct this investigation.

As part of the investigation, access to the employee's relevant medical history may be required from their G.P. In the rare cases where this is necessary, the employee should be asked to sign a consent form. Upon receipt of this signed consent, a letter requesting the relevant extracts from the employee's medical notes (Reference In other documents if appropriate) should be sent to the employee's G.P. with a copy of the signed consent form as required by the *Access to Medical Reports Act 1988*.

#### b) Managing the employees 'Return to Work'

The employee's return to work should be managed carefully taking into consideration information identified in the **Regional Managers'** Investigation. Reasonable practical adjustments such as temporary reduced hours or restricted duties may need to be considered.

A 'Back to Work Interview' must be conducted, during which the employee and their line manager should discuss and agree the measures being taken to aid the employee's safe return to work. Both the Investigating Regional Manager and work colleague or Trade Union Representative may attend this meeting to accompany either the employee or line manager.

### INCIDENTS WHICH COULD CAUSE POST TRAUMATIC STRESS DISORDER (PTSD)

Post Traumatic Stress Disorder (PTSD) is a psychological and physical condition that can be caused by extremely frightening or distressing events. 3D Leisure recognises the importance of being aware and appropriately handling any incident which could potentially lead to employees developing PTSD. Therefore such incidents are considered in the Company's H&S 'Risk Assessments'.

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The types of incidents which may cause PTSD include:

- Witnessing the death or serious injury of an individual at work
- Being involved in or witnessing a violent, aggressive or disturbing sexually motivated incident
- Sudden or unexpected death of a work colleague

Should such an incident occur **The Duty Manager/Most Senior Manager Onsite** should report the incident immediately to the Operations Director, who will investigate the situation, assess the requirements and implement appropriate actions. In the absence of the **Operations Director**, a **Regional Manager** should be advised.

In addition, all absences resulting from such incidents should also be managed in line with the procedures for handling Work-Related Stress Absence.

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## 16. Smoking Policy

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The Company recognises that the health, safety and welfare of employees, sub-contractors and anyone else directly affected by the Company's operations are of prime importance. The Company has therefore developed and enforces a dedicated smoking policy, conforming to the requirements of the smoke-free legislation.

### APPLICATION

This policy is applicable to all employees at whatever level of the Company's hierarchy, as well as sub-contractors who undertake activities on behalf of the Company and any [visitors to/customers on] the Company's premises. This policy and its mandatory application will be communicated to all employees, sub-contractors, [visitors/customers] and interested parties.

As part of the Company's induction process, new starters should be told about this policy and shown where it is located. Employees are responsible for informing their visitors to the premises/customers that they are serving of this policy.

### PROHIBITION ON SMOKING

Smoking is prohibited within the Company's premises, except in certain designated outside areas.

### VEHICLES

The Company does not permit workers to smoke in company cars.

If the car is being used for private purposes, it is a criminal offence to smoke in the presence of any passenger under the age of 18. For the purposes of the legislation, driving includes sitting in a stationary car with the engine running.

### ELECTRONIC CIGARETTES

The Company acknowledges that some employees may wish to make use of electronic cigarettes ("e-cigarettes") in the workplace, particularly as an aid to giving up smoking. E-cigarettes are battery-powered products that release a visible vapour that contains liquid nicotine that is inhaled by the user.

Although they fall outside the scope of smoke-free legislation, the Company prohibits the use of e-cigarettes in the workplace. The Company's rationale for a ban on e-cigarettes is that:

- although they do not produce smoke, e-cigarettes produce a vapour that could provide an annoyance or health risk to other employees;
- some e-cigarette models can, particularly from a distance, look like real cigarettes, making a smoking ban difficult to police, and creating an impression for visitors/customers/other employees that it is acceptable to smoke.

The Company displays signs that make it clear that smoking is prohibited on its premises.

### NON-COMPLIANCE

Any infringement of these rules by an employee may result in appropriate disciplinary action, which will be dealt with in accordance with the Company's disciplinary procedure.



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## 17. Whistleblowing Policy

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This policy applies to all employees and officers of the Company. Other individuals performing functions in relation to the Company, such as agency workers and contractors, are encouraged to use it.

It is important to the business that any fraud, misconduct or wrongdoing by workers or officers of the Company is reported and properly dealt with. The Company therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run. This policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.

### BACKGROUND

The law provides protection for workers who raise legitimate concerns about specified matters. These are called "qualifying disclosures". A qualifying disclosure is one made in the public interest by a worker who has a reasonable belief that:

- a criminal offence;
- a miscarriage of justice;
- an act creating risk to health and safety;
- an act causing damage to the environment;
- a breach of any other legal obligation; or
- concealment of any of the above;
- is being, has been, or is likely to be, committed. It is not necessary for the worker to have proof that such an act
- is being, has been, or is likely to be, committed - a reasonable belief is sufficient. The worker has no responsibility for investigating the matter - it is the Company's responsibility to ensure that an investigation takes place.

A worker who makes such a protected disclosure has the right not to be dismissed, subjected to any other detriment, or victimised, because they have made a disclosure.

The Company encourages workers to raise their concerns under this procedure in the first instance. If a worker is not sure whether or not to raise a concern, they should discuss the issue with their Line Manager.

### PRINCIPLES

- Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. Workers should be watchful for illegal or unethical conduct and report anything of that nature that they become aware of.
- Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the worker who raised the issue.
- No worker will be victimised for raising a matter under this procedure. This means that the continued employment and opportunities for future promotion or training of the worker will not be prejudiced because they have raised a legitimate concern.
- Victimisation of a worker for raising a qualified disclosure will be a disciplinary offence.
- If misconduct is discovered as a result of any investigation under this procedure the Company's disciplinary procedure will be used, in addition to any appropriate external measures.
- Maliciously making a false allegation is a disciplinary offence.

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- An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as a manager, workers should not agree to remain silent. They should report the matter to a director.

This procedure is for disclosures about matters other than a breach of an employee's own contract of employment. If an employee is concerned that their own contract has been, or is likely to be, broken, they should use the Company's grievance procedure.

## PROCEDURE

- (1) In the first instance, and unless the worker reasonably believes their line manager to be involved in the wrongdoing, or if for any other reason the worker does not wish to approach their line manager, any concerns should be raised with the worker's line manager. If the worker believes the line manager to be involved, or for any reason does not wish to approach the line manager, then the worker should proceed straight to stage 3.
- (2) The line manager will arrange an investigation into the matter (either by investigating the matter themselves or immediately passing the issue to someone in a more senior position). The investigation may involve the worker and other individuals involved giving a written statement. Any investigation will be carried out in accordance with the principles set out above. The worker's statement will be taken into account, and they will be asked to comment on any additional evidence obtained. The line manager (or the person who carried out the investigation) will then report to the board, which will take any necessary action, including reporting the matter to any appropriate government department or regulatory agency. If disciplinary action is required, the line manager (or the person who carried out the investigation) will report the matter to the human resources department and start the disciplinary procedure. On conclusion of any investigation, the worker will be told the outcome of the investigation and what the board has done, or proposes to do, about it. If no action is to be taken, the reason for this will be explained.
- (3) If the worker is concerned that their line manager is involved in the wrongdoing, has failed to make a proper investigation or has failed to report the outcome of the investigations to the board, they should inform a director of the Company [named individual and contact telephone number], who will arrange for another manager to review the investigation carried out, make any necessary enquiries and make their own report to the board as in stage 2 above. If for any other reason the worker does not wish to approach their line manager they should also in the first instance contact [name of director as above]. Any approach to the director will be treated with the strictest confidence and the worker's identity will not be disclosed without the workers prior consent.
- (4) If on conclusion of stages 1, 2 and 3 the worker reasonably believes that the appropriate action has not been taken, they should report the matter to the proper authority. The legislation sets out a number of bodies to which qualifying disclosures may be made. These include:
  - HM Revenue & Customs;
  - the Financial Conduct Authority (formerly the Financial Services Authority);
  - the Competition and Markets Authority;
  - the Health and Safety Executive;
  - the Environment Agency;
  - the Independent Police Complaints Commission; and
  - the Serious Fraud Office.

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## 18. Security Policy

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### PURPOSE

3d Leisure must protect restricted, confidential or sensitive data from loss to avoid reputation damage and to avoid adversely impacting clients. The protection of data in scope is a critical business requirement, yet flexibility to access data and work effectively is also critical.

It is not anticipated that this technology control can effectively deal with the malicious theft scenario, or that it will reliably detect all data. It's primary objective is user awareness and to avoid accidental loss scenarios.

### EMPLOYEE REQUIREMENTS

- 3d Leisure's security awareness training should be completed and staff must agree to uphold the acceptable use policy.
- If you identify an unknown, un-escorted or otherwise unauthorised individual within a 3d Leisure site you need to immediately notify your Manager.
- Visitors to 3d Leisure must be escorted by an authorised employee at all times.
- You are required not to reference the subject or content of sensitive or confidential data publically, or via systems or communication channels not controlled by 3d Leisure. For example, the use of external e-mail systems not hosted by 3d Leisure to distribute data is not allowed.
- Please keep a clean desk. To maintain information security you need to ensure that in scope data is not left on your desk unattended.
- You need to use a secure password on all 3d Leisure systems. These credentials must be unique and must not be used on other external systems or services.
- Terminated employees will be required to return all records, in any format, containing personal information.
- You must immediately notify your Manager in the event that a device containing in scope data is lost (e.g. mobiles, laptops etc.)
- In the event that you find a system or process which you suspect is not compliant with this policy or the objective of information security you have a duty to inform your Manager so that they can take appropriate action.
- If you have been assigned the ability to work remotely you must take extra precaution to ensure that data is appropriately handled. Seek guidance from your Manager if you are unsure as to your responsibilities.
- Please ensure that assets holding data in scope are not left unduly exposed, for example visible in the back seat of your car.
- Data that must be moved within 3d Leisure is to be transferred only via business provided secure transfer mechanisms (e.g. encrypted USB keys, file shares, email etc). 3d Leisure will provide you with systems or devices that fit this purpose. You must not use other mechanisms to handle in scope data. If you have a query regarding use of a transfer mechanism, or it does not meet your business purpose you must raise this with your Manager.
- Any information being transferred on a portable device (e.g. USB stick, laptop) must be encrypted in line with industry best practices and applicable law and regulations. If there is doubt regarding the requirements, seek guidance from your Manager

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## 19. Ethical Policy

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### Ethical Policy Statement

Our ethical policy has been established to set standards and provide guidelines regarding the way 3d Leisure should operate in Ethical matters.

The Ethical policies are as follows:

- 3d Leisure values its Employees as a key resource. An atmosphere of good employee communication, involvement and responsibility both individually and as a team is of central importance.
- Every employee has an equal opportunity for personal recognition and career development, regardless of personal background or belief. No form of discrimination or harassment will be tolerated.
- Everybody must play their part in providing quality and efficiency to customers 3d believes that integrity in dealings with customers is a prerequisite for a successful and sustained business relationship. Personal contact, helpful and responsive action are features of the service we provide to develop long term relations with our customers.
- 3d is committed to the prevention of any violation of established Human Rights of any kind, particularly where child labour or undesirable forced acts are involved.
- This policy does not allow bribery or political contributions and requires employees to seek to avoid conflicts of interest and to disclose any that do exist. Employees must ensure that their actions are not affected by conflicts of interests. This covers the receipt of giving of gifts or hospitality which is prohibited.
- 3d regards information for the purpose of its business as a corporate asset which must be protected against loss of availability, infringement and improper disclosure. We seek to ensure as far as reasonably practicable, that this information is protected. This applies also to intellectual property including inventions, trade secrets, technical information, product design, production expertise, customers' information etc.
- Honesty, completeness and accuracy of records are vital. Records of transactions should be maintained in an accurate, complete, transparent and timely manner in accordance with accounting principles. No unrecorded funds or assets should be established or maintained.

3d believes that implementation of the ethics policy:

- promotes a culture of ethical behaviour throughout the organisation
- sets clear standards for employees
- makes good business sense
- protects the integrity and enhances our reputation
- Supports the principles of good corporate governance.

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## 20. Equality, Diversity and Inclusion Policy

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### EQUALITY, DIVERSITY AND INCLUSION POLICY – STATEMENT OF INTENT

3d Leisure (3d) is committed to creating and sustaining a positive and supportive working environment where staff and members are equally valued and respected. Our aim is to create an environment that respects the diversity of staff and members and enable them to achieve their full potential, to contribute fully and to derive maximum benefit and enjoyment from their involvement with 3d.

#### Our commitment is:

- To encourage equality, diversity, inclusion and equal opportunities among our workforce, suppliers, members, and communities
- To ensure that all staff and members are treated fairly with respect and dignity, fostering positive relationships between diverse groups of people
- To offer support and encouragement to staff and members to help reach their full potential
- Eliminate all forms of unlawful discrimination, based on the Equality Act 2010 protected characteristics of:
  - \* Age
  - \* Disability
  - \* Gender reassignment
  - \* Marriage or civil partnership
  - \* Pregnancy and maternity
  - \* Race (including colour, nationality, and ethnic or national origin)
  - \* Religion or belief
  - \* Sex
  - \* Sexual orientation
- Oppose and avoid all forms of unlawful discrimination. This includes in:
  - \* Pay and benefits
  - \* Terms and conditions of employment
  - \* Provision of goods/services
  - \* Dealing with grievances and discipline
  - \* Dismissal
  - \* Redundancy
  - \* Leave for parents/carers
  - \* Requests for flexible working
  - \* Selection for employment, promotion, training, or other developmental opportunities

#### Our aim is:

The aim is for 3d's workforce, suppliers, members to be truly representative of all sections of society and our customers, and for everyone to feel respected and able to give their best.

#### To meet our commitments, we will:

- Create a culture within our organisation free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and recognise and value the contributions of all regardless of their background/lifestyles.
- This commitment includes training all employees and management about their rights and responsibilities under the Equality Act 2010 and within our equality, diversity, and inclusion

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policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment and the provision of 3d's services, and proactively preventing bullying, harassment, victimisation, and unlawful discrimination.

- Ensure all staff understand that they, as well as the employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public
- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others during the organisation's work activities. 3d will work to ensure such behaviour is met with appropriate, immediate action in whatever context it occurs
  - \* Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.
  - \* Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence
- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Make decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness and update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

## EQUALITY AND DIVERSITY LEGISLATION

3d Leisure is committed to promoting equality of opportunity and prevent unlawful or unjustifiable discrimination. Specifically, we will comply fully with the requirements of the:

- Sex Discrimination Act 1975;
- Sex Discrimination (Gender Reassignment) Regulations 1999;
- Race Relations Act 1976;
- Disability Discrimination Act 1995;
- Employment Equality (Sexual Orientation) Regulations 2003;
- Employment Equality (Religion or Belief) Regulations 2003;
- Equal Pay Act 1970;
- Employment Equality (Age) Regulations 2006

## MONITORING STRATEGY

The equality, diversity and inclusion policy is fully supported by 3d's senior management.

Monitoring of the effectiveness of the policy will take place on an annual basis and a report of the results will be made available across 3d Leisure (3d).

3d is committed to devising and implementing appropriate methods of monitoring and evaluation of our Equality and Diversity Policy. Examples include:

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- Applicants for employment within 3d will be requested and encouraged to indicate their ethnic origin as perceived by themselves.
  - 3d will regularly monitor by age, gender, race and ethnic origin applicants for employment and promotion at 3d, as well as those candidates who are short-listed and who successfully gain employment or promotion.
  - Analysis of the use of staff disciplinary and grievance procedures and of staff absences by age, gender, race and ethnic origin will be carried out annually. Exit interviews and questionnaires for staff leaving 3d will be a source of qualitative data about the effectiveness of the Equality, Diversity and Inclusion Policy.
  - Applications for membership will be requested and encouraged to indicate their ethnic origin as perceived by themselves. The means of reporting this data is described under the Race Equality Policy. Data is also collected on age, gender and disability.
  - 3d clubs will monitor memberships as part of the annual monitoring process and will consequently review their joining procedures annually in the light of their memberships, and make recommendations accordingly.

## REPORTING

Details of 3d's grievance and disciplinary policy and procedure are accessible to all employees and can be found in the company's Disciplinary and Grievance Procedures and Policy.

Use of the company's grievance or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

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## 21. Business Continuity Plan

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### INTRODUCTION

The Business Continuity Plan focuses on both staff and systems and procedures.

The business has one main Support Office as well as “remote” offices for Regional Managers and Business Development personnel.

Our Support team are based at Peel House in Farnham, Surrey which includes the finance, HR and marketing & sales functions. Farnham acts as the operational hub for Regional Managers and Business Development. Should our offices in Farnham be damaged prohibiting use 3d have an agreement with Temprotech based in Andover Hampshire as a temporary location.

### STAFF

3d recognises the importance of staff deployment and account management and has a defined programme of staff development which both promotes career development and allows the company to promote from within thus enabling any handover, replacement or change of personnel to be as smooth and seamless as possible.

Strike, lockout, work stoppage or other labour disputes – any individual case can be covered by the utilisation of our mobile instructors at site level. It should be noted that 3d have never had any form of stoppage in this category. Disputes of this nature are a manifestation of grievance(s) not properly addressed and which have built up over a period of time.

Absenteeism and sickness – our development of staff allied to our pool of mobile instructors enables us to cover all absenteeism affecting operations. Other staff can cover short-term absenteeism in administrative areas however long term absenteeism may present problems and may need to be replaced by interim staff.

### SYSTEMS AND PROCEDURES

Staff are able to access common files through dial-in access. The server is backed up each night and a back up file kept off site.

System and procedures manuals are stored at Farnham, at every site and on the company’s intranet.

Computer Malfunction - we believe that we have the necessary back-up and restore procedures in place to overcome any serious computer malfunctions.

Fire / Flood / Earthquake – we believe that we have the necessary resources to overcome this as outlined above.

The business has 12 month business disruption insurance which would enable it to replace all lost/damaged assets and utilising the back-up files get the business back on track as soon as practicable.



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## 22. Customer Service Policy

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### INTRODUCTION

We are dedicated to providing facilities, services and activities that inspire and provide enjoyment for all our members and guests. Our staff are dedicated to the provision of a high quality, customer focused, and friendly service to all our users.

Our staff are committed to promoting the visions and values of our organisation, and to delivering the standards contained in this policy.

### OUR CUSTOMER COMMITMENT

- Access for all to exercise, relaxation and enjoyment

We are committed to providing facilities that are open to all regardless of gender, age, ability, race or physical condition.

- Investing in people and developing potential

3d Leisure is committed to providing an environment in which staff are encouraged, through training and development, to be effective and motivated to give of their best.

- Innovation and improvement

We are committed to providing well-presented facilities to our users and will encourage our staff to be innovative in their approach and judgment of audience expectation. Our support services are regularly monitored, and improved in response to feedback and complaints.

- Working through partnerships

We are committed to working in partnership with our members, local societies & groups, our clients and our employees to ensure that we provide a first class service to all.

- Working with local communities

We will develop and nourish partnerships within, and beyond, our local community that are beneficial to all. We are committed to providing facilities that are available to diverse communities.

- Equal Opportunities

We will strive to ensure equal, inclusive, and courteous treatment of all our users and staff, and foster a positive approach to Equal Opportunity across our organisation. We will identify barriers to participation, and work with our staff, our users, the local community, and our clients, to remove them.

### OUR PROMISE TO YOU

Our standards of service are designed so that we provide first class customer service in every facility we manage. We don't want to be known as the largest operator in our industry but we do want to be known as the best. Our Directors insist that customer service is at the top of our agenda and that this is reflected throughout the organisation.

- We pursue a reputation of excellence for our staff, facilities and services at all time
- We consult our users about our services, and listen to what they have to say

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- We ensure that users have the opportunity to provide feedback on every visit or remotely direct to our directors
  - We operate a simple and effective complaints procedure, designed to resolve problems, prevent them reoccurring, and improve our services. Complaints will be given a high priority for investigation and will receive a written response
  - Our staff offer high standards of courtesy, helpfulness and knowledge, are identifiable to our users, and will deal efficiently and courteously with all enquiries
  - We encourage comments and feedback from all our users, and provide comments cards for this purpose, which are located at our Reception Desk
  - We will monitor our standards of service through evaluation of visitor comments and complaints, and regular visitor surveys
  - Telephone calls will be answered within 5 rings where possible, or be received by an accurate voicemail message.

### 3D LEISURE COMMENTS & COMPLAINTS PROCEDURE

- 3d Leisure encourages comments, both positive and negative, from users
- 3d Leisure aims to provide a high standard of customer care in all departments to all its users and stakeholders. While great care is taken to ensure that all our services are provided efficiently, courteously, and to a high standard, we accept that complaints will be made
- A complaint is a valid expression of dissatisfaction, and however it is made, by email, letter, telephone, or verbally, it will be investigated, and used as means to improving our service standards
- 3d Leisure will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again

### HOW TO COMPLAIN

#### Stage 1

We provide many vehicles for complaints to be made:

1. You can log a complaint in person to any member of staff
2. Telephoning the reception who will pass you through to a senior member of staff, or log your complaint and tell you when you can expect a response
3. Online Feedback Form. We display cards around all our centres informing users of our online feedback form. All feedback goes directly to our Managing Director who deals with each one individually
4. Through the dedicated Web site comments function - Created and managed by Central Support team

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Alternatively you can write or email 3d Leisure at the address below:

3d Leisure  
Upper South View  
Farnham  
Surrey  
GU9 7JN

Email: [info@3dleisure.com](mailto:info@3dleisure.com)

## Stage 2

We will respond to all written complaints within 2 working days. If you are dissatisfied with the outcome and investigation into your complaint then you can appeal to the Managing Director, Paul Ramsay

Email: [Paul.ramsay@3dleisure.com](mailto:Paul.ramsay@3dleisure.com)

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## 23. Auto Enrolment Policy

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### THE POLICY

As part of measures introduced in the Pensions Act 2008 and the Pensions Act 2011, it is the policy of 3d Leisure Ltd to automatically enrol all eligible jobholders into a workplace pension scheme and contribute a percentage of the employee's qualifying earnings into their pension. If eligible, you will be enrolled following 3 months of satisfactory employment with the company.

### ELIGIBILITY

The company will identify all eligible job holders that qualify for automatic enrolment as set out in the table below;

If you are not an eligible jobholder, you are still entitled to ask to join the qualifying workplace pension scheme and have the employer contribute to it on your behalf.

If you earn less than the minimum amount per year (currently **£6240**), and are aged between 16 and 74, you are deemed to be an 'entitled worker'. 'Entitled workers' have the right to join the workplace pension scheme provided by the company.

The company will monitor any changes in age and earnings of all employees so if any become eligible for automatic enrolment, they are identified.

| Eligibility                                 | Age  | Work in the UK?   | Earnings  | Rights   |
|---|--|-------------------|---|--|
| Eligible Workers                            | Aged between 22 & state pension age              | Working in the UK | Earning above auto-enrolment trigger of £10,000 per annum                     | Will automatically be enrolled and Company will contribute.      |
| Non-eligible job holders (earnings related) | Aged between 16 and 74                           | Working in the UK | Earning between £6240 per annum & auto-enrolment trigger of £10,000 per annum | Must request to be enrolled and Company will contribute.         |
| Non-eligible job holders (age related)      | Aged between 16 & 21 or state pension age and 74 | Working in the UK | Earning above auto enrolment trigger of £10,000 per annum.                    | Must request to be enrolled and Company will contribute.         |
| Entitled Worker                             | Aged between 16 and 74                           | Working in the UK | Earning less than £6240 per annum.  | Must request to be enrolled and the Company will not contribute. |

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## CONTRIBUTIONS

The company will make regular payments into the pension schemes of all employees who have been automatically enrolled and all those who choose to opt in.

Contributions into the pension scheme are made as a percentage of your qualifying earnings. There is a minimum total contribution that must be paid into your pension which is set by the Government. This 'minimum total contribution' has been phased in by the Government but from 6 April 2019 onwards it consists of an employer contribution of 3%, the worker contribution of 4%, and a further 1% paid as tax relief by the government. (Qualifying earnings are subject to change annually so please speak to the Finance Manager).

## OPTING OUT

You can choose to opt out of the workplace pension scheme. If this is done within a month of being enrolled you are entitled to a full refund of any contributions. If you opt out after a month from being enrolled then you will not be eligible for any refund; however any payments made will remain in the pension pot until you choose to open it to take an income.

To opt out you should request an opt out notice form from the Peoples Pension, details of which can be given to you by the Finance Manager.

You can choose to re-join the scheme at any time, however the company is only required to action a request to re-join once in every 12 months.

## RE-ENROLMENT

Every three years, the company will re-enrol those employees who have opted out back into the automatic enrolment pension scheme, provided they're still eligible. The company will inform the employee in writing and they then have the option to opt out or stay in.

## KEEPING RECORDS

The company will keep up to date records about the employees, including who has been automatically enrolled and when, information about the pension scheme, and the contributions being paid. Any changes will be registered with the Pensions Regulator.

Employees will be informed in writing of any changes affecting their workplace pension

## STATUS

The Company reserves the right to cancel or amend this policy.

This policy does not form part of the terms and conditions under which employees are employed. This means that whenever their terms and conditions differ from the terms of this document, references will be made to their terms and conditions, which are the agreed basis upon which they are employed and which will prevail.

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## 24. Anti-Bribery and Corruption Policy

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The Company is committed to the highest standards of ethical conduct and integrity in its business activities in the UK and overseas. This policy outlines the Company's position on preventing and prohibiting bribery, in accordance with the Bribery Act 2010. The Company will not tolerate any form of bribery by, or of, its employees, agents or consultants or any person or body acting on its behalf. Senior management is committed to implementing effective measures to prevent, monitor and eliminate bribery.

### SCOPE OF THIS POLICY

This policy applies to all employees and officers of the Company, and to temporary workers, consultants, contractors, agents and subsidiaries acting for, or on behalf of, the Company ("associated persons") within the UK and overseas. Every employee and associated person acting for, or on behalf of, the Company is responsible for maintaining the highest standards of business conduct. Any breach of this policy is likely to constitute a serious disciplinary, contractual and criminal matter for the individual concerned and may cause serious damage to the reputation and standing of the Company.

The Company may also face criminal liability for unlawful actions taken by its employees or associated persons under the Bribery Act 2010. All employees and associated persons are required to familiarise themselves and comply with this policy, including any future updates that may be issued from time to time by the Company.

The Bribery Act 2010 is in force from 1 July 2011. This policy covers:

- the main areas of liability under the Bribery Act 2010;
- the responsibilities of employees and associated persons acting for, or on behalf of, the Company; and
- the consequences of any breaches of this policy.

### BRIBERY ACT 2010

The Company is committed to complying with the Bribery Act 2010 in its business activities in the UK and overseas.

Under the Bribery Act 2010, a bribe is a financial or other type of advantage that is offered or requested with the:

- intention of inducing or rewarding improper performance of a function or activity; or
- knowledge or belief that accepting such a reward would constitute the improper performance of such a function or activity.

A relevant function or activity includes public, state or business activities or any activity performed in the course of a person's employment, or on behalf of another Company or individual, where the person performing that activity is expected to perform it in good faith, impartially, or in accordance with a position of trust.

A criminal offence will be committed under the Bribery Act 2010 if:

- an employee or associated person acting for, or on behalf of, the Company offers, promises, gives, requests, receives or agrees to receive bribes; or

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- an employee or associated person acting for, or on behalf of, the Company offers, promises or gives a bribe to a foreign public official with the intention of influencing that official in the performance of their duties (where local law does not permit or require such influence); and
  - the Company does not have the defence that it has adequate procedures in place to prevent bribery by its employees or associated persons.

All employees and associated persons are required to comply with this policy, in accordance with the Bribery Act 2010.

#### **WHAT IS PROHIBITED?**

The Company prohibits employees or associated persons from offering, promising, giving, soliciting or accepting any bribe. The bribe might be cash, a gift or other inducement to, or from, any person or Company, whether a public or government official, official of a state-controlled industry, political party or a private person or Company, regardless of whether the employee or associated person is situated in the UK or overseas. The bribe might be made to ensure that a person or Company improperly performs duties or functions (for example, by not acting impartially or in good faith or in accordance with their position of trust) to gain any commercial, contractual or regulatory advantage for the Company in either obtaining or maintaining Company business, or to gain any personal advantage, financial or otherwise, for the individual or anyone connected with the individual.

This prohibition also applies to indirect contributions, payments or gifts made in any manner as an inducement or reward for improper performance, for example through consultants, contractors or sub-contractors, agents or sub-agents, sponsors or sub-sponsors, joint-venture partners, advisors, customers, suppliers or other third parties.

#### **RECORDS**

Employees and, where applicable, associated persons, are required to take particular care to ensure that all Company records are accurately maintained in relation to any contracts or business activities, including financial invoices and all payment transactions with clients, suppliers and public officials.

Due diligence should be undertaken by employees and associated persons prior to entering into any contract, arrangement or relationship with a potential supplier of services, agent, consultant or representative [in accordance with the Company's procurement and risk management procedures].

Employees and associated persons are required to keep accurate, detailed and up-to-date records of all corporate hospitality, entertainment or gifts accepted or offered.

#### **CORPORATE ENTERTAINMENT, GIFTS, HOSPITALITY AND PROMOTIONAL EXPENDITURE**

The Company permits corporate entertainment, gifts, hospitality and promotional expenditure that is undertaken:

- for the purpose of establishing or maintaining good business relationships;
- to improve the image and reputation of the Company; or
- to present the Company's goods/services effectively;
- provided that it is:
  - arranged in good faith, and
  - not offered, promised or accepted to secure an advantage for the Company or any of its employees or associated persons or to influence the impartiality of the recipient.

The Company will authorise only reasonable, appropriate and proportionate entertainment and promotional expenditure.

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This principle applies to employees and associated persons, whether based in the UK or overseas. However, those with remits overseas will be given further training on the specific procedures that they are required to follow.

## PROCEDURE

Employees and, where relevant, associated persons should submit requests for proposed hospitality and promotional expenditure well in advance of proposed dates to [name of individual/the line manager].

Employees are required to set out in writing:

- the objective of the proposed client entertainment or expenditure;
- the identity of those who will be attending;
- the Company that they represent; and
- details and rationale of the proposed activity.

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

Any gifts, rewards or entertainment received or offered from clients, public officials, suppliers or other business contacts should be reported immediately to your immediate line manager. In certain circumstances, it may not be appropriate to retain such gifts or be provided with the entertainment and employees and associated persons may be asked to return the gifts to the sender or refuse the entertainment, for example, where there could be a real or perceived conflict of interest. As a general rule, small tokens of appreciation, such as flowers or a bottle of wine, may be retained by employees.

If an employee or associated person wishes to provide gifts to suppliers, clients or other business contacts, prior written approval from [name of individual/the line manager] is required, together with details of the intended recipients, reasons for the gift and business objective. These will be authorised only in limited circumstances [and will be subject to a cap of £50 per recipient].

Employees and, where applicable, associated persons must supply records and receipts, in accordance with the Company's expenses policy.

## WHAT PRACTICES ARE PERMITTED?

This policy does not prohibit:

- normal and appropriate hospitality and entertainment with clients  
and
- the use of any recognised fast-track process that is publicly available on payment of a fee.

Any such practices must be proportionate, reasonable and made in good faith. Clear records must be kept.

## REPORTING SUSPECTED BRIBERY

The Company depends on its employees and associated persons to ensure that the highest standards of ethical conduct are maintained in all its business dealings. Employees and associated persons are requested to assist the Company and to remain vigilant in preventing, detecting and reporting bribery.



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Employees and associated persons are encouraged to report any concerns that they may have to their line manager as soon as possible. Issues that should be reported include:

- any suspected or actual attempts at bribery;
- concerns that other employees or associated persons may be being bribed; or
- concerns that other employees or associated persons may be bribing third parties, such as clients or government officials.

#### **REPORTING PROCEDURE**

A form is available to allow employees to record any incidents of suspected bribery. Any such reports will be thoroughly and promptly investigated in the strictest confidence. Employees and associated persons will be required to assist in any investigation into possible or suspected bribery.

Employees will also be required to comply with the Company's Whistleblowing Policy.

Employees or associated persons who report instances of bribery in good faith will be supported by the Company. The Company will ensure that the individual is not subjected to detrimental treatment as a consequence of their report. Any instances of detrimental treatment by a fellow employee because an employee has made a report will be treated as a disciplinary offence. An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as a manager, employees and associated persons should not agree to remain silent. They should report the matter to their line manager.

#### **ACTION BY THE COMPANY**

The Company will fully investigate any instances of alleged or suspected bribery. Employees suspected of bribery may be suspended from their duties while the investigation is being carried out. The Company will invoke its disciplinary procedures where any employee is suspected of bribery, and proven allegations may result in a finding of gross misconduct and immediate dismissal. The Company may terminate the contracts of any associated persons, including consultants or other workers who act for, or on behalf of, the Company who are found to have breached this policy.

The Company may also report any matter to the relevant authorities, including the Director of Public Prosecutions, Serious Fraud Office, Revenue and Customs Prosecutions Office and the police. The Company will provide all necessary assistance to the relevant authorities in any subsequent prosecution.

#### **REVIEW OF PROCEDURES AND TRAINING**

The Company will regularly communicate its anti-bribery measures to employees and associated persons. The Company will set up training sessions where applicable.

The company will monitor and review the implementation of this policy and related procedures on a regular basis, including reviews of internal financial systems, expenses, corporate hospitality, gifts and entertainment policies.

Employees and those working for, or on behalf of, the Company are encouraged to contact your line manager with any suggestions, comments or feedback that they may have on how these procedures may be improved.

The Company reserves the right to amend and update this policy as required. For the avoidance of doubt, this policy does not form part of your contract of employment.

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## 25. Environmental Sustainability Policy

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### ENVIRONMENTAL SUSTAINABILITY POLICY - STATEMENT OF INTENT

3d Leisure (3d) seeks excellence in every aspect of our business and is committed to minimising the environmental sustainability impacts of our business operations.

#### Our commitment is:

- To ensure that all its activities comply with or exceed regulatory controls or codes of practice where they are available. In the absence of specific regulations, all activities are carried out in an environmentally responsible manner
- To integrate sustainability considerations into all our business decisions
- To conserve natural resources by the use of energy management, recycling and other appropriate means, and to deal with suppliers and contractors who actively share these goals
- To operate its facilities in a responsible manner and with due regard to the community in which it resides
- To make all employees aware of its environmental sustainability policy whilst providing suitable training to improve awareness, and allocate clear responsibilities
- To make available to employees, the public and statutory authorities relevant information about the Company activities that affect the environment
- To operate and update on a regular basis, systems and procedures for both operations and their monitoring to ensure adherence to the policy
- To review, annually report, and to continually strive to improve our environmental sustainability performance

#### To meet our commitments we will:

- Set and monitor key objectives and targets for managing our environmental performance at least annually
  - Communicate internally and externally our environmental sustainability policy and performance on a regular basis, and encourage feedback
  - Communicate the importance of environmental issues to our staff
  - Monitor the use of natural resources, both non-renewable and renewable and maximise the efficiency and effectiveness with which they are used, with a view to minimising environmental impacts
  - Provide appropriate sustainability training and development for its staff, and encourage sound sustainability practices at work
  - Undertake our operations in an environmentally efficient manner, through reduction of use of resources such as materials, energy and water
  - Run our sites to good environmental standards and with consideration of the local community
  - Work with suppliers to procure sustainable goods and services where feasible
  - Set up our sites to reduce environmental impacts and enable staff to work more sustainably
- Specifically:*
- Ensure that the goods and services we purchase are the most energy efficient and environmentally friendly solutions
  - Encourage the purchase of self-generating gym equipment
  - Ensure manually controlled lights are switched off when not required
  - Install lights controlled by motion sensors where possible
  - Encourage the installation of LED light bulbs
  - Recycle wherever possible
  - Encourage members to bring their own towels to reduce usage and washing

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- Encourage members to bring their own water bottles to reduce plastic use
  - Working with companies who specialise in introducing energy reducing solutions to leisure facilities
  - Pools covers installed at wet sites to regulate the water temperature
  - Reporting of, and the prompt repair of any dripping taps, showers etc.
  - Ensure timers are set so that timer controlled equipment only operates when required
  - Adhere to the 'don't print it' policy where possible. Emails and documents to be printed only when necessary and encourage the printing of double sided documents to reduce paper waste
  - Encourage conference calls to replace long distance travel
  - Using public transport where possible
  - Introducing electric powered cars to the company's fleet

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## 26. Health & Safety Policy

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Health and Safety at Work, etc, Act 1974  
Regulatory Reform (Fire Safety) Order 2005

### It is our policy to:

- provide adequate control of the health and safety risks, including those from fire, arising from our work activities;
- consult with our employees on matters affecting their health and safety;
- ensure safe handling and use of substances;
- provide and maintain safe plant and equipment;
- provide information, instruction and supervision for employees;
- ensure all employees are competent to do their tasks and give them adequate training;
- prevent accidents and cases of work-related ill health;
- maintain safe and healthy working conditions;
- review and revise this policy annually.

### All employees are required to co-operate by:

- taking reasonable care for their own and others' health and safety;
- not misusing or interfering with anything provided in the interests of health and safety;
- using equipment and materials in accordance with their training;
- informing their line manager at once of any hazard in the workplace or shortcoming in the protection for employees;
- following all instructions on the completion of Health & Safety procedures.



Paul Ramsay  
**Managing Director**

January 2023 – Edition 28  
**3D LEISURE LTD**  
**3D LEISURE (JURYS) LTD**  
**3D LEISURE (HOTELS) LTD**

(Copy of policy is displayed in each premises)

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## 27. Refuse and Recycling of ICT Equipment Policy

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### REFUSE & RECYCLING OF ICT EQUIPMENT POLICY

3d Leisure and its employees have a responsibility under several EU Directives, including the Landfill Directive, the Waste Electronic & Electrical Equipment Directive (WEEE) and the Hazardous Waste Directive, to ensure that final disposal of all Waste Electronic and Electrical Equipment is responsible and traceable. This document provides guidance on 3d Leisure Policy relating to the reuse & recycling of ICT Equipment.

It ensures that 3d Leisure:

- Complies with obligations under European & UK Environmental Legislation
- Fulfils its commitment to the Waste Reduction Policy 2005 and Sustainability Policy 2000
- Meets software license obligations
- Reduces risk of sensitive data being released to unauthorised persons

### REGISTER OF ICT EQUIPMENT

Due to compliance risks associated with inappropriate disposal of electronic equipment, 3d Leisure requires items – such as desktop PCs, laptops etc with data holding capacity – to be recorded in the ICT Hardware Inventory and subsequently in the Disposals inventory when disposed of. This is to record ownership, and any transfer thereof, of equipment in order to assist with the traceability of the equipment through the stages of its lifetime and final disposal. It is the responsibility of ICT to maintain the inventories.

### REUSE OF SURPLUS EQUIPMENT

All unwanted ICT equipment must be returned to ICT. If unwanted ICT equipment is still useable ICT follows a general policy of internal cascading of surplus equipment within the authority. If no use can be found within 3d Leisure for unwanted equipment, or it is no longer functioning then ICT may use the equipment for parts.

### DISPOSAL FOR RECYCLING

ICT equipment MUST never be disposed of through other General Waste routes. It is illegal to mix computer waste with General Waste or to landfill untreated computer waste. ICT equipment must also NEVER be sold to staff or any other individual or organisation as this puts 3d Leisure in a position as a producer of WEEE.

ICT equipment will not be donated to charities etc., unless the disposal company takes on full responsibility for disposal of the equipment.

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## 28. Corporate Social Responsibility Policy

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### CORPORATE SOCIAL RESPONSIBILITY POLICY STATEMENT

3d Leisure is committed to being a responsible business, both in how we work with our clients but also in terms of how we contribute to the wider community and the world around us. Our Corporate Social Responsibility Policy statement focusses on four core commitments:

1. We want to be engaged with our community, using our time and resources to improve other peoples' lives. We strive to support causes that mean something to us as an organisation and our colleagues, as individuals
2. We recognise that we can significantly reduce the impact our business activities have on the environment
3. We believe that for our employees the company should be an accessible, positive, inclusive and safe place to work. We strive to maintain a healthy, fair and enjoyable workplace that allows our employees to feel valued and progress
4. We strive to get 'more people, more active, more often'

### LOCAL COMMUNITY

3d Leisure are actively involved in supporting and developing the community to make a positive impact by:

- Running both in-club events and activities for the wider community to promote the importance of physical activity and wellbeing.
- Encouraging volunteer work in an array of community activities
- Supporting individual charities through the proceeds of raffles and competitions as well as donating directly
- Supporting local, national and international charities by running both company wide and in club fundraising events

Examples include:

- \* Annually take part in National Fitness Day across all clubs offering free entry to the wider community and running sponsored challenges for members. In 2021 we raised over £20k across the group which was split across charities local to each facility
- \* Annually we take part in the Sport/Comic relief event. Over the last 10 years we have raised over £150k across the group
- \* After 2 of our colleagues were diagnosed with breast cancer in 2021 we ran an online 24 hour class marathon which participants donated to take part in. This event raised over £10k for Breast Cancer UK.

### ENVIRONMENT

3d Leisure work hard to ensure that the negative impact our business has on the environment is minimised.

- As part of our policy we ensure that we comply with legislation and are particularly conscious of the disposal of potentially harmful waste and the use of non-recyclable materials
- Employees are encourage to be digital and abide by the policy of 'don't print it'
- We encourage the recycling of all paper, cans, glass and plastic
- The company recognises and continues to keep its carbon footprint to a minimum, particularly discouraging the use of non-renewable resources

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- As an example, all lighting and electrical equipment is switched off when not in use
  - We ensure that the goods and services we purchase are the most energy efficient and environmentally friendly solutions
  - Digital products are used wherever possible to reduce environmental impact. Meetings are held remotely where possible and all training is now conducted online

## OUR EMPLOYEES

We provide the tools to enable personal and professional growth and fulfilment for individuals to work together to make a difference as a team.

- Equal opportunities and diversity: We are committed to ensuring equal opportunities and promoting diversity throughout our organisation
- Training & Development: The ongoing development of our employees is vital to our success
- Motivation: While we take our work seriously we want the company to be an enjoyable place to work and firmly believe that this is a key contributor to keeping our staff motivated
- Health & Safety: We operate a comprehensive Health & Safety Policy and work to ensure a safe environment for our employees and customers

## SOCIAL EQUALITY

3d Leisure aim to provide facilities that are accessible to all. This doesn't just mean catering for people who may have a physical barrier to exercise, we recognise that many people struggle with the cliché environment that they expect from a fitness facility.

- We engage with the communities in which we operate and stay relevant to their specific needs, ensuring accessibility to services
- We focus our promotion materials on 'real people' to break down the mental barriers which can come with using a facility.
- We educate users with detailed inductions and a programme of ongoing support
- We offer a virtual service so that individuals who still do not feel comfortable in a gym environment have the opportunity to work out from home.

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## 29. IT Security Policy

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### PURPOSE

Information technologies (IT) are vital to Company operations. They are tools that improve the quality and efficiency of our work. They are the repositories for critical and sometimes highly proprietary corporate information. The improper access to, or the destruction of these resources will have serious consequences for the Company. It is the purpose of this policy to:

- Ensure the corporate IT resources are appropriately protected from destruction, alteration or unauthorised access.
- Ensure that these protections are accomplished in a manner consistent with the business and work flow requirements of the company.

### DEFINITION

Information technologies include:

- Computer hardware and peripherals
- Software
- Electronic data stored on standalone devices, networks, diskettes, databases, etc.
- Network infrastructure devices
- The Company Intranet and access to and data transmissions across the Internet and World Wide Web

### POLICY

- Information technologies are tools intended for business operations.
- The Company will cooperate with law enforcement agencies in their efforts to investigate any violation of laws, regarding information security. If 3d Leisure suspects the violation of any law, the Company may ask a law enforcement agency to investigate the matter.
- Employees reasonably believed by the Company to have willfully compromised its information security will be subject to termination.
- Any employee who interferes with or refuses to cooperate in the investigation of violation of this policy will be subject to discipline, up to and including termination of employment.
- Business units or departments may establish additional procedures that are relevant to their operations. These procedures may provide additional detail, be more specific, and/or be more restrictive, provided they do not conflict with this policy.

### SCOPE

This policy covers all 3d Leisure employees, consultants, agents, and others (collectively, employees) working on any premises of the Company.

### RESPONSIBILITY

- Every 3d Leisure employee is responsible for complying with this policy.
- Managers are responsible for ensuring that their staff complies with this policy.
- Managers may include the compromise of Company information security as part of a performance evaluation.
- The Managing Director has corporate responsibility for the implementation of this policy.



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- Any employee who becomes aware of any violation or suspected violation of this policy must inform their manager.

## IMPLEMENTATION

### The Security structure Area Managers

Area Managers will be responsible for completion of security related tasks in their area. Examples of such areas include LAN administration, midrange computers, Internet, application development or database administration. Area managers may report to the Company internal IT management as appropriate.

### Security Manager

The IT Manager may have primary reporting relationships as appropriate within their outsourcing uthorizatio but maintain a dotted line relationship to the associated IT Audit/Security Coordinator. Security engineers are responsible for keeping current with security issues and fixes associated with core technologies and operating systems in their area of purview. Security engineering activities focus on maintaining contact with key vendors to become apprised of security issues as they are discovered and the timely proactive implementation of patches or fixes as they are made available

## OWNERSHIP AND RESPONSIBILITY

- All computing components on the Company's internal network must be connected by the company IT Manager.
- The IT Manager shall maintain a list of restricted applications and databases and their corresponding business owners. Authorisation for access to restricted business applications and databases must be granted by the designated business owner. An electronic mail message from the business owner's mail account granting uthorization for appropriate access shall constitute such uthorization.
- IP addresses assigned to Company devices must be assigned by the IT Manager.
- Only the IT manager may move or (re-)install devices on the Company's internal network. Such devices include dial out apparatus.

## PHYSICAL ACCESS CONTROLS

### Network Infrastructure Components

- LANs shall be designed so as to limit the aggregation of data subject to unauthorized interception (*e.g.* sniffer attack).
- Network management systems must, at a minimum, be protected with the following when unattended:
  - (a) The case is locked and the key removed and secured.
  - (b) Implementation of a power on password.
  - (c) Implementation of a keyboard lock password (*e.g.* screen saver).
- All bridges, gateways, routers and switches shall be located within a Computer Center or Data Closet.
- Active ports are not allowed on network backbones unless the port is located in either a Computer Center or Data Closet.
- If a data port is located in Company Public Space (for example, reception areas), it must be supervised at all times while it is active.

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- Modems must have the same physical access protection as the system device to which they are attached.

### Storage Media

Portable storage media prepared after 01-Jan-1999 must be labeled with the following statement: "Property of 3d Leisure - may contain proprietary information and must be protected from unauthorised use or access. Must not be removed from Company control without proper authorisation. "The above label must also appear on locked containers used to transport such media.

Backup media must, at all times, be stored in one of the following areas:

- (a) A Computer Center
  - (b) A Data Closet
  - (c) A single office room that is locked when unattended
  - (d) Inside locked furniture within Company Internal Space
  - (e) An approved off-site media storage facility
- Transmittal records shall be maintained for all storage media transferred to and from off-site storage facilities.
  - Mounting of storage media on systems located in Computer Centers or Data Closets must be administered by IT Operations.

### Custodial Media Inventory Control

A formal inventory shall be maintained by IT Operations for all storage media for which they are responsible. A physical inventory reconciliation shall be performed on an annual basis. The results of the inventory reconciliation shall be reported by the responsible manager to the Vendor Project Manager or the facility's IT Director as appropriate and also to the Company ISO. The inventory reconciliation must be conducted by at least one person not directly involved in the media operation.

### Residual Information

All residual Company information and applications shall be removed from storage media or computer hardware prior to disposal or non Company use. Acceptable methods are physical destruction or magnetic erasure.

### Logical Access Controls

#### Restricted Databases and Applications

Databases or applications at the Company are designated as Restricted if all of the following criteria hold true:

Inappropriate authorisation of access could result in legal violations, significant exposure to confidential information, risk of corruption of critical business data or inappropriate access to personal information.

-and-

The system or database resides on a server controlled by IT Operations or Application and Database Development Services.

The Company shall maintain a list of restricted databases and applications along with a defined business owner for each listing. The business owner shall be defined as the Company contact whose approval is necessary in order to authorise an individual to have any access to the restricted database or application. The IT Manager shall have real time access to this information.

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## Computer Accounts

No IT accounts or services of any kind may be provided for persons unless:

That person has a valid entry in the Company Human Resources Information System with an "Active" work status

-or-

That person is identified on a list, authorised by the IT Manager, of individuals whose IT services are provided by the Company as part of a commercial contract

-or-

The account is a properly authorised Temp Account (as defined below) administered by a regular full time employee with an "Active" work status in the human resources system (the Temp Account Administrator) (See (3) below for special requirements for Temp Accounts)

-or-

The account is a properly authorised Application Account (as defined below). (See (11) below for special requirements for Application Accounts)

Each user ID shall be identifiable to an individual except when the technical limitations of the operating system require the sharing of an administrative ID. The administrative process defined for a Temp Account will serve to identify at most one individual with a Temp Account in any given time period.

Temp Accounts may be created for the purpose of providing predetermined file and / or application access on short notice for the use of a Temporary Employee. The following rules apply to all Temp Accounts:

The Temp Account request must be authorised by a regular full time Company employee with an "Active" status in the human resources system and a title of "Director" or above with authority over the business area to be given the Temp Account (the Temp Account Authoriser). A forwarded request from such an authoriser's e-mail account constitutes authorisation.

The request for a Temp Account must include the following information:

- The name of the Temp Account Administrator (see above).
- A listing of specific read or read/write access to be granted to shared file systems if applicable.
- A listing of specific application or database permission(s) required for the Temp Account, including an e-mail account if applicable.

The Temp Account Administrator is responsible for maintaining a log of the assignment and revocation of the account to and from a Temporary Employee. Each cycle of use of a Temp Account by a Temporary Employee must have the following information logged:

- Temp Account name
- Temporary Employee's Name (due at start of account assignment)
- Assignment start date (due at start of account assignment)
- Assignment End date (due at end of account assignment)

### Temp Account Management

- A Temp Account may be assigned to at most, one person at a time
- A Temp Account Administrator may be responsible for multiple accounts.
- Between cycles of use, the Temp Account Administrator must change passwords for all Temp Account access.
- Failure to properly maintain a Temp Account log or to properly change passwords between cycles of use may result on the revocation of the account.
- Each Temp Account name must be unique.

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- The IT Manager shall maintain a log record of each active Temp Account with the following information:
    - (a) Account name
    - (b) Temp Account Administrator's name and department
    - (c) A description of the file system and application access profile for the account.

### Application Accounts

Application Accounts may be created in order to provide limited access used for training purpose or-  
to provide an internal Company application the ability to communicate with the computing infrastructure as required for appropriate work flow. The following rules apply to all Application Accounts:

- The Application Account request must be authorised by either an IT Director, the CIO or the IT Manager. A request from such an authoriser's e-mail account constitutes authorisation.
- An application account may only provide the minimum system access necessary for appropriate work flow as determined by an authorized party in (11a) above.
- A listing of specific application or database permission(s) required for the Temp Account

The following default accesses may be made available to any Company employee upon verification of employment.

An e-mail account

- A scheduling system account
- An individual network drive with unique read/write access
- Read/write access to the shared network drive for their department
- Accounts on midrange systems unless the entire system is restricted

Granting dial-in access to the Company network requires the approval of the requester's manager.

User accounts and Restricted application or database privileges shall be revoked within one business day of receipt of notification by Human Resources or management. Automated reporting of termination via the Company Human Resources Information System may constitute such notification.

User accounts shall be reviewed by the IT Manger on a semi-annual basis to ensure that the user's employment status is "Active" and that accounts for employees with a status other than "Active" are inactivated.

### Passwords

In cases where default passwords are shipped with operating systems and application products for use during system and product installation and setup, default passwords shall be changed immediately on their initial use. The following password syntax rules must be followed and apply to all system Logon passwords. Operating systems must be set to enforce these rules to the extent that they are capable:

- Be at least six positions in length when supported by the technology.
- Contain at least one alphabetic and one non-alphabetic character.
- Contain no more than three identical consecutive characters in any position from the previous password.
- Contain no more than two identical consecutive characters.
- Not contain the user ID as part of the password.

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- Be changed at least once every 186 days. Passwords which have not changed in 186 days, but which are in expired state, are not in violation of the password change interval requirement.
  - Not be reused until after at least four iterations.

One of the following log on processes must be enforced if technically feasible for a system:

- After the fifth consecutive invalid authentication attempt, the user ID is placed in a locked status requiring Help Desk intervention to unlock.  
-or-
- A log on inductor is invoked to exponentially increase the lag time between log on prompts.  
-or-
- If the workstation is a laptop system (portable), after the third consecutive invalid authentication attempt, the system may allow continued cycles of three attempts after a 10 minute time out for each cycle.
  
- Passwords may be reset by IT Help Desk personnel. Verification of identity shall be accomplished by requiring the end user to provide the last four digits of their social security number.

### User Resources

On creation of user accounts or resources, the default access shall be limited to the owner only.

### User Resource Reporting

Every six months, the IT Manager shall provide to the Business Owners of Restricted applications and databases a list of people who have access. The Business Owner is responsible to communicate any necessary modifications to the approved access list to the IT Manager. The IT Manager shall maintain a copy of each report in an appropriate log file for three years.

### Operating System Resources

Operating system resources shall be protected such that they may not be updated by any general user unless specifically listed as an exception by IT Operations. Such exceptions shall include a valid business purpose. For those systems where logging is technically possible, logs shall be kept for a period of sixty days of all successful and unsuccessful update access attempts to operating system resources that are not listed as exceptions. All operating system resources may be read by general users, except where this would assist the user to bypass security controls. Such exceptions shall be listed and protected accordingly. For those systems where logging is technically possible, logs shall be kept for a period of sixty days of all successful and unsuccessful read attempts to operating system resources that are listed as exceptions above. All operating system resources may be executed by general users, except where this would assist the user to bypass security controls. Such exceptions shall be listed and protected accordingly. For those systems where logging is technically possible, logs shall be kept for a period of sixty days of all successful and unsuccessful execution attempts to operating system resources that are listed as exceptions above.

### Harmful Code

Appropriate anti-virus programs shall be used on all systems where such programs are available. This includes Company employee workstations as part of the workstation deployment. Anti-virus programs shall be configured to scan for viral signatures as follows:

- On systems capable of detecting infectious agents on access, scanning is to be conducted at least weekly.

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- On systems incapable of detecting infectious agents on access, scanning is to be conducted daily.
  - Anti-virus program package updates shall be installed within three months of availability.
  - Anti-virus program signature updates shall be installed within three months of availability.
  - The IT Manager shall report all occurrences of viruses detected, on servers that they support, to the Director of Operations within one business day.
  - Company employees will notify the IT Manager whenever a virus is detected on their systems. IT Operations shall take appropriate action.

### System Administrator Authority

System administrative privileges shall be limited to those support personnel requiring them for business purposes. Such authority shall be revoked upon determination by the IT Manager that such access is no longer required. IT Operations shall be responsible for maintaining a current roster of individuals with administrative access to each supported system or set of systems.

### Resource Access Logs

The IT Manager shall be responsible for maintaining the following logs (where supported by the operating system) for at least 60 days for each server that they support:

System Access Logs: Note both successful and unsuccessful log on attempts.

- Operating System Access Logs: Note invalid attempts to access operating system resources.
- Activity Logs: Note activities performed by system administrators.

### Reporting Access Violations

The IT Manager shall maintain a process for providing reports of invalid log on attempts upon request. The IT Manager shall maintain a process for detecting and reacting to systematic attacks on the server systems that they support.

### Security Status Checking

The IT Manager shall be responsible for performing a Security Health Check process on all servers and hosts that they support. This process shall occur quarterly for hosts with restricted applications or databases and semi-annually for all other supported server systems. Dial up access systems shall be checked quarterly.

A security Health Check shall include all of the following:

- All mandatory access control system options are set in accordance with requirements
- Only approved users hold security administrative authority
- All operating system resource controls are set in accordance with defined requirements
- Only approved users are included in the access lists of operating system resources beyond that allowed to general users
- The required harmful code detection programs are installed and operational
- The required access and activity logs data do exist and are retained for 60 days

### Reporting Security Incidents

The IT Manager shall maintain a process for reporting and managing security incidents. Such process shall minimally include:

- Immediate notification of appropriate security incident specialists
- Implementation of appropriate corrective action

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## BACKUP AND RECOVERY OF BUSINESS DOCUMENTS

All electronic information considered of institutional value should be copied onto secure storage media on a regular basis (i.e. backed up), for disaster recovery and business resumption. Special backup needs, identified through technical risk analysis that exceeds these requirements, should be accommodated on an individual basis.

Backup and Recovery processes commensurate with legislative and business requirements must be developed, maintained and regularly tested by the IT Manager, to ensure continued business operation and access to data and information within the required timeframe, should a risk event occur.

Backup requirements will be determined by the owner of the document/data, and is dependent on the:

- Importance of the data and information to the function of the Company
- Acceptable transaction loss (business areas must determine what level of potential transaction loss would not be acceptable or would be too difficult to recover. This can be determined in terms of a timeframe, the number of transactions, or the amount of effort and period of time required re-entering data.
- The maximum acceptable outage of the system while performing backups
- The maximum acceptable outage of system while recovering data

In addition to regular backup processes, backups will be performed before and after major technical or business related changes to a system or application.

Backups must be regularly tested as determined by a risk assessment or at a minimum on an annual basis to ensure data can be restored in case of a catastrophic event.

Protection mechanisms and access controls for backup media must be commensurate with the security requirements and criticality of the information stored in the backup.

Backup media must be stored and transported in an appropriate, safe and secure manner and access to backup media must be restricted to only authorised personnel.

Based on backup requirements and backup cycles, at least one instance of a backup within a cycle must be stored off-site (physically separate from the data or system being backed up) or geographically separate, as determined by a risk assessment.

Backup media stored off-site must be stored in a secure location with environmental controls (if available) and appropriate access controls commensurate with the security requirements and criticality of the information stored in the backup.

Back-up tapes will be stored off-site on a basis that is determined by the risk assessment

## ENFORCEMENT

Suspected violations of this policy should be reported to the IT Manager. Individuals who violate this policy will be subject to discipline, up to and including termination of employment.

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## 30. Working Hours Policy

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### INTRODUCTION

This policy sets out the 3d Leisure Group's position regarding working hours. The policy applies to workers only and does not apply to contractors, consultants or any self-employed individuals working for the organisation.

The organisation strives to provide a safe working environment and ensure the safety and wellbeing of all its workers. The organisation seeks to ensure that workers do not exceed reasonable working hours to provide for a satisfactory balance between work and personal life. The organisation is also committed to ensuring that employees' health is not compromised by the workplace.

Managers have a responsibility to ensure that working hours are kept within reasonable limits and will monitor working hours for this purpose. Workers themselves also have a duty to ensure that they are not working excessive hours and inform their manager directly if they consider that they may be doing so.

### WORKING HOURS

The hours of work are defined in the worker's Statement of Terms and Conditions.

The organisation reserves the right to vary reasonably an worker's hours of work and the days on which they work according to business and operational requirements on a temporary or permanent basis.

Workers may be required to work such additional hours in excess of their normal hours of work as are reasonably necessary for the proper performance of their duties and to meet the needs of the business.

If workers are requested to work in excess of their normal contractual hours, the organisation will seek to ensure that they do not work an average of more than 48 hours in a working week. However, the organisation may request that employees sign a form to "opt out" of the Working Time Regulations 1998. The worker has the right to refuse this request and, if they sign the opt-out, can give the organisation 3 months' notice that they wish to revoke this, without facing any penalty. Any worker who has not signed the opt-out or who has revoked their opt-out will not be requested or permitted to work more than 48 hours in one week.

### REST BREAKS

Workers have the right to a minimum unpaid rest break of 20 minutes after working for six hours. If operational requirements mean that workers are unable to take these breaks at that time, they will be entitled to compensatory rest to be agreed with their manager.

Employees also have the right to a rest period of 11 consecutive hours in each 24-hour period. Employees are also entitled to an uninterrupted rest period of at least 24 hours in each seven-day period, 48 hours in each 14-day period or two uninterrupted rest periods of at least 24 hours in each 14-day period. The worker has a duty to inform their manager as soon as possible if they are or may be at risk of being unable to take these required rest breaks.



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## YOUNG WORKERS

Young workers are those above school leaving age, but under the age of 18.

The organisation does not permit young people to work in excess of eight hours per day and they are subject to a maximum working week of 40 hours. All young workers are required to inform the organisation immediately if they have a second employer or carry out any casual work while employed by the organisation.

If the organisation requires that a young worker works hours in excess of this to maintain continuity of production or service or to respond to an upsurge in demand, their manager should first attempt to find an adult worker to perform the task and before requesting that the young worker perform it, while ensuring that the young worker's education and training are not likely to be adversely affected.

The organisation does not permit young workers to carry out night work and no young worker will be on any shift between the hours of 10pm and 6am.

Every young worker's manager will ensure that (as a minimum) they take at least two rest days per week, a daily rest break of 12 consecutive hours, a rest break of 30 minutes every four-and-a-half hours. If any young worker is aware that they may not be able to comply with these requirements, they must inform their manager immediately.

## WORKING TIME

A worker is considered by the organisation to be "working" when they are carrying out activities on behalf of the organisation. This may include training, business travel and "on-call" time. It does not include rest breaks, travel time outside normal working time or non-job related training.

Working time does not normally include travel from the worker's home to their place of work.

## COMPLAINTS ABOUT WORKING HOURS

If a worker considers that they have been unfairly treated with regard to their working hours (for example being required to work excessive hours), the worker is requested to raise this informally with their manager. If the worker's complaint relates to their manager, the worker is requested to raise it with a more senior manager. If a worker is not satisfied following this route, they have the right to raise a grievance in accordance with the organisation's grievance procedure.

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## 31. Supplier Code of Conduct Policy

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### INTRODUCTION

The Supplier Code of Conduct (SCOC) outlines the Company fundamental expectations of its suppliers regarding their activities in the production and delivery of goods and services supplied directly to The Company. The SCOC supports the Company values, purpose and strategy, as well as internationally recognised standards and appropriate codes of practice. By accepting and abiding by this SCOC, suppliers affirm that they are committed to working with the Company and are aligned to its values, purpose and strategy. It is the supplier's responsibility to achieve and maintain the minimum standards outlined in this SCOC, and train employees and contracted parties on their consequential rights and responsibilities.

The SCOC covers People, Environment, Community, and Supply Chain. The Company will continue to evaluate suppliers on capability and commercial acumen, while taking into consideration compliance to the Supplier Code of Conduct where relevant.

### SCOPE

This guideline applies to Significant Suppliers of goods and services to the Company.

### DEFINITIONS

In this Code of Conduct, unless the context otherwise indicates:

“Significant Suppliers” means organisations that constitute a significant portion of total operating spend, that are difficult to replace without significant effort, as they are relied upon to provide essential goods and/or services to the Company.

### PEOPLE

#### HUMAN RIGHTS

The Company *is committed to creating and supporting a culture and work environment in which people have opportunities to perform their best.*

- Suppliers must comply with all relevant local and national laws and regulations with regard to employment practices, benefits, health and safety and anti-discrimination.
- Suppliers will commit to provide a workplace free of any form of harassment.
- Suppliers shall not use any form of forced, bonded, indentured or prison labour. All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice.

#### DIVERSITY

The Company *is committed to encouraging diversity in the workplace and the provision of a work environment that is free from discrimination and promotes equal opportunity to all.*

- Suppliers are to promote an inclusive workplace where employee differences in areas like gender, age, culture, disability and lifestyle choice are valued.
- Suppliers must strive to provide a workplace that is free of direct or indirect discrimination, harassment or bullying.

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## LEARNING & DEVELOPMENT

The Company *is committed to supporting the career development of its employees through continuous learning, by providing opportunities to develop skills and experiences, assisting them to achieve their career goals.*

Suppliers must be committed to the provision of relevant training, learning and development opportunities for all employees.

## WORKPLACE HEALTH AND SAFETY

The Company *is committed to a zero-harm approach in terms of the health and safety of our employees, contractors and visitors to our assets.*

Suppliers must support and demonstrate their commitment to:

- prevent worker exposure to potential safety hazards
- comply with all relevant local and national laws and regulations with regard to occupational health and safety and the provision of health-related benefits to employees
- have written safety and health policies and standards
- have a documented system to record and reduce work-related injury and illness.

## ENVIRONMENT (SEE THE COMPANY'S ENVIRONMENTAL POLICY)

Suppliers are to manage the minimisation of their environmental impact in every aspect of doing business, and to support and encourage others where it can meaningfully do so.

All required environmental permits and registrations are to be obtained, maintained and kept current.

## WASTE & RESOURCE MANAGEMENT

The Company *aspires to utilise resources optimally for maximum lifecycle and disposal of waste without environmental harm.*

### Waste

Suppliers will commit to maximising the reuse and recycling of materials while minimising waste volumes with an aim to minimising waste to landfill.

### Resource

Suppliers will commit to utilise resources optimally for maximum lifecycle, and to only use what is needed.

## WATER

The Company *aspires to employ best practice approaches to sustainable use and management of water resources.*

Suppliers will commit to sustainable use and management of water resources in all areas that it has control over, and to support and encourage others where it can meaningfully do so.

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## COMMUNITY

### Community Engagement & Development

The Company *aims to make a net positive contribution to our communities, people and environment.*

The supplier will commit to contribute to the local communities which the Supplier impacts, and support their sustainable development.

## SUPPLY CHAIN

The Company *is committed to working in partnership with our suppliers to realise the full value of our relationships and to positively contribute to our stakeholder communities and the environment.*

- Suppliers must adopt similar principles to those outlined in this SCOC in dealing with their own Significant Suppliers.
- Suppliers must adhere to acceptable business practices with their own suppliers, including providing timely payment.

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## 32. Complaints Policy

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### INTRODUCTION

We are dedicated to providing facilities, services and activities that inspire and provide enjoyment for all our members and guests. Our staff are dedicated to the provision of a high quality, customer focused, and friendly service to all our users.

Our staff are committed to promoting the vision and values of our organisation, and to delivering the standards expected, however from time to time our services and facilities may not meet the expectations of our customers which may lead to complaints.

### 3D LEISURE COMMENTS & COMPLAINTS PROCEDURE

- 3d Leisure encourages comments, both positive and negative, from users
- 3d Leisure aims to provide a high standard of customer care in all departments to all its users and stakeholders. While great care is taken to ensure that all our services are provided efficiently, courteously, and to a high standard, we accept that complaints will be made
- A complaint is a valid expression of dissatisfaction, and however it is made, by email, letter, telephone, or verbally, it will be investigated, and used as means to improving our service standards
- 3d Leisure will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again

### HOW TO COMPLAIN

We provide many vehicles for complaints to be made:

5. You can log a complaint in person to any member of staff
6. Telephoning the reception who will pass you through to a senior member of staff, or log your complaint and tell you when you can expect a response
7. Online Feedback Form. We display cards around all our centres informing users of our online feedback form. All feedback goes directly to our Managing Director who deals with each one individually
8. Through the dedicated Web site comments function - Created and managed by Central Support team

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Alternatively you can write or email 3d Leisure at the address below:

3d Leisure  
Upper South View  
Farnham  
Surrey  
GU9 7JN

Email: [info@3dleisure.com](mailto:info@3dleisure.com)

We will respond to all written complaints within 2 working days. If you are dissatisfied with the outcome and investigation into your complaint then you can appeal to the Managing Director, Paul Ramsay

Email: [Paul.ramsay@3dleisure.com](mailto:Paul.ramsay@3dleisure.com)

### RESPONDING TO COMPLAINTS

We understand that responding to a complaint promptly and efficiently can often turn a negative experience into a good one:

1. Complaint to be initially responded to by the member of staff it was directed to
2. If they complaint is about a member of staff then it must be directed up to the next level of management for response
3. A written response (email / letter) must be sent within 48 hours
4. All telephone calls must be followed up with a written response confirming the conversation
5. Employees must NEVER refuse requests for contact information for more senior employees – we are an open customer focussed organisation and will deal with people accordingly

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### 33. Attendance Policy

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Your line manager should be notified as early as possible of any absence from work which is anticipated for sickness, lateness, family emergencies, hospitalisation and other medical treatment etc.

If you are unable to attend work due to sickness or injury, your line manager must be notified by telephone (texting and email is not acceptable) before your normal start time or as soon thereafter as possible on the first day of absence, indicating an expected date of return.

Notification should be made by you personally unless it is impossible due to the nature of the illness.

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

#### TIMEKEEPING

The company operates the following policy on employees' timekeeping, in order to maximise its productivity, efficiency and effectiveness and ensure fair treatment of all staff.

Each employee's contract defines the minimum hours of work that they are contractually required to work, including their start time, finish time and provision for lunch breaks. Employees are individually responsible for ensuring that they arrive at work early enough to enable them to begin their work at the appointed start time. Similarly, employees are required to remain at work at least until the finishing time defined in their contracts of employment, unless granted permission by [their line manager] to leave work before that time. The same principles apply to lunch breaks. Employees will be notified of their break entitlements upon commencing employment and the time allocated must not be exceeded, unless special prior permission has been given.

Where, for any reason, an employee realises that they are likely to be late for work at the start of the working day/shift, they must endeavour to telephone [their line manager] as soon as possible to explain the situation and give an estimate of when they expect to arrive at work. It is accepted that circumstances outside employees' control can cause lateness, for example if a traffic accident has caused long delays on the roads. However, a high volume of traffic causing delays that is a normal or regular occurrence, or which can reasonably be anticipated, will not be regarded as a valid reason for an employee's lateness.

Repeated or persistent lateness without good reason will be viewed as misconduct. On each occasion when an employee arrives late to work, or to a meeting or other work commitment, the [line manager] should speak to the employee informally (and privately) to establish the reason for the lateness, whether or not the employee has any particular difficulties with timekeeping, the cause of any such difficulties and how the employee might be supported to achieve improvement. [The line manager] will be responsible for keeping records of the dates, number of occasions and the length of lateness on each occasion.

Where, following any three or more occasions of lateness within any six-month period, an employee's timekeeping remains unsatisfactory, the employer will invoke its disciplinary procedure.

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## 34. Dignity at Work Policy

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### DIGNITY AT WORK POLICY

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

Harassment and bullying can have very serious consequences for individuals and the Company. Harassment or bullying may make people unhappy, may cause them stress and affect their health and family and social relationships, may affect their work performance and could cause them to leave their job. Severe cases of harassment and bullying can even lead to mental illness and suicide. Effects on the Company can include loss of morale, poor work performance, increased turnover of staff, legal claims and damage to the Company's reputation. Employees found guilty of harassment or bullying may face disciplinary penalties, up to and including dismissal, could be personally liable to pay compensation in legal claims, and may find their own family and social relationships are adversely affected. Serious harassment may be a criminal offence.

The Company will not tolerate bullying and harassment of any kind. All allegations of bullying and harassment will be investigated and, if appropriate, disciplinary action will be taken. The Company will also not tolerate victimisation of a person for making allegations of bullying or harassment in good faith or supporting someone to make such a complaint. Victimisation is a disciplinary offence.

### THE SCOPE OF THIS POLICY

This policy covers bullying and harassment of and by managers, employees, contractors, agency staff and anyone else engaged to work at the Company, whether by direct contract with the Company or otherwise. If the complainant or alleged harasser is not employed by the Company, eg if the worker's contract is with an agency, this policy will apply with any necessary modifications such as that the Company could not dismiss the worker but would instead require the agency to remove the worker, if appropriate, after investigation and disciplinary proceedings.

The policy covers bullying and harassment in the workplace and in any work-related setting outside the workplace, e.g. business trips and work-related social events.

### WHAT IS BULLYING AND HARASSMENT?

**Bullying** is offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end.

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

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

Conduct may be harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person. Different people find different things



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acceptable. Everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others.

Behaviour which any reasonable person would realise would be likely to offend will be harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to them, e.g. sexual touching. It may not be so clear in advance that some other forms of behaviour would be unwelcome to, or could offend, a particular person, e.g. certain "banter", flirting or asking someone for a private drink after work. In these cases, first-time conduct which unintentionally causes offence will not be harassment but it will become harassment if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to them.

Harassment may also occur where a person engages in unwanted conduct towards another because they perceive that the recipient has a protected characteristic (for example, a perception that they are gay or disabled), when the recipient does not, in fact, have that protected characteristic. For example, it would be harassment for an individual to tease repeatedly an individual because of an incorrect belief that the recipient is deaf. Similarly, harassment could take place where an individual is bullied or harassed because of another person with whom the individual is connected or associated, for example if their child is disabled, partner is pregnant or friend is a devout Christian.

There may also be circumstances in which an individual is subjected to unwanted conduct from a third party, such as a client or customer. For example, it might be that a client makes a series of racist remarks to a black employee. If an employee feels that they have been bullied or harassed by customers, suppliers, vendors or visitors, they should report any such behaviour to their manager who will take appropriate action. Bullying or harassment of customers, suppliers, vendors or visitors or others will be dealt with through the disciplinary procedure.

A single incident can be harassment if it is sufficiently serious.

All bullying and harassment is misconduct and is a disciplinary offence which will be dealt with under the Company's disciplinary policy. Bullying or harassment will often be gross misconduct, which can lead to dismissal without notice.

Bullying or harassment will constitute unlawful discrimination where it relates to one of the protected characteristics, which are sex, gender reassignment, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age. Serious bullying or harassment may amount to other civil or criminal offences, eg a civil offence under the Protection from Harassment Act 1997 and criminal offences of assault.

## EXAMPLES OF BULLYING OR HARASSMENT

Bullying and harassment may be misconduct that is physical, verbal or non-verbal, eg by letter or email (so-called "flame-mail").

Examples of unacceptable behaviour that are covered by this policy include (but are not limited to):

- physical conduct ranging from unwelcome touching to serious assault;
- unwelcome sexual advances;
- the offer of rewards for going along with sexual advances, e.g. promotion, access to training;
- threats for rejecting sexual advances, e.g. suggestions that refusing advances will adversely affect the employee's employment, evaluation, pay, advancement, assigned work, or any other condition of employment or career development;
- demeaning comments about a person's appearance;
- unwelcome jokes or comments of a sexual or racial nature or about an individual's age, disability, sexual orientation or religion;

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- questions about a person's sex life;
  - unwanted nicknames related to a person's age, race or disability;
  - the use of obscene gestures;
  - excluding an individual because they are associated or connected with someone with a protected characteristic, e.g. their child is gay, spouse is black or parent is disabled;
  - ignoring an individual because they are perceived to have a protected characteristic when they do not, in fact, have the protected characteristic), e.g. an employee is thought to be Jewish, or is perceived to be a transsexual;
  - the open display of pictures or objects with sexual or racial overtones, even if not directed at any particular person, e.g. magazines, calendars or pin-ups;
  - spreading malicious rumours or insulting someone;
  - picking on someone or setting them up to fail;
  - making threats or comments about someone's job security without good reason;
  - ridiculing someone;
  - isolation or non-cooperation at work; and
  - excluding someone from social activities.

### WHAT IS VICTIMISATION?

**Victimisation** is subjecting a person to a detriment because they have, in good faith, complained (whether formally or otherwise) that someone has been bullying or harassing them or someone else, or supported someone to make a complaint or given evidence in relation to a complaint. This would include isolating someone because they have made a complaint or giving the worker a heavier or more difficult workload.

Provided that you act in good faith, ie you genuinely believe that what you are saying is true, you have a right not to be victimised for making a complaint or doing anything in relation to a complaint of bullying or harassment and the Company will take appropriate action to deal with any alleged victimisation, which may include disciplinary action against anyone found to have victimised you.

Making a complaint that you know to be untrue, or giving evidence that you know to be untrue, may lead to disciplinary action being taken against you.

### WHAT SHOULD I DO IF I THINK I AM BEING BULLIED OR HARASSED?

You may be able to sort out matters informally. The person may not know that their behaviour is unwelcome or upsetting. An informal discussion may help them to understand the effects of their behaviour and agree to change it. You may feel able to approach the person yourself, or with the help of someone in human resources, a manager, trade union representative or another employee. Alternatively, an initial approach could be made on your behalf by one of these people. You should tell the person what behaviour you find offensive and unwelcome, and say that you would like it to stop immediately. You may want to add that, if the behaviour continues, you intend to make a formal complaint to your manager or human resources. You should keep a note of the date and what was said and done. This will be useful evidence if the unacceptable behaviour continues and you wish to make a formal complaint.

If an informal approach does not resolve matters, or you think the situation is too serious to be dealt with informally, you can make a formal complaint by using the Company's grievance procedure. In the case of grievances about bullying or harassment, the normal grievance procedure is modified so that you can choose whether to raise your grievance with your manager or directly with the human resources department. The Company will ensure that you can bring your complaint in the first instance to someone of your own sex, if you so choose.

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In very serious cases, a criminal offence may have been committed and you may wish to report matters to the police. The human resources department can arrange for someone to accompany you to make a complaint to the police.

All complaints will be investigated promptly and, if appropriate, disciplinary proceedings will be brought against the alleged harasser. You will have the right to be accompanied by a work colleague or trade union representative of your choice at any meeting dealing with your grievance. You will be kept informed of the general progress of the process of investigation and the outcome of any disciplinary proceedings. The Company will decide on a balance of probabilities, after considering all available evidence, whether or not harassment or bullying has occurred.

The Company will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible. Investigation of allegations will normally require limited disclosure on a "need to know" basis. For example, your identity and the nature of the allegations must be revealed to the person you are complaining about, so they are able to respond to the allegations. Some details may also have to be given to potential witnesses but the importance of confidentiality will be emphasised to them. If the complaint is upheld, and a person who has been found to have harassed you is kept in the Company's employment, managers may need to be given some information where this is necessary for them to manage the risk of further harassment by that person against you or others.

Wherever possible, the Company will try to ensure that you and the alleged harasser are not required to work together while the complaint is under investigation.

This could involve giving you the option of remaining at home on special leave, if you wish. In a serious case, the alleged harasser may be suspended while investigation and any disciplinary proceedings are underway.

If your complaint is upheld, and the person found to have bullied or harassed you remains in the Company's employment, every effort will be made to ensure that, if possible, you do not have to continue to work alongside the harasser, if you do not wish to do so. We will discuss the options with you. These may include the transfer of the harasser or, if you wish, you may be able to transfer to another post.

If your complaint is not upheld, the human resources department will support you, the alleged harasser and your manager(s) in making arrangements for you both to continue or resume working and to help repair working relationships. The Company will consider making arrangements to avoid you and the alleged harasser having to continue to work alongside each other, if either of you do not wish to do this.

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

Some types of bullying or harassment may constitute unlawful discrimination and may give rise to the possibility of other civil claims or criminal proceedings. Claims to an employment tribunal about unlawful discrimination must be presented to the tribunal within three months beginning with the act complained of.

### **WHAT CAN I DO TO HELP STOP BULLYING AND HARASSMENT?**

We all have a responsibility to help create and maintain a work environment free of bullying and harassment. You can help to do this by:

- being aware of how your own behaviour may affect others and changing it, if necessary - you can still cause offence even if you are "only joking";

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- treating your colleagues with dignity and respect;
  - taking a stand if you think inappropriate jokes or comments are being made;
  - making it clear to others when you find their behaviour unacceptable, unless it should be obvious in advance that this would be the case;
  - intervening, if possible, to stop harassment or bullying and giving support to recipients;
  - making it clear that you find harassment and bullying unacceptable;
  - reporting harassment or bullying to your manager or human resources and supporting the Company in the investigation of complaints; and
  - if a complaint of harassment or bullying is made, not prejudging or victimising the complainant or alleged harasser.
  - Managers have a particular responsibility to:
    - set a good example by their own behaviour;
    - ensure that there is a supportive working environment;
    - make sure that staff know what standards of behaviour are expected of them;
    - intervene to stop bullying or harassment; and
    - report promptly to human resources any complaint of bullying or harassment, or any incident of bullying or harassment witnessed by them.

#### **WHAT HAPPENS IF I AM ACCUSED OF BULLYING OR HARASSMENT?**

If someone approaches you informally about your behaviour, do not dismiss the complaint out of hand because you were only joking or think the complainant is being too sensitive. Remember that different people find different things acceptable and everyone has the right to decide what behaviour is acceptable to them and to have the feelings respected by others.

You may have offended someone without intending to. If that is the case, the person concerned may be content with an explanation and an apology from you and an assurance that you will be careful in future not to behave in a way that you now know may cause offence. Provided that you do not repeat the behaviour that has caused offence, that may well be the end of the matter.

If a formal complaint is made about your behaviour, this will be fully investigated and the Company may bring disciplinary proceedings, if appropriate. The Company will follow its disciplinary procedure and you will have the rights set out in that procedure. You will have the right to be informed of the allegations against you and to put your side of the story and to be accompanied to meetings by a trade union representative or work colleague of your choice. The procedure will be implemented at the appropriate stage for the seriousness of the allegation. Complaints of bullying and harassment will often be allegations of gross misconduct that, if proved, could lead to dismissal without notice.

The Company will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible. Investigation of allegations and future management of risk, if complaints are upheld, will normally require limited disclosure on a "need to know" basis. For example, some details may have to be given to potential witnesses but the importance of confidentiality will be emphasised to them.

Wherever possible, the Company will try to ensure that you and the complainant are not required to work together while the complaint is under investigation. If the allegation is of gross misconduct, you may be suspended on full pay during the investigation and, if a disciplinary hearing is to be called, until disciplinary proceedings have been concluded.

If the complaint against you is upheld, on a balance of probabilities, a disciplinary penalty may be imposed up to and including dismissal, having regard to the seriousness of the offence and all

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relevant circumstances. If the complaint is upheld, but you are not dismissed, the Company could decide to transfer you to another post.

If a complaint is made against you that is not upheld and the Company has good grounds for believing that the complaint was not made in good faith, the Company will take disciplinary action against the person making the false complaint.

You must not victimise a person who has made a complaint in good faith against you or anyone who has supported them in making the complaint or given evidence in relation to such a complaint.

Disciplinary action will be taken against you if the Company has good reason to think that you may have victimised the complainant or someone else.

If the complaint against you is not upheld, the human resources department will support you, the complainant and your manager(s) in making arrangements for you both to continue or resume working and to help repair working relationships. The Company will consider making arrangements to avoid you and the complainant having to continue to work alongside each other, if either of you do not wish to do this.

Some types of bullying or harassment may constitute unlawful discrimination and allegations may give rise to the possibility of other civil claims or criminal proceedings against you, which would proceed independently of the Company's disciplinary proceedings. You could be personally liable to pay compensation to the complainant if a successful claim in the employment tribunal or other courts was brought against you. Criminal proceedings could lead to conviction and criminal penalties.

#### **MAKING THIS POLICY WORK**

The Company will provide training to all existing and new employees and others engaged to work at the Company to help them understand their rights and responsibilities under this policy and what they can do to help create a working environment free of bullying and harassment. We will provide additional training to managers to enable them to deal more effectively with complaints of bullying and harassment.

The Company will review the outcomes of cases where complaints of bullying and harassment have been made to check that the proper procedures have been followed and to identify any points that can be learned from those cases and implement any necessary changes.

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## 35. Dress Code and Appearance Policy

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This policy is designed to guide employees on the required standards of dress and appearance. All employees' appearance must be professional at all times both within the workplace and when representing the company.

The policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance, and staff must use common sense in adhering to the principles underpinning the policy. The management of the company will be the sole judge of what is and is not appropriate for the purposes of this policy.

The company recognises the diversity of cultures and religions of its employees and will take a sensitive approach when this affects dress and uniform requirements. However, priority will be given to health and safety, security and other similar considerations.

### Employees who must comply with a formal dress code

All employees are required to be neat, clean and well groomed while at work, whether working on the company's premises or elsewhere. Employees must adhere to the following standards, particularly when in contact with clients/customers/members of the public:

- A business suit or smart jacket/blazer plus coordinating trousers/skirt and smart shirt/blouse should be worn during all working hours. Male employees must also wear a tie. Female employees may wear a dress and jacket as an alternative to a suit.
- Hair should be neat, tidy and well groomed. Unconventional styles and colours are not acceptable.
- Any jewellery should not be excessive or unconventional.
- Earrings must not be obtrusive or ostentatious. No other jewellery worn through body piercings is permitted.

### Employees who can dress casually at work

All employees are required to be neat, clean and tidy while at work, whether working on the company's premises or elsewhere. Employees whose job does not take them into contact with clients/customers/members of the public may wear casual clothing to work. However, certain items that are not permitted at work are:

- scruffy/torn trousers;
- micro- or very short miniskirts;
- low cut t-shirts, blouses and transparent clothing;
- shorts;
- sports clothing, for example tracksuits and football shirts;
- sweatshirts or t-shirts with slogans or symbols that could cause offence;
- trainers; and
- excessive or unconventional jewellery.

Employees who meet with clients/customers/members of the public must present a positive image of the company and are not entitled to wear casual dress. In this regard, acceptable attire is a business suit or smart jacket/blazer plus coordinating trousers/skirt and smart shirt/blouse. Male employees must also wear a tie. Female employees may wear a dress and jacket as an alternative to a suit.

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### Employees who are required to wear a uniform

Employees who are required to wear a uniform must ensure that they do so during working hours, unless advised otherwise by their manager. Uniforms must always be clean and worn in a presentable fashion. The uniforms issued must not be altered in any way without the company's permission.

Where uniforms are issued by the company, they remain the property of the company. Employees must take responsibility to ensure that good care is taken of them, and return any uniforms issued on the termination of employment.

Any employee who disregards these rules will be subject to disciplinary action. In serious cases, where an employee's appearance is, in the company's view, unacceptable, the employee will be required to return home to change. In these circumstances, the employee will not be paid for the duration of their absence from work.

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## 36. Phone Policy

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This policy governs how employees may use the company's telephones during the course of their working time. It is important that all employees read this policy carefully as the company requires compliance from all members of staff at all times.

### PURPOSE AND SCOPE

The policy has been devised in order to:

- ensure the effective running of the company's business;
- inform employees about how they may and may not use the company's telephones; and
- ensure compliance with legislation.

This policy applies to all employees of the company and also to other staff who may work for the company on a temporary or contract basis. It also applies to employees who have the use of mobile phones belonging to the company while working from home or travelling on the company's business.

This policy forms part of the terms and conditions of all employees' contracts of employment and any breach of the policy will be regarded as misconduct, leading to disciplinary action up to and including summary dismissal.

### PERSONAL AND PRIVATE USE

The company provides its employees with access to the telephone for work-related purposes. However, because it is accepted that employees may sometimes need to attend to personal matters during working hours, limited personal use is permitted, provided that this does not interfere with employees' work, nor take up an unreasonable amount of time.

It is important to note that employees may not at any time use company telephones to:

- carry out freelance work, or work for another employer;
- contact recruitment agencies or other employers with a view to seeking alternative employment;
- buy or sell goods, other than when authorised to do so in the course of their job;
- gamble;
- communicate information that is confidential to the company outside the company, unless authorised to do so in the course of their job;
- chat for lengthy periods of time to friends or relatives;
- make overseas telephone calls; or
- waste working time using the telephone for purposes not associated with their job or the company's business.

### MONITORING

The company carries out monitoring of employees' use of the company's telephones for security reasons and to deter/detect unauthorised use.

Monitoring will consist of random checks on the telephone numbers dialled by employees in all departments of the company. Spot checks may also be carried out on the telephone numbers dialled by individual employees. The results of the monitoring will be maintained in strict confidence.



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## MOBILE PHONE USAGE

### WORK MOBILE TELEPHONES

Work mobile telephones are provided at the discretion of the company on the basis of business need, and must be returned to the company on the last day of your employment.

Work mobile telephones may be used for private calls. All personal calls will be at your expense and you will be sent an itemised bill for your personal calls. You will be required to pay this direct to the company or the company may deduct the sum owed from your salary/wages.

The company monitors the use of its mobile telephones. You must not use the mobile phone to access, use or distribute any material, or to participate in any activity, which is, or might reasonably be regarded as distasteful, offensive, indecent or harmful to other users.

The safeguarding of your work mobile telephone is your responsibility. Do not leave it in a visible place such as in an unattended car. The use of a personal identification number (PIN) is recommended for added security. Loss of a work mobile telephone should be reported to the Peel House Office Manager.

### USE DURING WORKING HOURS

Mobile telephones may be used for private purposes during working hours, but such use must be kept to a minimum, be reasonable and in no way interfere with your work.

### ETIQUETTE

Be considerate in your use of your mobile telephone. Turn it off when its use could be distracting, for example during meetings and training sessions.

Observe any restrictions imposed by other company's on the use of mobile telephones, including requests to turn them off.

Users should ensure their voicemail is set up. Not only is this convenient, it is essential should a call come in whilst the user is otherwise engaged in another work activity.

### DRIVING

Drivers should concentrate on driving and avoid distractions. Answering and making telephone calls, sending text messages, and accessing the internet, etc. on a hand-held mobile telephone or similar device are all distractions, illegal and could amount to the offence of driving without care and attention or even dangerous driving.

It is a criminal offence to use a hand-held mobile telephone or similar device while driving. Use of hand-held mobile telephones while driving is permitted only to call 999 or 112 in an emergency

The law states that to answer telephone calls or follow navigation whilst driving you must have full hands-free access, such as a Bluetooth handset, voice command, a dashboard holder, a windscreen mount or a built in sat nav. The device must not block your view of the road and traffic ahead. The law still applies if you are stopped at traffic lights or queuing.

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## **BREACH OF THIS POLICY**

Breach of this policy will be treated as misconduct. Whether it is minor or gross misconduct will depend on the circumstances, but you should expect breach of the driving provisions to be gross misconduct.

If you have been issued with a Company mobile telephone breach of the policy could result in its being withdrawn.

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## 37. Redundancy Policy

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This policy sets out the company's approach to dealing with potential redundancies. It does not form part of employees' terms and conditions of employment and may be subject to change at the discretion of management.

Although the company's policy is to avoid redundancies wherever possible, the needs of the business may from time to time require a reduction in the overall number of staff employed or company changes that result in some employees being made redundant.

Where this is necessary, the company will ensure that:

- the total number of redundancies made is kept to a minimum;
- employees and, where appropriate, their representatives are fully consulted on any proposals and their implementation;
- selection for redundancy is based on clear criteria that will, as far as possible, be objectively and fairly applied;
- every effort is made to redeploy or find alternative work for employees selected for redundancy; and
- support and advice is provided to employees selected for redundancy to help them find suitable work when their employment has come to an end.

### CONSULTATION

Where there are no employee representatives

Consultations will be carried out with individual employees as appropriate. Where it is proposed that 20 or more redundancies are required [at one establishment] over a 90-day period, arrangements will be made for the election of employee representatives who will be consulted over the proposals and the general process to be followed. Individual employees will still be consulted in respect of their own particular circumstances.

Where employees are covered by trade union recognition

Appropriate consultations will be carried out with the [name of union] in respect of any redundancy proposals. Individual employees will also be consulted in respect of their own particular circumstances.

Where there are existing employee representatives

Consultations will be carried out with individual employees as appropriate. Where it is proposed that 20 or more redundancies are required [at one establishment] over a 90-day period, consultations will take place with the [name of employee forum] over the proposals and the general process to be followed. Individual employees will still be consulted in respect of their own particular circumstances.

### VOLUNTARY REDUNDANCY

In order to minimise the need for compulsory redundancies, the company may consider requests from employees for voluntary redundancies. Whether or not additional payments will be offered in relation to voluntary redundancies will be a matter for consultation and will depend on the circumstances.

The company reserves the right at its absolute discretion to decline requests for voluntary redundancy.

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## REDUNDANCY SELECTION

The criteria used in selecting employees for redundancy will depend on the existing circumstances and the particular needs of the company at the time. However, every effort will be made to construct a fair and robust set of criteria following appropriate consultations.

Individual employees who are provisionally selected for redundancy following the application of the criteria will be informed of the fact and invited to a meeting, at which they will be given an opportunity to make representations that the application of the criteria results in unfairness to them or if they feel that there has been a mistake in the application of the criteria.

## ALTERNATIVE WORK

The company will make every effort to redeploy to suitable alternative work any employee who is selected for redundancy. Such employees will be informed of all the available vacancies in the company at the time of their selection and will be given an opportunity to discuss with [their line manager] which vacancies are likely to be suitable for them. While priority will be given wherever possible to employees under threat of redundancy, the company reserves the right to select the best available candidate in relation to any given vacancy.

Employees have a separate legal entitlement to be offered any suitable alternative work that is available if they are made redundant while on maternity leave.

## TIME OFF WORK

An employee under notice of redundancy will be entitled to a reasonable amount of paid time off to look for alternative work, attend interviews, etc. Employees wishing to take advantage of this right should make the appropriate arrangements with their line manager.

## TERMINATION OF EMPLOYMENT

Depending on the circumstances, the company may waive its right to insist on employees working their notice and instead give a payment in lieu of notice. Employees with two or more years' service may be entitled to a statutory redundancy payment. The amount of this payment will be confirmed when the employee is selected for redundancy and the sum will be paid along with the employee's final salary payment or payment in lieu of notice.

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## 38. Slavery and Human Trafficking Statement

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### INTRODUCTION

3d leisure are committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our organisation. We have introduced an Anti-slavery and Human Trafficking Policy which reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place anywhere in our supply chains. 3d leisure recognises our obligation to combat slavery and human trafficking and therefore our policy is made available to all employees internally however as 3d leisure's turnover does not reach the £36 million benchmark, we are not legally obliged to publish our policy.

### Suppliers adherence to our values

At present all of our suppliers are based within the UK, but we are aware that some of our suppliers outsource or manufacture overseas. We understand that the risk is higher with these suppliers and ensure we only work with reputable businesses that have systems in place to ensure their supply chains comply with the Modern Slavery Act 2015 and our values. When considering taking on new suppliers, we ensure that we identify and assess any potential risk areas. We also regularly review our existing supply chains to ensure adherence to our values. 3d leisure are committed to maintaining best practice and to seeking continuous improvement.

### Training

To maintain awareness and ensure a high level of understanding of the risks of modern slavery and human trafficking in our business our Anti-slavery Policy is available on our portal for all staff.

We have robust HR policies and procedures in place to ensure compliance with employment legislation is followed and to prevent unethical working practices.

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## 39. GDPR

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### INTRODUCTION

#### Purpose

The Company is committed to being transparent about how it collects and uses the personal data of its workforce, and to meeting its data protection obligations. This policy sets out the Company's commitment to data protection, and individual rights and obligations in relation to personal data.

This policy applies to the personal data of job applicants, employees (workers, contractors, volunteers, interns, apprentices) and former employees, referred to as HR-related personal data.

This policy does not apply to the personal data of clients or other personal data processed for business purposes.

The Company has appointed Laura Cracknell, Office Manager, as the person with responsibility for data protection compliance within the Company. She can be contacted at [laura.cracknell@3dleisure.com](mailto:laura.cracknell@3dleisure.com). Questions about this policy, or requests for further information, should be directed to her.

### DEFINITIONS

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

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

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

### DATA PROTECTION PRINCIPLES

The Company processes HR-related personal data in accordance with the following data protection principles:

- The Company processes personal data lawfully, fairly and in a transparent manner.
- The Company collects personal data only for specified, explicit and legitimate purposes.
- The Company processes personal data only where it is adequate, relevant and limited to what is necessary for the purposes of processing.
- The Company keeps accurate personal data and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- The Company keeps personal data only for the period necessary for processing.
- The Company adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage.

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

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

The Company will update HR-related personal data promptly if an individual advises that their information has changed or is inaccurate.

Personal data gathered during the (employment, worker, contractor or volunteer relationship, or apprenticeship or internship) is held in the individual's personnel file (in hard copy or electronic format, or both), and on HR systems. The periods for which the Company holds HR-related personal data are contained in its privacy notices to individuals.

The Company keeps a record of its processing activities in respect of HR-related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR) and current domestic data protection legislation, Data Protection Act 2018

## **INDIVIDUAL RIGHTS**

As a data subject, individuals have a number of rights in relation to their personal data.

### **Subject access requests**

Individuals have the right to make a subject access request. If an individual makes a subject access request, the Company will tell them:

- whether or not their data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from the individual;
- to whom their data is or may be disclosed, including to recipients located outside the European Economic Area (EEA) and the safeguards that apply to such transfers;
- for how long their personal data is stored (or how that period is decided);
- their rights to rectification or erasure of data, or to restrict or object to processing;
- their right to complain to the Information Commissioner if they think the Company has failed to comply with their data protection rights; and
- whether or not the Company carries out automated decision-making and the logic involved in any such decision-making.

The Company will also provide the individual with a copy of the personal data undergoing processing. This will normally be in electronic form if the individual has made a request electronically, unless they have agreed otherwise.

If the individual wants additional copies, the Company will charge a fee, which will be based on the administrative cost to the Company of providing the additional copies.

To make a subject access request, the individual should send the request to [laura.cracknell@3dleisure.com](mailto:laura.cracknell@3dleisure.com). In some cases, the Company may need to ask for proof of identification before the request can be processed. The Company will inform the individual if it needs to verify their identity and the documents it requires.

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The Company will normally respond to a request within a period of one month from the date it is received. In some cases, such as where the Company processes large amounts of the individual's data, it may respond within three months of the date the request is received. The Company will write to the individual within one month of receiving the original request to tell them if this is the case.

If a subject access request is manifestly unfounded or excessive, the Company is not obliged to comply with it. Alternatively, the Company can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. A subject access request is likely to be manifestly unfounded or excessive where it repeats a request to which the Company has already responded. If an individual submits a request that is unfounded or excessive, the Company will notify them that this is the case and whether or not it will respond to it.

### Other rights

Individuals have a number of other rights in relation to their personal data. They can require the Company to:

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

To ask the Company to take any of these steps, the individual should send the request to [laura.cracknell@3dleisure.com](mailto:laura.cracknell@3dleisure.com)

### DATA SECURITY

The Company takes the security of HR-related personal data seriously. The Company has internal policies and controls in place to protect personal data against loss, accidental destruction, misuse or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties. Please refer to 3d leisure's contents of policies for more information.

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

### IMPACT ASSESSMENTS

Some of the processing that the Company carries out may result in risks to privacy. Where processing would result in a high risk to individual's rights and freedoms, the Company will carry out a data protection impact assessment to determine the necessity and proportionality of processing. This will include considering the purposes for which the activity is carried out, the risks for individuals and the measures that can be put in place to mitigate those risks.



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## DATA BREACHES

If the Company discovers that there has been a breach of HR-related personal data that poses a risk to the rights and freedoms of individuals, it will report it to the Information Commissioner within 72 hours of discovery. The Company will record all data breaches regardless of their effect.

If the breach is likely to result in a high risk to the rights and freedoms of individuals, it will tell affected individuals that there has been a breach and provide them with information about its likely consequences and the mitigation measures it has taken.

## INTERNATIONAL DATA TRANSFERS

The Company will not transfer HR-related personal data to countries outside the EEA.

## INDIVIDUAL RESPONSIBILITIES

Individuals are responsible for helping the Company keep their personal data up to date. Individuals should let the Company know if data provided to the Company changes, for example if an individual moves house or changes their bank details.

Individuals may have access to the personal data of other individuals [and of our customers and clients] in the course of their [employment, contract, volunteer period, internship or apprenticeship]. Where this is the case, the Company relies on individuals to help meet its data protection obligations to staff [and to customers and clients].

Individuals who have access to personal data are required:

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

Further details about the Company's security procedures can be found in its data protection policy.

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

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## TRAINING

The Company will provide training to all individuals about their data protection responsibilities as part of the induction process and at regular intervals thereafter.

Individuals whose roles require regular access to personal data, or who are responsible for implementing this policy or responding to subject access requests under this policy, will receive additional training to help them understand their duties and how to comply with them.

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## 40. Transgender Policy

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### INTRODUCTION

#### Aim of guidance for Front Line staff in customer facing environments

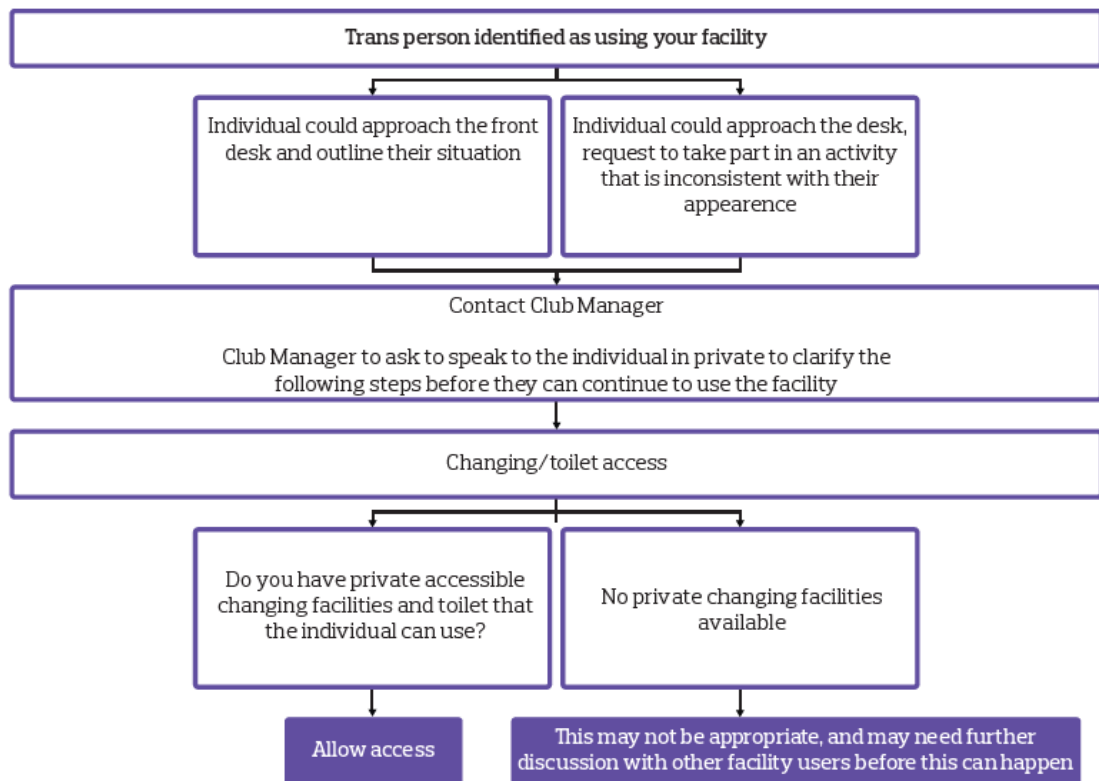
To assist in dealing with the use of facilities by trans people. The overall aim of the guidance is to encourage everyone to say 'yes you're welcome'. In some circumstances the receptionists, leisure assistants, lifeguards and cleaning staff may be the first ones asked to deal with questions.

This guidance is aimed at customers who are classed as an adult i.e. 16 or 18 depending on local policies. This age is 18 in the majority of the United Kingdom, as per the Gender Recognition Act (2004).

#### Who are trans people?

Although the words 'gender' and 'sex' both have the sense of 'the state of being male or female', they are typically used in different ways. 'Sex' tends to refer to biological differences, while 'gender' tends to refer to cultural or social ones. A trans person is someone who feels that the sex they were assigned at birth (male or female) does not match or sit easily with their sense of their own gender.

## TRANSGENDER ACCESS GUIDANCE



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## INTERPRETATION OF LEGISLATION

There is currently a lot of confusion between the Gender Recognition Act (2004) and the Equality Act (2010).

The Gender Recognition Act (2004) is the law that governs the process of gender transition and how trans people can have their gender identity legally recognised.

The Equality Act (2010) provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. It names nine protected characteristics, of which gender reassignment is one, and it outlines prohibited conduct against these characteristics.

In short it outlines that:

- a) A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's gender by changing physiological or other attributes of sex.
- b) You must avoid discriminating against trans people.
- c) Treat a trans person as belonging to the sex in which the trans person presents (as opposed to the physical sex they were born with) unless you can objectively justify treating them differently.
- d) Where a trans person is visually indistinguishable from someone of their preferred gender, they should be treated according to their acquired gender unless there are strong reasons not to do so.

## CRITICAL KNOWLEDGE AND UNDERSTANDING

### a) Language:

Trans people may describe themselves using one or more of a wide variety of terms, but throughout this toolkit, the word 'trans' has been used to encompass all of these varying terms.

### b) Trans:

An umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth.

### c) Transitioning:

The steps a trans person takes to live in the gender with which they identify. Each person's transition will involve different things. For some this involves medical intervention, such as hormone therapy and surgeries, but not all trans people want or are able to have this. Transitioning also might involve things such as telling friends and family, dressing differently and changing official documents.

### d) Pronouns - and getting the language right:

A lot of people worry about saying the wrong thing when speaking with trans people at the risk of offending them. Pronouns are words we use to refer to people's gender in conversation. For example, 'he' or 'she'. Some people prefer gender neutral language like they/their or alternatively ze/zir. Asking someone which pronouns they prefer helps you avoid making assumptions and potentially getting it wrong. It also gives the person the opportunity to tell you what they prefer.

If you make a mistake, apologise, correct yourself and move on.

Examples of pronouns include I, me, mine, he/she, his/her, herself, they/them, we, us, ours and ourselves.

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#### **e) Changing:**

Many facilities differ in terms of changing facilities available. You should support customers to use the changing facilities that are best for them. Sex-segregated changing could be an option, as could using separate changing facilities if that was appropriate.

This will need discussion with the customer.

#### **f) Sportswear:**

You should support customers to wear sportswear that is the most comfortable and appropriate for them. Levels of appropriateness will depend on the type of activity or session they would like to attend. If a female to male trans customer has not yet had top surgery, or is not planning to in the future, then you may need to ask the customer to consider wearing clothes that appropriately keeps their chest covered, even if in a male-only session. The solution will differ for each person, and will need discussion with the customer.

#### **g) Sessions:**

You should support customers to access the most appropriate session for them.

This could be a possibility depending on the session and facility that you would like to attend. This will need discussion with facility managers as each session is included for different reasons, and you need to ensure that the reason and target audience needs are aligned. This will need discussion with the customer.

#### **h) Education:**

Where a school has a pupil that has or is undergoing transition speak with the school prior to admission so that suitable arrangements can be made and best practice can be shared.

#### **i) Dealing with complaints:**

You should adopt a zero tolerance policy on any transphobic behaviour from staff or facility users. Try to be aware of any potential transphobia likely to happen before or after a session, both in or around the facility, and be prepared to challenge transphobic language, attitudes and behaviours. Explain yours and their requirements within the law to the person objecting, and affirm that you will be supporting your trans facility users as much as possible. But remember it is important that everyone has the best experience possible at your facility, so there may need to be some compromise. In terms of educating other facility users, direct them to literature online, link them with a local LGBT association, or perhaps even consider running workshops at your facility for anyone to attend.

#### **j) Culture:**

Be aware that when encouraging trans participation, some cultural or faith groups may have more difficulty understanding why someone who looks different to them is accessing the same provisions as them. Whilst you cannot stop this you can make the trans person aware that they may get some stares, comments or animosity, but reaffirm that they have your full support and that any negativity will be challenged. Many leisure facilities provide gender specific sessions in order to tackle inequality of participation, these sessions may not be appropriate for trans people.

#### **k) Confidentiality:**

If you think that someone may be trans, but they choose not to tell you, you should not ask about their private life or medical history.

Everyone is entitled to be treated as a member of their self-identified gender and to appropriate confidentiality. Everyone has a right to confidentiality about their personal circumstances. If a trans

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person tells you they are trans, you may only share that information with their consent. It is potentially unlawful for a member of staff to disclose that someone is trans without their specific permission to do so.

### **FURTHER READING**

Please see the documents and guidance for more information:

**The Equality Act (2010):** legislation:

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

**The Gender Recognition Act (2004):** legislation:

<https://www.legislation.gov.uk/ukpga/2004/7/contents>

**The Equality and Human Rights Commission on gender reassignment discrimination:**

<https://www.equalityhumanrights.com/en/advice-and-guidance/gender-reassignment-discrimination>

**The Equality and Human Rights Commission guidance and support for the Equality Act (2010):**

There is a whole section dedicated to support for service providers:

<https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-guidance#h3>

**The Equality and Human Rights Commission** on 'what equality law means to your business'. There is particular support for sport and physical activity organisations on pages 16 and 34-38: <https://www.equalityhumanrights.com/en/publication-download/what-equality-law-means-your-business>

**Stonewall:**

<https://www.stonewall.org.uk>

**Gendered Intelligence:**

<https://genderedintelligence.co.uk>

**Mermaids:**

<https://www.mermaidsuk.org.uk>

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## 41. Employing people from abroad policy

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This policy reflects the Company's approach to employing workers from overseas.

It is the Company's policy to comply with all its legal obligations in relation to foreign workers.

### AVOIDING ILLEGAL WORKING

The Company will not employ an individual unless they have a legal right to work in the UK. All offers of employment will be subject to the candidate providing the required original documents or the Company being able to carry out a check on the Home Office online [right to work checking service](#) confirming their right to do the work in question. For the Company to be able to conduct an online check, the candidate must have shared their right to work details with the employer using the Home Office [prove your right to work to an employer](#) online service.

The Club Manager will conduct the necessary checks during the recruitment process.

In the event that an individual has time-limited permission to live and work in the UK, they will be required to provide evidence of their renewed right to live and work in the UK. Alternatively, if applicable, the Company will carry out a check via the Home Office online checking service, on or before the expiry date of the relevant current permission.

If a successful job candidate is unable to provide evidence of their right to do the work in question, and a Home Office online check, if applicable, fails to confirm the right to do the work in question, the Company will withdraw the job offer.

If it appears to the Company during the course of an employee's employment that they do not have the right to work in the UK, the Company will carry out an investigation into the circumstances. If it is established that the employee does not, or does not appear to, have the right to work in the UK, the Company may terminate the employee's contract of employment.

### POINTS-BASED SYSTEM

The Company will comply with the requirements of the Home Office's points-based system for employing foreign workers. Where a worker who is subject to immigration control and who does not already have the right to work in the UK, is to be recruited, the [HR department/department manager] will take steps to assess whether or not sponsorship is appropriate.

In relation to eligible foreign workers who are to be recruited into the Company, the Company [already has/will apply for] a sponsor licence to enable it to issue a certificate of sponsorship to such workers.

The Company will comply with its obligations as a licensed sponsor.



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## **AVOIDING RACE DISCRIMINATION**

The Company is under an obligation to do all that it can to avoid race discrimination in the workplace, and to ensure that no job applicant is excluded from a position because of their colour, race, nationality, or ethnic or national origins.

The Company will treat all job applicants in the same way at each stage of the recruitment process, and no assumptions will be made on the basis of, for example, appearance or a foreign name. There will be no assumption that a foreign national or someone from an ethnic minority has no right to work in the UK.

The Company will recruit candidates who are most suited to the position in question and comply with its equal opportunities policy at all times. To this end (although subject to eligibility for sponsorship where necessary), the nationality of the most suitable candidate will have no bearing on whether or not they are selected for the post. If the Company does not have a sponsor licence at the time of recruitment process, this will not be a bar to the recruitment of a foreign national in a role that would otherwise qualify for sponsorship.

The requirement to provide evidence of the right to work in the UK will apply to all appointees, regardless of their race, nationality or ethnic or national origins.

Anyone who cannot evidence their right to work in the UK in the role in question will be referred to the Citizens' Advice Bureaux for further advice. However, the Company will not employ such an individual until the necessary checks have been carried out.

## **DEPARTMENT MANAGER RESPONSIBILITIES**

Club Managers are responsible for ensuring that individuals that they recruit into their departments have the legal right to work in the UK in the role in question and for ensuring that the necessary checks on documents are carried out. Club Managers who fail to do so risk being subject to disciplinary action, including dismissal.

In the event that a department manager becomes concerned that an employee in their department is working in the UK illegally, they should report the matter to the Regional Manager, giving reasons for the concern. The HR department will investigate the matter further.

## **DATA PROTECTION**

The Company will ensure that individuals' personal data, including information about racial or ethnic origin, collected to establish the right to work in the UK and to comply with other immigration requirements, is handled in accordance with the Company's data protection policy/policy on processing special categories of personal data.

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## 42. Data Breach Policy and Procedure

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### INTRODUCTION

Every care is taken by the company to protect personal data from situations where a data protection breach could compromise security.

This policy and procedure applies to all staff, customers, partners, employers, suppliers or third parties we work with. It should be read in conjunction with the company's Data Protection Policy.

The objective of this policy is to enable staff to act promptly to contain any breaches that occur, minimising the risk associated with the breach and to take action if necessary to secure personal data and prevent further breaches.

The company expects its staff to embed security and prevention practices in their normal working day to ensure personal, or special category, data is protected for the purposes of company business and must take appropriate steps to safeguard this information.

Under the General Data Protection Regulation (GDPR) and current domestic data protection legislation, The Data Protection Act 2018, the company must report any breach that is likely to impact on data subjects. The procedure below is set out to help identify when a breach has taken place and what the action should be.

### WHAT IS A DATA BREACH?

A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed in connection with the purposes of the colleges business.

A breach in IT security or an external threat to company networks or systems should also be documented and investigated in the same way.

A personal data breach includes, but is not restricted to, the following:

- Loss or theft of data or equipment on which personal or sensitive data is stored (i.e. loss of laptop, USB pen, iPad/Tablet device, or paper record)
- Inappropriate access controls allowing unauthorised use
- Equipment theft or failure
- Unforeseen circumstances such as fire or flood
- Hacking attack
- Human error
- Offences where information is obtained by deceiving the holder of the information, the company
- Unauthorised disclosure of sensitive/personal data

#### *Definition of personal data:*

Can a living individual be identified from the data, or, from the data and other information in your possession? If the data 'relates to' the identifiable living individual, whether in personal or family life, business or profession, then it is Personal Data.

### HOW WILL THE COMPANY ASSESS THE RISK?

Some data breaches may not lead to risks beyond possible inconvenience to those who need the data to undertake their role. Following immediate containment, the risks that may be associated with the breach must be assessed, including potential adverse consequences to the individuals, as well as the company itself, and the seriousness of the breach must be considered, further to immediate containment.

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Data security breaches will vary in impact and risk depending on the content and the quantity of the data involved, therefore it is important that the company is able to quickly identify the classification of the data and assess the risk to data subjects or the company.

For the purposes of this policy data security breaches include both confirmed and suspected incidents.

The following must be considered upon discovering a data breach:

- The type of data involved
- Its sensitivity
- If data has been lost or stolen, whether data has been protected by encrypted devices or software
- What has happened to the data, such as the possibility that it may be used to cause harm to the individual(s)
- Who the individuals are, the number of individuals involved and the potential effects to the data subject(s)
- Whether there are wider consequences to the breach
- Whether any actions have been taken during the breach that contravene the policies, procedures and training in place.

#### **WHAT DO YOU DO IF YOU DISCOVER A DATA BREACH?**

It's important that you play a part in reporting the breach. The failure of a company employee(s) to follow the correct procedure or ignoring a possible data breach may result in disciplinary action.

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## DATA BREACH PROCEDURE

### 1. IDENTIFYING AND REPORTING A DATA BREACH

If you discover a data breach, you must report this to our Data Protection Officer (DPO) immediately. The Data Protection Officer is Laura Cracknell and any breach, or suspected breach, can be sent for their attention on [laura.cracknell@3dleisure.com](mailto:laura.cracknell@3dleisure.com)

All breaches, big or small, regardless of the harm or potential harm, should be identified and reported.

False alarms or even breaches that do not cause any harm to individuals or to the company should nevertheless be reported, as it will enable the company to learn lessons in how to respond and the remedial action that we put in place.

We have a legal obligation to keep a register of all data breaches. Please ensure that you report any suspected breach, even if you are unsure whether or not it is a breach.

### 2. BECOMING AWARE OF A DATA BREACH – INVESTIGATING

We become aware of a data breach when we have a reasonable degree of certainty that a security incident has occurred that has led to personal data or security being compromised. From this point, our time limit for notification to the Information Commissioner's Office (ICO) will commence.

When you report a data breach to the company DPO, they will promptly investigate the breach to ascertain whether we are fully aware that a breach has occurred which has led to personal data being compromised for our data subjects.

The investigation will be done within 48 hours of a breach being reported to the company, so that it can ensure it complies with the 72 hour deadline to report any data subject or serious security breaches in a timely way to the ICO. Failure to do so may result in disciplinary action.

### 3. ASSESSING A DATA BREACH

Once you have reported a breach and our DPO has investigated it and has decided that we are aware that a breach has occurred, the DPO will log the breach and will carry out an initial assessment of the breach to evaluate its severity.

Once the level of severity is known, our DPO will notify the directors. If necessary, we will appoint a response team which may involve, for example, our HR and IT teams and we will assign responsibility for particular tasks as necessary across the response team.

We will then investigate the breach and consider any on-going risks to the company and any individuals affected.

If our DPO and the directors consider that the breach is very serious, they will consider the impact on our reputation and the effect it may have on the trust placed in us.

### 4. FORMULATING A RECOVERY PLAN

Our DPO and the directors will investigate the breach and consider a recovery plan, if required, to minimise the risk to individuals. As part of the recovery plan, our DPO and the directors may interview any key individuals involved in the breach to determine how the breach occurred and what actions have been taken.

### 5. NOTIFYING A DATA BREACH TO THE INFORMATION COMMISSIONER'S OFFICE (ICO)

Unless the breach is unlikely to impact on data subjects or result in a risk to the rights and freedoms of individuals, we must notify the breach to the ICO within 72 hours of becoming aware of the breach. We must also notify the individuals concerned as soon as possible where the breach is likely to result in a high risk to their rights and freedoms.

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The content of the notification will be drafted by our DPO, and any notification to the ICO must only be made by the DPO.

## **6. NOTIFYING A DATA BREACH TO INDIVIDUALS**

We must also notify the individuals concerned as soon as possible where the breach is likely to result in a high risk to their rights and freedoms.

The content of the notification will be drafted by our DPO in line with our procedures and in conjunction with consulting the ICO if considered necessary. We will notify individuals in clear and plain language and in a transparent manner (for example by email, SMS or letter). Please be aware that under no circumstances must you try and deal with a data breach yourself.

In some circumstances, we may not need to notify the affected individuals. Our DPO will decide whether this is the case.

## **7. NOTIFYING A DATA BREACH TO OTHER RELEVANT THIRD PARTIES**

We may also consider that it is necessary to notify other third parties about the data breach depending on the nature of the breach. This could include:

- Clients
- Police
- Employees
- Banks
- Software partners
- Insurers

## **8. UPDATING NOTIFICATIONS**

We need to keep the ICO up to date about the data breach. If anything changes from the time we send the initial notification to the ICO, our DPO will consider whether we need to update the ICO about the data breach.

## **9. EVALUATION AND RESPONSE**

The key to preventing further incidents is to ensure that the company learns from previous incidents. It is extremely important to identify the actions that the company needs to take to prevent a recurrence of the incident. Our DPO and the Operational Board will carry out an evaluation as to the effectiveness of our response to the data breach. The directors may then make changes to company procedures to minimise the likelihood of incidents occurring again.

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### 43. Supplier Diversity Program – Our Commitment to Supplier Diversity

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3d leisure (3d) recognises the importance of having a diverse supplier base that reflects employees and the communities we serve. We are therefore committed to working with a rich diversity of suppliers that can support us in achieving our strategic objectives and our vision for a fair and inclusive business.

3d leisure's acknowledges the significance of maintaining a diverse supply base and recognise the importance of Diverse Suppliers (Minority-Owned and Women-Owned Business Enterprises; Lesbian, Gay, Bisexual or Transgender Business Enterprises and Disabled Owned Business Enterprises) to the economy, the communities they serve, as well as the company. 3d leisure's Supplier Diversity Objectives are as follows:

- To actively and routinely source qualified Diverse Suppliers that can provide competitive and high-quality products and services to the company.
- To encourage the company's major suppliers that do not qualify as Diverse Suppliers to commit to and support their own supplier diversity initiatives.

#### Supplier Diversity Guidelines

1. 3d recognises that there are many advantages to maintaining competition in supplier industries, in the establishment of alternate sources, and in dealing with Diverse Suppliers. Accordingly, 3d encourages the development of mutually beneficial business relationships with Diverse Suppliers.
2. 3d is committed to increasing the commercial opportunities for Diverse Suppliers. All company employees involved in the selection, evaluation or approval of suppliers and contractors share the responsibility for administering the policy.
3. During the tender process for new suppliers, 3d will request information as to the bidder's own initiatives to promote supplier diversity and compliance.
4. 3d's commitment to Supplier Diversity is not philanthropic, nor does it contradict the application of existing purchasing goals, policies and procedures. The award of opportunities to Diverse Suppliers will be based on their relative competitiveness, the value of their offerings and their demonstrated performance.

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## 44. DBS Policy

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### BACKGROUND AND PURPOSE

3d leisure is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff and contractors to share this commitment. As part of the recruitment process, several checks can be undertaken including an enhanced check via the Disclosure and Barring Service (DBS). The requirement to have a DBS check is assessed on a job by job basis by the recruiting manager. Where a DBS check is required, an offer of employment for a position at 3d leisure will be conditional, on satisfactory completion of the DBS checks. Where the job applicant refuses to agree to an application to the DBS this will be treated as not having fulfilled a condition of employment. The procedure is implemented to ensure that all new and existing staff are suitable to work within the roles which they are employed.

NB: The policy is inclusive and compliant with the Company's obligations under the Rehabilitation of Offenders Act 1974.

### PRINCIPLES

New staff will be DBS checked once they have been offered a role with the company, where applicable. Managers are responsible for ensuring that staff have the required level of DBS check prior to commencement in post. Staff are required to bring their original DBS certificate into the Company for verification within one week of receipt. Contractors working regularly at the Company may require an Enhanced DBS check obtained by the relevant company. It is the responsibility of the member of staff (designated to link with the contractor) to seek assurance from HR that the DBS checks are required and to make a record of their DBS disclosure number.

If an enhanced DBS with list checks is completed and reveals that the applicant is on the DBS barred list, the offer of employment will be withdrawn.

### DBS RETENTION

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. It is a criminal offence to pass this information to anyone who is not entitled to receive it. Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given. The Company will not keep any photocopy, or make an image of the Disclosure or any copy or representation of the contents of a Disclosure, without prior permission from the member of staff. However, notwithstanding the above, the Company will keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position and workforce for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

### DBS PROCESS FOR CONTINUING STAFF

There is no requirement for staff to be checked again following receipt of a satisfactory check at the start of initial employment, unless the Company has concerns about a person's suitability to work with children or adults in which case the Company reserves the right to obtain an updated DBS. Staff are also contractually obliged to inform Human Resources if they receive a caution or criminal conviction following the issue of their contract of employment.

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## **DBS REFERRAL**

The Company has a legal duty to refer to the DBS anyone who has harmed, or poses a risk of harm, to a child or vulnerable adult; where the harm test is satisfied in respect of that individual; where the individual has received a caution or conviction for a relevant offence, or if there is reason to believe that the individual has committed a listed relevant offence; and that the individual has been removed from working (paid or unpaid) in regulated activity, or would have been removed had they not left. The DBS will consider whether to bar the person.



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## 45. Remote Working Policy

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### DEFINITION

The Remote work policy outlines the expectations for employees who are working at a location other than the office. The purpose of this policy is to ensure both remote employees and their managers understand the guidelines and conditions of remote work.

All individuals who are employed by the company are expected to abide by these guidelines when engaged in work activities at any non-office location.

### PURPOSE

This policy has been developed to protect sensitive or valuable data and maintain the overall security of the company data and equipment whilst employees are working remotely. In addition this policy recognises and defines the duty of care of the company to the remote working employees in regard to their health and safety and fair treatment.

Employees must ensure security of information and systems accessed through mobile and remote working arrangements are given due consideration. Information that is related to and can identify an individual is called personal data and is protected by the principles of GDPR and current domestic data protection legislation (Data Protection Act 2018).

This policy and procedure does not form part of any employee's contract of employment. It may be amended from time to time.

### ELIGIBILITY

In principle, any job role at the Company could be considered for remote working. Nevertheless, it is clearly the case that some activities can only be adequately carried out on-site, whilst others may be carried out equally or even more effectively at a remote location – usually the employee's home.

A proposal to conduct remote working needs to be carefully reviewed in terms of: the cost of providing equipment; health and safety and communications considerations; security, data protection, and other legal issues; working and reporting relationships and any requirements to attend work to perform the duties of the post. The proposal will be reviewed by the employee manager and discussed with the employee.

The Remote Working Policy should not be used as an alternative to caring for dependants.

### SECURITY OF EQUIPMENT AND DATA

The Company provided IT equipment has a range of security measures enabled to make home working safer, for example locking a device when not in use, using the company's approved remote connection software and using company approved passwords on given devices. Do not use personal devices for storing, accessing or transmitting personal or commercially sensitive information. Do not download unauthorized software onto Company equipment and consult the IT support before responding/opening suspicious emails.

### HEALTH AND SAFETY

The underlying principle of this section is that the standards of care towards remote working should be equivalent to that of employees working on the Company's premises. Therefore, it is essential that the conduct of business from an employee's home or elsewhere does not adversely affect the health

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and safety of the individual or others. It is the duty of the Company and the employee's line manager to ensure the equipment and working practices meet the standards as defined in the Work with display screen equipment: Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

The Company has the right to refuse to allow remote working on grounds of Health and Safety.

## EQUIPMENT

The line manager will discuss and agree with the employee prior to commencing remote working, what equipment and IT requirements will be needed to enable the individual to work effectively from home. Any equipment necessary will be provided by the Company who will bear the full cost of delivery and installation. The equipment will remain the property of the Company at all times. In the event of Company equipment malfunctioning or inoperability, the company IT support will in the first instance provide email and telephone support line to assist the remote worker to identify and remedy the fault.

With regard to the equipment, the remote worker will be expected to:

- Take reasonable care of the equipment;
- Take all reasonable steps to minimize the risk of theft or damage to Company property and paperwork whilst these items are away from Company premises;
- Use it only for work purposes
- Comply with software licensing Terms and Conditions;
- Return to the Company, the equipment at the end of the Remote working arrangement.

Employees working remotely are responsible for the safekeeping and protection of Company-owned electronic devices that have been issued or loaned to them and reasonable care and due diligence must be taken to prevent or reduce the possibility of loss or theft.

## TERMS AND CONDITIONS

The underpinning principle is that remote working employees will be no worse off than office-based employees when conducting their work. For example, remote workers will be eligible to attend all appropriate training courses in the same way as office-based employees.

Remote working employees, maintain their existing terms and conditions of employment apart from their designated place of work which changes from the Company address to the remote worker's defined remote site.

Prior to commencing Remote Working the employee and line manager should agree on the working pattern of the employee and the times they will be available for contact. The employee should be made aware by their line manager that they will be required to work in the office as required by their line manager or department. Desk space will be provided for this pattern of work.

If either party request the remote working arrangements to end, a reasonable period of notice should be given and agreed to allow both parties time to consider and plan alternative arrangements.

To ensure the remote working arrangement is effective, a 6 monthly review will be conducted by the line manager to ensure the business needs are met and the arrangement is still efficient.

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## 46. Mental Health and Wellbeing

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### PURPOSE

This policy outlines the organisations commitment to supporting employees struggling with mental health issues. Mental health problems are believed to be experienced by one in six adults, with mental health concerns being the second most prevalent reason for employee absence.

The Company understands the positive impact that healthy and engaged employees make to the success of the business and that mental health will play a significant role in an employees' state of mind. As such, the Company pledges to provide initial, and ongoing, support and help for employees going through mental health problems. The purpose of this policy is to assist with creating an open and honest workplace where line managers and employees can discuss mental health problems, and to ensure the necessary support is known and offered to employees when needed.

### DEFINITION

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

### LEGAL OBLIGATIONS

The Company understands the role it has in ensuring that health and safety legislation is adhered to. The Company undertakes to create a safe workplace where risks to mental health and wellbeing are limited as far as possible. Additionally, the Company understands the protection employees with a disability have against discrimination under the Equality Act 2010, including the obligation for employers to introduce reasonable adjustments for disabled employees.

### RECRUITMENT

Unless it is related to the specific requirements of the job, the Company will not ask applicants at any stage of the recruitment process for information regarding any previous health issues, in order to ensure potential employees are not discriminated against because of their mental health history.

### INDICATORS

To prevent mental health problems escalating, early intervention is important. In many cases, obvious indicators that an employee is suffering from a mental health problem may not be present, however, early signs can include:

- behavioural, mood or temperament changes, especially when communicating with others
- decrease in productivity and focus
- inability to make decisions and problem solving
- showing signs of tiredness or being withdrawn and unable to take part in hobbies they usually participate in
- reducing intake of food or increasing intake of alcohol, cigarettes etc.

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## LINE MANAGER RESPONSIBILITIES

When dealing with an employee with mental health concerns, line managers should be open, welcoming and friendly. They should invite the employee to regular private meetings and ask them to talk openly about their mental health problems. The line manager should not make presumptions about how the mental health problem is impacting on the employee personally and professionally. Initial action should be to check how the employee is getting on at work, in the same manner as if the employee was suffering from a known physical health problem.

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

## EMPLOYEE RESPONSIBILITIES

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

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

## ACTION PLANNING

Mind (a mental health charity) recommends that, where a line manager identifies a mental health issue, they should work alongside the employee to create a personal wellness action plan that provides for proactive management of their mental health. This will support ongoing open communication between line managers and employees and will result in mutually agreed steps being set in place that can be monitored on an ongoing basis.

A wellness action plan should cover:

- actions and measures that can support the employee's mental health
- symptoms and triggers for poor mental health
- the impact mental health problems have, or could have, on the employee's performances
- any workplace supported required from their line manager or colleagues
- any positive actions the employee can take when suffering from poor mental health
- a review process to ensure the workplace support is having the required effect.

To ensure the plan meets the employee's requirements, it should be drafted by the employee themselves, with medical support as necessary, and then set in place with their line manager. Any information in the plan, and the plan itself, should be kept confidential and reviewed on an ongoing basis by both the employee and their line manager.

## WORKPLACE ADJUSTMENTS

A disability is defined as "a mental or physical impairment that has a substantial long-term adverse effect on an individual's ability to carry out normal day-to-day activities". The Company is legally obliged to make reasonable adjustments to an employee's role or workplace if they have a disability that places them at a disadvantage when performing their role. The Company will endeavour to consider all reasonable workplace adjustments for any employee who is suffering from a mental health issue to ensure their situation does not create a barrier to actively contributing to the workplace.

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Examples of adjustments include:

- adjusting hours of work or the location of work, including within the building itself
- adjusting or reallocating duties of the job role
- making amendments to the workplace environment, for example adjusting lighting in the employee's office
- amending absence triggers before disciplinary action is triggered.

Once the adjustments are agreed, they will be reviewed on an ongoing basis to ensure they are having the required effect.

### **OCCUPATIONAL HEALTH REFERRAL**

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

### **MANAGING ABSENCE AND RETURN TO WORK**

Where the employee is absent by reason of their mental health concerns, their line manager will communicate with the employee on a regular basis during their absence. The employee returning to work may help with their recovery, so early intervention and support from the Company is important. The Company's sickness absence policy will apply to the employee's absence as normal, subject to any reasonable adjustments in place for the employee.

Upon the employee's return from absence, a return to work plan will be discussed and agreed between the line manager and the employee to ensure necessary steps can be taken to support the employee to remain in work. This can include introducing a temporary return on amended working hours, removing stressful duties during a phased return, and providing additional workplace support as necessary.

### **APPRENTICE ASSISTANCE PROGRAMME**

Additional support is also available to any employee currently undergoing an apprenticeship with our Apprentice Training Provider.

### **CONFIDENTIALITY**

Information concerning an employee's mental health is classed as a special category of personal data. This information will only be disclosed to others in line with the Company's policy on data protection which is available from your line manager or available to view in the staff induction pack / company handbook.

### **TRAINING**

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

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## 47. Capability Policy and Procedure

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### POLICY PURPOSE AND SCOPE

This policy outlines the process to be taken when an employee is incapable of carrying out their job role due to a long-term or frequent short-term absence owing to illness or a disability, the outcome of which could be a transfer to another position or a dismissal on the grounds of capability.

Managers should ensure the Company's absence management policy and procedure has been followed prior to commencing the capability policy, and HR should be consulted with at this stage.

### ALTERNATIVE EMPLOYMENT

If an employee is unable to continue in their current role due to ill health or disability, and no adjustments can be made, then the Company will make reasonable efforts to find suitable alternative employment within the Company. In these cases, the employee's terms and conditions may change from the current role to the alternative role and necessary training will be provided.

### ILL-HEALTH DISMISSAL

This process would be considered if the employee is unable to carry out their current duties and there are no suitable alternative roles identified within the Company.

Prior to considering dismissal, the Company will:

- discuss the process with the employee
- obtain medical opinion – if the employee has, or is thought to have, a medically diagnosed disability
- consider any adaptations that can be made to their current role in line with the requirement to make reasonable adjustments under the Equality Act
- consider any other suitable roles in the Company.

### PROTECTING DATA

A capability procedure may include the processing of data about an employee's health. At the start of the process, employees will be informed of the reason for the Company processing the data, what the data is used for and what the lawful basis for processing that data is. All data will be processed in line with the Company's data protection policies.

### CAPABILITY MEETING – DISMISSAL

A formal invite letter will be sent to the employee inviting them to attend a dismissal meeting, informing them that a possible outcome of this meeting is a dismissal based on capability. The employee has the right to be accompanied at the meeting by a trade union official or a colleague.

At the meeting, the line manager will:

- discuss the reasons for the employee's absence
- review the process so far in terms of support offered to allow the employee to continue in the role
- offer the employee the opportunity to raise any concerns with the process, provide evidence or make representations
- discuss the availability of alternative roles
- ensure detailed notes are taken in the meeting.

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If any new information comes to light in this meeting, the meeting will be adjourned to allow a full consideration of this information. The meeting will then be reconvened to inform the employee of the decision. Where a decision to dismiss is reached, this will be confirmed to the employee in writing. Employees have the right to appeal against any dismissal decision. Further details on this right are set out in the Company's disciplinary and dismissal appeals procedure.

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## 48. Employee Privacy Notice

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The Company is aware of its obligations under the General Data Protection Regulation (GDPR) and current domestic data protection legislation, Data Protection Act 2018, and is committed to processing your data securely and transparently. This privacy notice sets out, in line with current data protection obligations, the types of data that we hold on you as an employee of the Organisation. It also sets out how we use that information, how long we keep it for and other relevant information about your data.

This notice applies to current and former employees and workers.

### DATA CONTROLLER DETAILS

The Organisation is a data controller, meaning that it determines the processes to be used when using your personal data. Our contact details are as follows:

Peel House, Upper South View, Farnham GU9 7JN  
01252 732220

### DATA PROTECTION PRINCIPLES

In relation to your personal data, we will:

- process it fairly, lawfully and in a clear, transparent way
- collect your data only for reasons that we find proper for the course of your employment in ways that have been explained to you
- only use it in the way that we have told you about
- ensure it is correct and up to date
- keep your data for only as long as we need it
- process it in a way that ensures it will not be used for anything that you are not aware of or have consented to (as appropriate), lost or destroyed.

### TYPES OF DATA WE PROCESS

We hold many types of data about you, including:

- your personal details including your name, address, date of birth, email address, phone numbers
- your photograph
- gender
- marital status
- dependants, next of kin and their contact numbers
- medical or health information including whether or not you have a disability
- information used for equal opportunities monitoring about your sexual orientation, religion or belief and ethnic origin
- information included on your CV including references, education history and employment history
- documentation relating to your right to work in the UK
- driving licence
- bank details
- tax codes
- National Insurance number



- 
- current and previous job titles, job descriptions, pay grades, pension entitlement, hours of work and other terms and conditions relating to your employment/engagement with us
  - documentation relating to qualifications and certifications; demonstrating capability to perform job
  - letters of concern, formal warnings and other documentation with regard to any disciplinary proceedings or, in the case of workers, confirmation of other discussions about your conduct
  - internal performance information including measurements against targets, formal warnings and related documentation with regard to capability procedures, appraisal forms or, in the case of workers, confirmation of other discussions about your performance
  - leave records including annual leave, family leave, sickness absence etc
  - details of your criminal record
  - training details
  - CCTV footage
  - building entry card records.

### HOW WE COLLECT YOUR DATA

We collect data about you in a variety of ways and this will usually start when we undertake a recruitment exercise where we will collect the data from you directly. This includes the information you would normally include in a CV or a recruitment cover letter, or notes made by our recruiting officers during a recruitment interview. Further information will be collected directly from you when you complete forms at the start of your employment/engagement, for example, your bank and next of kin details. Other details may be collected directly from you in the form of official documentation such as your driving licence, passport or other right to work evidence.

In some cases, we will collect data about you from third parties, such as our clients, employment agencies, and former employers when gathering references or credit reference agencies.

Personal data is kept in personnel files or within the Organisation's HR and IT systems.

### WHY WE PROCESS YOUR DATA

The law on data protection allows us to process your data for certain reasons only:

- in order to perform the employment contract that we are party to
- in order to carry out legally required duties
- in order for us to carry out our legitimate interests
- in order for us to carry out investigations including, but not limited to, disciplinary and grievance procedures
- to protect your interests and
- where something is done in the public interest
- where we have obtained your consent.

All of the processing carried out by us falls into one of the permitted reasons. Generally, we will rely on the first four reasons set out above to process your data. For example, we need to collect your personal data in order to:

- carry out the contract that we have entered into with you and
- ensure you are paid.

We also need to collect your data to ensure we are complying with legal requirements such as:

- ensuring tax and National Insurance is paid

- 
- carrying out checks in relation to your right to work in the UK and
  - making reasonable adjustments for disabled individuals.

We also collect data so that we can carry out activities which are in the legitimate interests of the Organisation. We have set these out below:

- making decisions about who to offer initial employment/engagement to, and subsequent internal appointments, promotions etc
- making decisions about salary and other benefits
- providing contractual benefits to you
- maintaining comprehensive up to date personnel records about you to ensure, amongst other things, effective correspondence can be achieved and appropriate contact points in the event of an emergency are maintained
- if you are an employee, effectively monitoring both your conduct and your performance and to undertake procedures with regard to both of these if the need arises
- if you are an employee, offering a method of recourse for you against decisions made about you via a grievance procedure
- assessing training needs
- implementing an effective sickness absence management system including monitoring the amount of leave and subsequent actions to be taken including the making of reasonable adjustments
- gaining expert medical opinion when making decisions about your fitness for work
- managing statutory leave and pay systems such as maternity leave and pay etc
- business planning and restructuring exercises
- dealing with legal claims made against us
- preventing fraud
- ensuring our administrative and IT systems are secure and robust against unauthorised access
- ensuring fair and thorough investigations are conducted as part of our disciplinary, grievance, and bullying and harassment procedures.

### SPECIAL CATEGORIES OF DATA

Special categories of data are data relating to your:

- health
- sex life
- sexual orientation
- race
- ethnic origin
- political opinion
- religion
- trade union membership
- genetic and biometric data.

We must process special categories of data in accordance with more stringent guidelines. Most commonly, we will process special categories of data when the following applies:

- you have given explicit consent to the processing
- we must process the data in order to carry out our legal obligations
- we must process data for reasons of substantial public interest
- you have already made the data public.

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We will use your special category data:

- for the purposes of equal opportunities monitoring
- in our sickness absence management procedures
- to determine reasonable adjustments

We do not need your consent if we use special categories of personal data in order to carry out our legal obligations or exercise specific rights under employment law. However, we may ask for your consent to allow us to process certain particularly sensitive data. If this occurs, you will be made fully aware of the reasons for the processing. As with all cases of seeking consent from you, you will have full control over your decision to give or withhold consent and there will be no consequences where consent is withheld. Consent, once given, may be withdrawn at any time. There will be no consequences where consent is withdrawn.

### **CRIMINAL CONVICTION DATA**

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us. This data will usually be collected at the recruitment stage, however, may also be collected during your employment.

### **IF YOU DO NOT PROVIDE YOUR DATA TO US**

One of the reasons for processing your data is to allow us to carry out our duties in line with your contract with us. If you do not provide us with the data needed to do this, we will be unable to perform those duties eg ensuring you are paid correctly. We may also be prevented from confirming, or continuing with, your employment/engagement with us in relation to our legal obligations if you do not provide us with this information eg confirming your right to work in the UK or, where appropriate, confirming your legal status for carrying out your work via a criminal records check.

### **SHARING YOUR DATA**

Your data will be shared with colleagues within the Organisation where it is necessary for them to undertake their duties. This includes, for example, your line manager for their management of you, the HR department for maintaining personnel records and the payroll department for administering payment under your contract.

We share your data with third parties in order to obtain and provide references as part of the recruitment process.

We also share your data with third parties, which process data on our behalf, namely our outsourced payroll provider, and our pension provider.

We may also share your data with third parties as part of an Organisation sale or restructure, or for other reasons to comply with a legal obligation upon us.

We do not share your data with bodies outside of the European Economic Area.

### **PROTECTING YOUR DATA**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such. Please refer to our company policies surrounding Data Protection, Data Transfer, Data Breach and IT Security.

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Where we share your data with third parties, we provide written instructions to them to ensure that your data are held securely and in line with current data protection requirements. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

### HOW LONG WE KEEP YOUR DATA FOR

In line with data protection principles, we only keep your data for as long as we need it for, which will be at least for the duration of your employment with us though in some cases we will keep your data for a period after your employment has ended. Retention periods can vary depending on why we need your data, as set out below:

Data retention periods can be found in our Data Retention Policy.

### AUTOMATED DECISION MAKING

No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

### YOUR RIGHTS IN RELATION TO YOUR DATA

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

- the right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice
- the right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request. You can read more about this in our subject access request policy which is available from HR.
- the right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it
- the right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it
- the right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct
- the right to portability. You may transfer the data that we hold on you for your own purposes
- the right to object to the inclusion of any information. You have the right to object to the way we use your data where we are using it for our legitimate interests
- the right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision making in way that adversely affects your legal rights.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact your line manager or HR.

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## **MAKING A COMPLAINT**

The supervisory authority in the UK for data protection matters is the Information Commissioner's Office (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.

## **DATA PROTECTION OFFICER**

The Organisation's Data Protection Officer is Laura Cracknell. She can be contacted on 01252 900965.

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## 49. Menopause Policy

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### INTRODUCTION

Menopause is when your periods stop due to lower hormone levels. It usually happens between the ages of 45 and 55, although it can sometimes happen earlier. Menopause can have a big impact on your life and work for a number of years.

The purpose of this policy is to assist with creating an open and menopause friendly workplace where managers and those experiencing menopause feel comfortable discussing any issues associated with this, and to ensure the necessary help is known about and offered to those affected.

This policy applies to everyone in our organisation including employees, workers, contractors, volunteers, apprentices and interns.

### EFFECTS OF MENOPAUSE

Physical symptoms of the menopause can include the following:

- hot flushes
- insomnia
- fatigue
- poor concentration
- headaches
- skin irritation
- urinary problems.

As a result of the above, or as an extension of the hormone imbalance, individuals going through the menopause can also experience psychological difficulties, including:

- depression
- anxiety
- panic attacks
- mood swings
- irritability
- problems with memory
- loss of confidence.

It is also commonly acknowledged that Hormone Replacement Therapy, medication which is often prescribed for menopause, can have side effects which cause problems at work. These include nausea, headaches and leg cramps.

### COMMUNICATION

We aim to normalise conversations about menopause in the workplace and remove any stigma. Menopause should not be a taboo subject. We encourage employees to have discussions about the menopause and be supportive of each other.

It is important that, as an employee, you prioritise your personal health and wellbeing. If you are struggling with any aspect of your role because of symptoms associated with the menopause, you should tell your manager, who will treat the matter with complete confidence. So that we can give you the best support possible we encourage you to be open and honest in these conversations.

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Alternatively, your manager may talk to you if they notice a change in your behaviour or performance.

We understand that you may feel uncomfortable discussing personal information with your manager. If this is the case, we encourage you to talk to another senior member of staff or HR.

During any discussions, your manager will consider your individual situation and will evaluate if any adjustments can be made. Your individual needs will be addressed sensitively and confidentiality will be maintained.

Managers will also arrange follow up sessions to review the effectiveness of any adjustments put in place.

### **MAKING ADJUSTMENTS TO YOUR ROLE**

To help you in your daily duties, your manager will explore making adjustments to your role or working environment with the aim of reducing the effect that the menopause is having on you. We acknowledge that the menopause affects each individual in different ways so no adjustment will be made without fully discussing it with you first. We may also carry out a wellbeing assessment to identify potential issues.

Examples of adjustments include:

- changing your working location so you are closer to toilet facilities, away from hot and cold spots around the office or to ensure greater access to natural light
- allowing changes to our normal rules on work wear
- implementing further temperature control, such as access to a fan
- assessing how work is allocated and whether you are affected at particular points of the day
- providing a quiet place to work or relax
- allowing additional rest breaks
- providing sanitary products in toilet and shower facilities
- changing start and finish times
- considering flexible working hours or allowing you to work from home

Once the adjustments are agreed, they will be reviewed on an ongoing basis to ensure they are having the required effect.

We are legally obliged by the Equality Act 2010 to make reasonable adjustments to an employee's role or working conditions if they have a disability that places them at a disadvantage when performing their role and we will ensure compliance with our obligations in this regard.

You may also be entitled to make a flexible working request. Please read our flexible working policy if you would like more details.

### **IF YOU ARE UNWELL DUE TO MENOPAUSAL SYMPTOMS**

You are not expected to come to work if you are unwell because of menopausal symptoms. If you are unwell you should tell your line manager and follow our usual sickness reporting procedure.

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## TRAINING

We ensure that all levels of management are trained on the symptoms and effects of menopause, how to provide support and hold discussions with employees who are experiencing menopause, and any adjustments that can be made to an employee's role to remove or lessen any effects the employee is experiencing. We understand people will experience the menopause in different ways therefore we approach each case on an individual basis to ensure any support offered is relevant to the circumstance and is the best course of support for that particular individual.

## BEHAVIOUR OF OTHERS

There is an expectation on all employees to conduct themselves in a helpful and open-minded manner towards colleagues.

All Managers and Directors should: -

- Encourage concerns to be expressed rather than suppressed
- Endeavour to stamp out victimisation and/or retaliation
- Make employees aware of protection from harassment and bullying legislation
- Monitor those who are experiencing menopause and their symptoms, whilst holding review meetings to monitor any ongoing support.

All employees should: -

- Show respect, dignity and consideration at all times for all employees or visitors of the Company that are experiencing the menopause - irrespective of role or status.

We maintain a strict zero-tolerance approach to bullying and harassment and will treat any and all complaints seriously. If you feel that you, or a colleague, have been mistreated in any way by another colleague because of matters related to the menopause please contact HR. Any and all mistreatment will be handled immediately in line with our Bullying and Harassment, and Disciplinary and Grievance Policy.

## EXTERNAL SUPPORT

External sources of help for those experiencing menopause include:

Menopause Matters

<https://www.menopausematters.co.uk>

Menopause Cafe

<https://www.menopausematters.co.uk>



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## 5. 3d Leisure Company Standards

### Presentation

- *Each piece of equipment to have demo tag attached with link to 3d YouTube channel for that particular piece of equipment*
- Member feedback poster to be displayed at reception. Poster must be in a holder with a stock of business size cards with link to online feedback
- 3d reciprocal membership poster to be displayed
- All noticeboards should be professionally produced with holders – no pin boards
- Current member of month displayed in appropriate display board
- Meet the team displayed in appropriate display board
  - 1 x A4 holder for each staff member
  - Employee profiles consistent in appearance using company standard template
- If studio then a class news board with 2 A4 holders
  - Timetable (landscape)
  - Class descriptions (portrait)
- Member birthday message board in reception
- 'Managed by 3d Leisure' sign to be displayed in reception
- Noticeboard in gym
  - 6 x A4 holders
    - Muscle of the month
    - Education
    - Club News
    - Promotion
    - Gym challenge
- Member Benefits
- All holders to be full at all times with current information

### Health & Safety

- There must always be a responder qualified member of staff on duty (NPLQ if pool size requires)
- All staff must have attended quarterly pool responder training (monthly Lifeguard training if NPLQ qualified)
- If dry site, then must always be first aid qualified member of staff on duty
- All staff must have completed in-house pool plant and pool testing training prior to conducting pool tests or any plant room duties
- There must be 2 staff at each site that hold a current pool plant operator qualification
- All staff to have 3D Leisure Induction and H&S training before commencing their first shift.
- All staff to have appropriate COSHH training for any chemicals which they will be asked to use
- Procedures in the risk assessment, emergency action plan and normal operating procedures to be followed at all times.
- Gym equipment to be maintained to the recommended manufacturers guidelines including an annual service
- Planned Preventative Maintenance contract to be in place for pool, sauna and steam, including annual service
- Cleaning products to be stored in a locked cleaning cupboard.
- Chlorine and acid to be stored in separate sealed containers.
- Plant room door to be locked at all times
- No alcohol rule before using any facilities.

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- All COSHH standards to be adhered to.
  - Correct company disclaimer notice must be displayed
  - CIMSPA guidelines for sauna, steam room and spa's to be displayed next to each facility

### Children

- There must be at least one adult to every 2 children (15 and under) entering the pool.
- The responsible adult must enter and stay in the pool with the children
- Children's gym access to be limited as per the individual site T&C's
- No under 18's in the solarium
- Children must be supervised at all times when using the club.
- A police check must be obtained for all staff working with children.

### Staff

- No chewing gum
- All mobile phones must be turned off at all times when on shift
- No eating behind the reception desk
- When on reception staff must stand to greet members
- All staff must be in complete uniform at all times. Uniform must be clean, well presented and include name badge
- When taking breaks staff should wear a top to cover uniform and name badge – breaks where possible should be taken in non-public areas
- Hair should be tidy, if long, must be tied back
- All staff should have good personal hygiene
- Staff may only use the facilities during off peak hours, when the club isn't busy and solely at the manager's discretion
- Staff may not use the club telephone for personal calls
- Staff must not use the internet or email unless connected with work
- Facial hair should be well groomed and tidy
- Any offensive tattoos must be covered when on shift
- If earrings must be worn, these are to be stud only. Chains to be worn under clothing, rings are to be wedding and engagement only. No facial or tongue jewellery to be worn.
- All staff must arrive 15 minutes prior to their shift starting.
- All staff must complete a full handover before leaving after their shift.
- All staff must follow all company procedures.
- The club telephone must be answered within 5 rings, with the correct answer used.
- No intimate personal/physical interaction between staff and staff, staff and members or staff and guests whilst on duty.

### Fitness

- Every person using the gym must fill in a PARQ form or signed a copy of the PHS
- Any person answering positive to any question on the PARQ must be referred to their GP before commencing exercise
- All members, residents and guests must have a full induction into the fitness facilities or complete appropriate disclaimer
- Any machines that are out of order must have a laminated fault reported sign, apologising, stating when you hope to have it back in working order again

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## General Standards

- All signage needs to be in a frame or on a notice board
- No notices on windows, mirrors or doors
- Frames in an area should be consistent IE reception all same black frames Gym all silver frames etc
- Reception desk to be uncluttered
- All leaflets must be in professional racks/holders
- All members must have a membership card and present it on each visit
- There must be a picture & contact details associated with every member on the membership system
- All hotel residents and members guests/trials must sign in at reception
- All clubs that do not have membership software must sign in and out on each visit

## Data Protection

- Emailing
  - When sending any personal data via email you must ensure that the file is password protected
  - When sending password protected data the password should be confirmed by telephone to the recipient
  - When emailing to a group of people i.e. marketing purposes, it is essential that the BCC function is used and not the CC function
- Paper Records
  - Any paper records must be kept in a locked filing cabinet in a locked room
  - When initially collecting data i.e. new membership forms – these must never be left in a public area awaiting entry onto the membership system. They are either entered and filed away or filed away for entry later (i.e. pending file)
  - Once paper copies are no longer required i.e. membership forms of cancelled members, then they must be destroyed through shredding
- Digital Records
  - Any portable equipment (i.e. laptops, tablets) that is used to stored data must be in a locked container at all times when not being used
  - All devices must be password protected
  - All devices must be set to hibernate after 3 minutes of inactivity
  - Ensure that computers are locked whenever left unattended
- IT Safety
  - Passwords for computer logins and email accounts must be changed every 30 days

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## 6. ISO9001: 2015

3d leisure (3d) have implemented a Quality Management System (QMS) which complies with the International Standard ISO9001:2015.

This International Standard promotes the adoption of a process approach when developing, implementing and improving the effectiveness of our QMS. The key objective of conforming to the Standard is to enhance customer satisfaction by meeting customer requirements.

3d has established, documented, implemented and will maintain a QMS that is designed to continually improve the effectiveness and efficiency of the organisation's performance.

The ISO9001:2015 quality management documentation is available for all 3d employees to view on the 3d portal. We encourage all staff to read the Quality Manual to understand the Quality Management System 3d follows. We welcome suggestions for improvement which can be passed onto your Manager to feed back.

### **Quality Policy**

*3d Leisure is a specialist leisure facility management company offering management services to corporate gyms, hotel leisure clubs and spas, private health clubs, school gyms and sport centres.*

*3d's Mission is to work with our clients' members and employees to encourage and support them to adopt a healthier lifestyle.*

*To fulfill this Mission, we are committed to ensuring that customer needs and expectations are fully satisfied, as well as complying with relevant laws and regulations, and any applicable codes of practice, as they affect our products and services.*

*To help us achieve these aims, we have implemented a Quality Management System (QMS) complying with the international standard ISO 9001:2015.*

*In addition, we are committed to continually improving the effectiveness of our QMS and have set, and will monitor performance against, relevant quality objectives and targets.*

*This policy is periodically reviewed to ensure its continuing suitability, and is communicated to all members of staff, through induction and general awareness training. It is displayed in strategic locations in the company, and is published in the company web-site, making it fully available to all interested parties.*



*Paul Ramsay  
Managing Director*

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## 7. What we expect of you

Along with the advantages and opportunities offered by us, go certain responsibilities – obligations that you will want to meet. You are expected to do the best job possible and to do it with common sense and good judgement in a professional, courteous, friendly and business-like manner. Your responsibility, of course, is to do a good job with the work assigned to you by your Club Manager. He/she is responsible for what you do. Listen to instructions carefully. Refer to your job- training manual and carry out all tasks efficiently and thoroughly.

Doing a good job implies certain other obligations on your part, such as maintaining good health and mental alertness. Using good judgement and being prompt and regular in attendance, co-operating with your fellow employee's, and being loyal to your organisation – its people and its service.

### Personal Appearance

As a 3d Leisure employee, you are the representative of our business and our product. Your appearance and grooming are vitally important to give a good impression of the Company to our customers. The following should be adhered to at all times:

- Uniforms - clean, neat and pressed
- Name Badge - worn on the right-hand side
- Footwear - clean and predominantly white training shoes
- Hair/Facial Hair - neat, tidy and clean
- Body Odours - every precaution should be taken to eliminate offensive body odours
- Jewellery, Make-Up, Perfumes, Aftershave - strictly minimal
- Tattoos - must be covered up at all times

### Uniform and Equipment

A uniform is provided not only to enhance the Company image, but also to make it easier for you to comply with the Company standards on dress and appearance.

It is your responsibility to ensure that the uniform is cleaned and maintained correctly. When you leave employment, uniform, protective clothing and any equipment must be returned, if not a deduction of the cost of replacement will be made from your final pay.

Where the Company provided you with tools and equipment to do your job, they remain the property of the Company. You must always use these correctly, look after them and do not leave them lying about.

### Protective Clothing and Safety Equipment

Where necessary you will be provided with special protective clothing and safety equipment. Where these are provided it is your responsibility to ensure that you wear them at the times when they are needed and that they are clean and in good repair. Failure to comply will result in disciplinary action.

### Timekeeping and Attendance

Good timekeeping and attendance are crucial to our success. Bad timekeeping and poor attendance has a negative effect on everyone. It is your duty to ensure you arrive and are ready to start work on time. If for any reason you are unable to attend for duty you must contact your Club Manager or Assistant Manager, at least 2 hours before your due start time or as soon as possible, in order that alternative arrangements can be made.

(Please refer to the 3d Leisure '*Sickness & Absence Policy & Procedure*' in this pack)

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## Staff Breaks

Breaks are allowed at the discretion of the most senior member of staff on duty. They must not interfere with the level of service being offered and must be taken in an area designated for the purpose, i.e. staff room, if available. If you are over 18 years of age and you have worked more than 6 hours at a stretch you are entitled to a minimum of a 20-minute break.

## Entrance/Exits/Car Parking

You must use the designated entrances and exits when entering or leaving the premises. Employees' cars should be parked in the designated parking areas.

## Alcohol and Drugs

Reporting to work while under the influence of intoxicants or drugs, or possession or consumption while on the premises, will be grounds for dismissal.

(Please refer to the 3d Leisure *'Alcohol & Drugs Policy'* in this pack.)

## Property

Large sums of money have been invested in equipment, which is designed to enable you to do your work more efficiently. Therefore, all property must be treated with due care and attention to maintain it in good condition. If any equipment is defective, notify your superior so that replacements or repairs can be made. Any employee found wilfully damaging property, may face dismissal.

## Telephone and Correspondence

You should not receive or make any personal calls on the telephones, except in an emergency during working time. If you wish to make a call in an emergency, you should first obtain permission.

Every effort will be made to ensure that any messages received are passed onto you, but the Company cannot accept liability in this matter.

Staff wishing to make personal calls should use the public telephones provided on site.

Private correspondence should not be addressed to you at your place of work, nor should it be sent from your place of work.

Mobile phones must be switched off when on shift.

## E-mail and Internet Use

All staff must ensure that they adhere to the *'3d Leisure E-mail and Internet Policy'* which will be made available to you (in this pack), and which you should sign to accept that you have read, understood and agree to.

## Company Mobiles

Mobile Telephones are issued to staff where there is a business requirement for mobile communication. The issue of a Mobile Phone will give rise to a taxable benefit if it is used for any private calls.

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All requests for new or replacement phones must be made through the Operations Director and be authorised by the Finance Director;

Billing dates will be subjected to ad hoc audits by 3D Leisure Group Support Finance Department and instances of unnecessarily high usage or account anomalies will be passed to the Operations Director for investigation and explanation;

Security of mobile phones is the responsibility of the user and any ensuing costs caused by negligence may result in the user being responsible for reimbursement;

Stolen mobile phones must be reported immediately by the user to the Finance Director. If there is a delay in the reporting cycle and unauthorised charges are incurred, this may result in the user being responsible for reimbursement;

Mobile Telephones are provided for business use. If, however, private usage has been sanctioned by a Board Director, then the user will be subjected to the scale charge for tax purposes unless the full costs (including VAT, proportion of both access charge and original equipment value) of all private calls are reimbursed to the Company. Where appropriate, details of all mobile users will be passed to the Payroll Department of the employee for monitoring against the inclusion of the scale charge in individual tax coding.

### Chewing Gum

Gum chewing is prohibited in all areas of your place of work.

### Disclosure of Information

In the course of your employment you may be required to have access to confidential information relating to the affairs of your place of work. It is a condition of employment that you do not disclose such information to any person or persons outside the Company. In addition, you must not use such information for personal gain or benefit.

### Conflict of Interest

It is a condition of your employment that you should not perform or arrange any work or activity outside of Company hours, which could be considered in competition with the Company's business interests, nor should you use Company time, material or equipment for unauthorised work. If at any time you become aware of any potential conflicts of interest that could arise through close relationships with your friends or relatives who work with or on behalf of the companies who do business with the Company or who are our competitors, you should advise your Club Manager in writing.

### Data Protection

3d Leisure takes a responsible approach to the handling of personal data and seeks at all times to comply with the requirements of the Data Protection Act 1988 – and its related Codes of Practice. It is our desire that employees recognise the risks involved when dealing with such information and fully understand the steps that must be taken in order to minimise such risks. It is the Company's policy to educate and inform employees about the dangers of inappropriate and illegal use of the personal data they may have access to.

Please refer to the 3d Leisure '*Data Protection Policy*' for further information (page 29 in this pack).

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## Equal Opportunities

The Company believes in ensuring equal opportunities for everyone both in employment terms and in the service and facilities offered to its customers. As such we have developed a policy to ensure that:

- a) All employees are recruited, trained and promoted on the basis of their ability and suitability for work and requirements of the position.
- b) No job applicant or customer shall receive less favourable treatment on the grounds of race, sex, marital status, disability, religion or political beliefs, gender, age, sexual orientation, unrelated criminal convictions, or membership or non-membership of a trade union.

Please ensure that you are aware of the policy and that in your handling of customers and fellow employees you act in accordance with this and that you do not directly or indirectly cause discrimination towards them.

The Company will regard any breaches of this policy as being very serious and deliberate and will be regarded as gross misconduct.

Please refer to the 3d Leisure 'Equal Opportunities Policy' for further information (page 44 in this pack).

## Publicity

Employees involved in any activity, which could result in publicity, concerning the Company should advise the Operations Director before they take part. No member of staff is authorised to give statements to the media regarding Company business without the necessary authority.

## Right of Search

Company property must not be removed from the premises unless, prior permission has been given by your Manager. In the interests of security within the Company, spot checks by a member of management may be made to search employees, their vehicles, personal property and lockers. Your co-operation and assistance is required. You are entitled to call upon and have present, a witness who can speak if you wish on your behalf.

If you are asked to be searched by an authorised manager you may be asked to remove the contents of your pockets, bags, vehicles, etc. If this should happen, your property will not be searched unless:

1. You are present and
2. You are accompanied by a fellow employee you have nominated who is on the premises at the time a search is taking place and who agrees to accompany you. This should not unduly delay the process.

Anyone caught in unauthorised possession of Company property; property belonging to any other employee or other third party will be suspended on pay and will be the subject of further investigations which may lead to serious disciplinary action.

Whilst you have the right to refuse to be searched, refusal by you to agree to being searched will constitute a breach of contract, which could result in your dismissal. We reserve the right to call in the police at any stage.

The managers who are authorised to question or search, are Club Managers and above.



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### Keys

If you are responsible for handling keys you must ensure their safe keeping at all times. Keys must never be left unattended or given to unauthorised persons or staff. All keys must be correctly deposited at the end of a period of duty. Failure to do so will be considered to be gross misconduct.

### Security

Employees are expected to report to someone in authority any dishonest act on the part of any employee, regardless of the status or position of that person.

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## 8. Annual Leave

### Annual Holiday Entitlement

The holiday year runs from 1st January to 31st December. All full-time members of staff are entitled to a total of 20 days paid holiday plus 8 Public Holidays per year. Part-time employees will be entitled to the appropriate pro-rata amount of holiday entitlement.

### Holiday Requests

You must complete a holiday request form for each period of holiday to be taken and this must be authorised by your Contract Manager. Please submit this at least one month prior to your holiday dates. In the event of more than one request being made for the same holiday period, the Club Manager will use his/her judgement to ensure service is not grossly affected. Any one period of holiday should not exceed 2 weeks, unless agreed by your Club Manager. No days are to be carried over to the new holiday year, and no payment will be made in lieu of holidays not taken, other than by exceptional agreement by the Group Operations Director.

Holiday entitlement sheets are updated bi-monthly and you must contact your Club Manager for an updated version.

Please refer to the 3d Leisure '*Holiday Policy & Procedure*' for full details (page 71 in this pack).

## 9. Absence & time off from work

(Please refer to the 3d Leisure '*Sickness & Absence Policy & Procedure*' for further information).

### Who Do I Telephone?

The only person to report sick to is your Club Manager. If he/she is not available contact the Assistant Manager. It is not sufficient to leave a message with anyone else and text messages are not acceptable. Club managers must contact their Contract Manager or the Operations Director in the event of them being absent.

### When Should I Phone?

Your Club Manager or Assistant Manager must be contacted as soon as possible.

### What Information Will Be Needed?

You should state the reason for your absence and when you expect to be back at work, also whether the absence is directly attributable to an injury sustained in the course of duty or sustained outside of work.

If later you need to extend your absence, you must keep your Club Manager informed in advance.

### What Else Must I Do?

On your return to work you should complete a Self-Certification Form (obtainable from your GP or your Club Manager), which will cover short periods of absence up to 7 days. This should be handed in to your Club Manager.

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### What Should I Do If I'm Sick for More Than 7 Days?

A medical certificate must be obtained from your GP and sent to your Club Manager immediately and regular contact made to inform the Club Manager of your progress.

### Doctor and Dentist

It is in your own interest to be registered with a doctor and dentist whose surgeries are near to your home or place of work. If you wish to make an appointment, please try to do so outside working hours. When circumstances make this impossible, please consult your Club Manager before making an appointment.

### Ante-Natal Appointments

**If you are pregnant you are entitled** to paid time off to attend antenatal classes if these can only be arranged during working time. The father or pregnant woman's partner has the right to unpaid time off work to go to 2 antenatal appointments. Your Club Manager may ask to see your appointment card before each appointment. Please refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

### Statutory Sick Pay

We are obliged to pay a minimum level of sick pay to most employees aged 16 or over, who have been sick for four or more days in a row. Any period less than this does not count for Statutory Sick Pay and qualifying days are those days on which you are required to work. Further details are available from the payroll department.

## OTHER LEAVES OF ABSENCE

### Personal & Compassionate Leave

We recognise that sometimes you may need leave of absence to resolve a personal problem or to deal with death in the family. Your Club Manager will use his/her discretion to agree with you the period of absence and whether this will be paid or unpaid. Please refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

### Adoption Leave

You are entitled to adoption leave and pay in accordance with the current statutory provisions. If you are to be newly placed with a child for adoption, you should notify your Club Manager at an early stage. Please refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

### Maternity Leave

You are entitled to maternity leave and pay in accordance with the current statutory provisions. If you become pregnant you should notify your Club Manager at an early stage so that you may avail of all the provisions to you. Please refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

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### **Paternity Leave**

You are entitled to paternity leave and pay in accordance with the current statutory provisions. If you are to become a father you should notify your Club Manager at an early stage so that you may avail of all the provisions to you. Please refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

### **Shared Parental Leave**

You are entitled to shared parental leave and pay in accordance with the current statutory provisions. If you wish to consider sharing maternity or adoption leave with your partner, you should notify your Club Manager at an early stage so that you may avail of all the provisions to you. Please refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

### **Parental Leave**

You are entitled to parental leave and pay in accordance with the current statutory provisions. If you are a parent of, or have parental responsibility for young children, adopted children and/or disabled children, and wish to know more about opportunities for parental leave, you should notify your Club Manager and refer to the 3d Leisure *'Family Leave Policy'* for further information (page 47 in this pack).

### **Infectious Diseases**

If you are in contact with any diseases (such as Scarlet Fever, Typhoid, Dysentery, Mumps, Measles, etc.) or you are advised by your doctor that you are a 'contact', you must not come to work until you have received a final clearance certificate. Notification of your absence will be the same as for general sickness.

### **Jury Service**

You may be called to do jury service and if so you should immediately contact your Club Manager, who will advise you on the appropriate procedures.

### **Study Leave**

If you are attending a recognised course of study and require time off for revision or examinations, this may be granted at the discretion of your Club Manager. The decision as to whether any such time off will be paid or unpaid will also be at the entire discretion of the Club Manager.

### **Public Duties**

If you have public duties to attend, such as being a Justice Of The Peace, Jury Duty, etc. you may have reasonable leave of absence. This must be requested in advance to the Club Manager, who will advise you of the appropriate procedures.

### **Religious Festivals**

If you practise a Religion that necessitates absence during Holy Days or recognised Religious Festivals outside of your planned days off, adequate notice must be given to the Company and if possible your work pattern will be changed to accommodate your absence. If this is not practicable, any time it is agreed you may take off must be taken as part of your Holiday entitlement.

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If your religious beliefs require you to take your meal break at specific times (e.g. in order to observe the breaking of a fast) prior arrangements must be agreed with your Club Manager.

#### **Time Off for Care of Dependants**

You are entitled to take a reasonable amount of unpaid, time off during working hours to deal with an emergency situation concerning a dependant. Please refer to the 3d Leisure '*Family Leave Policy*' for further information (in this pack).

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## 10. Termination of Employment

### Period of Notice

If the Company terminates your employment (with the exception of termination for Gross Misconduct), you are entitled to receive a minimum period of notice as is stated in your contract of employment.

On leaving employment you must repay all loans and advances, return all company property including keys, uniform and equipment. If this is not carried out the monetary value will be deducted from your final salary.

You may also incur the cost of any non-statutory training courses attended in the last 6 months.

### Terminating Employment without Giving Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your Statement of Terms and Conditions of Employment, you will have an amount, equal to any additional cost of covering your duties during the notice period not worked, deducted from any termination pay due to you.

### References on Leaving

It is not our policy to give employees who are leaving 'open references'. However, the Company will be happy to supply verbal references on request from prospective employers.

### Retirement

In accordance with current legislation, the Company does not operate a Default Retirement Age. If you wish to retire, you will be required to give your manager written notice of this in accordance with the notice periods set out in your Contract of Employment.

### Exit Interview

When you leave your employment you will be sent an exit survey by the Operations Director. This survey enables the 3d Leisure Group to monitor our performance in the area of recruitment, selection and training. The survey information is totally confidential, and should be returned to the Operations Director as soon as possible in the stamped addressed envelope provided.

### Redundancy

In the unlikely event that the Company needs to reduce staffing levels for any reason, the following redundancy selection procedure will apply:

Selection will be based on an assessment of employees' capabilities, performance, reliability, conduct/attendance record and suitability for the work, which remains, of course, the over-riding consideration.

In the event of a redundancy situation, statutory redundancy provisions will apply.

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## Shortage of Work

If there is a shortage of work for whatever reason, the Company will use its utmost endeavours to maintain continuity of employment by placing people on 'short-time' or suspending them from work without pay. This will be done in accordance with the provisions of the current Employment Legislation.

## 11. Solving Problems

### Disciplinary Policy & Procedure

You are required to comply with the standards established by the Company for your performance, attendance and conduct.

The aim of the Disciplinary Policy and Procedure is to ensure that you will be treated fairly and equally in any matter relating to discipline or dismissal from the Company. The application of the policy is intended, where possible, to encourage improvement in individual performance, conduct and attendance. Please refer to the 3d Leisure '*Disciplinary Policy & Procedure*' for further information (in this pack).

### Grievance Policy & Procedure

It is the Company's policy to ensure that any employee with a grievance has access to a procedure that can lead to a speedy resolution of the grievance in a fair manner. If you have a grievance about your employment, you should first raise it orally with your Club Manager. Please refer to the 3d Leisure '*Grievance Policy & Procedure*' for further information (in this pack).

### Problems of Harassment

The Company **will not tolerate** any acts of behaviour that would be considered to be harassment or bullying and seeks to ensure that the working environment is sympathetic to all its employees. Such conduct is not only illegal and morally wrong; it is also detrimental to the efficiency and reputation of the business. Please refer to the 3d Leisure '*Harassment & Bullying Policy*' for further information (in this pack).

### Reporting a Suspected Malpractice (Whistle Blowing)

The Company tries to operate in a way that professionally and honestly meets the needs of our customers and consumers, employees, suppliers and neighbours, and expects its employees to uphold these standards at all times. All employees are therefore encouraged to report any wrongdoing by the Company or its employees that falls short of its expected standards.

The following procedure is intended to give you the opportunity to raise concerns about malpractice in the workplace through a fair and discreet route.

In the first instance you should discuss the matter with your Club Manager, who will try to resolve the matter promptly. Your Club Manager may ask you to put your concerns in writing if this is considered appropriate and will in all cases discuss your concern with you and try to find a solution. If appropriate your Club Manager will give you a written note of their decision or proposed action.

If you are not satisfied with the decision or proposed action of your Club Manager you may refer your concern to the Contracts Manager. They may ask you to put your concern in writing or to provide them with a copy of the written concerns you gave to your Club Manager. In all cases the Contracts

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Manager will arrange a meeting to discuss this matter with you. They will consider your concern and will give you a written note of their decision of proposed action as soon as possible.

You should not approach an external body prior to exhausting the procedure as detailed above, such action may be treated as a disciplinary issue up to and including summary dismissal for gross misconduct.

The Company will make every effort to deal consistently with any reports of suspected malpractice in a fair, objective and discreet manner. Any employee who has concerns about malpractice within the workplace will not be punished or victimised for their disclosures of confidential information made in the public interest and any victimisation or harassment of you for having raised legitimate concerns will be dealt with as a disciplinary offence.

At the same time staff are reminded that they must not subject any other member of staff who has made a protected report of suspected malpractice to any detrimental treatment and that they may also be personally liable for any such action if this takes place in the course of employment as well as this being treated as a disciplinary offence.



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## 12. Communications

Communication is a two-way process. We wish to keep you informed about matters affecting the Company's growth, development and performance policies. Your contribution (ideas, solutions, proposals and opinions) is also sought. In recognition of the importance it places on good communications, the Company has written a Communications Policy as set out below and various channels of communication, both formal and informal are open to you:

### Team Brief

Your Club Manager must ensure all staff are informed of Company developments, training updates and your clubs progress via regular team meetings (monthly/bi-monthly).

### Managers' Meetings

The Company holds regular Managers meetings where your Club manager will receive updates and training to deliver to the staff. These maybe monthly, bi-monthly or quarterly and will be held at different sites.

### Staff Consultative Committee

Such meetings are held regularly by the client. A representative from each department will attend to discuss staff needs/issues within that site.

### Staff Health and Safety Consultative Meeting

These will be held on a 6-monthly basis, and headed by your Club Manager. These are your opportunity to raise any queries and highlight any concerns you may have with regards to health and safety.

### Handover Book

A diary or A4 hardback book is kept at reception for internal staff messages. This is to ensure communications/issues are effectively picked up at handover. It is not used for allowing offensive comments to be written and is for Company use only. Inappropriate use of this book may be handled under the disciplinary procedure.

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### 13. Training and Development

The Company recognises that planned training and development of staff is fundamental to the Company's increased success and the satisfaction of its employees and its clients. Please refer to the *3d Leisure 'Training and Development Policy'* (in this pack).

#### 5 Point Training Plan

On commencing employment with us you will undergo a comprehensive induction period of 8 weeks. During this time you will be given specialised training in your job skills by a competent trainer. You will also receive valuable support training in customer care and selling skills, to help you gain confidence in these very important aspects of your work. Your club manager will assign you a login to the online training portal where each applicable course is accessed and then completed by yourself with guidance from your designated trainer. The training portal is located through the main 3d leisure portal ([www.3dleisure.com](http://www.3dleisure.com)) and then by selecting the training and development tab once logged in, here you will be able to access the company induction and the 5 point training plan courses.

You will also receive instruction on your site's Emergency Action Procedures to equip you to work safely and efficiently and to be of assistance to your workmates and clients in an emergency situation.

#### Qualifications

All employees must immediately hold a full first aid at work qualification, as the minimum requirement and for those sites with swimming pools, all employees must immediately hold a pool emergency responder qualification from a relevant body (RLSS/STA).

For the benefit of the employee and the Company, staff will also be sent on other courses relevant to the requirements of the site and its users. It will be made clear at interview that we require the above as a standard before the staff are taken on.

#### Development and Promotion

We are committed to helping our employees to have the best opportunity possible to develop to their full capacity within the Company. All vacancies within the Company are sent to your Club Manager and you may apply for any of these if you have the appropriate experience and/or qualifications. Any application should be made to the relevant Contract Manager via your Club Manager.

#### Company Awards and Competitions

We wish to encourage all employees to do their best and to achieve both individually and as a team. For this reason we run some award schemes, such as 'Club of the Month/Year' and 'Employee of the Month/Year'.

#### Finally...

... we realise the benefit of having regular performance reviews, where you will be encouraged to achieve your potential through agreed goals and planned development. To this end we have introduced an appraisal scheme for all staff, which will involve annual appraisals with 6 monthly review sessions.

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## 14. Your Job

### 14.1. The Role of the Health & Fitness Club

1. To maintain a clean, hygienic and safe environment for the users of the Club facilities at all times.
2. To provide a variety of facilities and activities geared towards maintaining general good health and life-style enhancement.
3. To provide Club users with advice and guidance in connection with their goals for health and fitness.
4. To maintain gymnasium equipment, pool plant machinery and pool water quality so as to ensure a comfortable and safe environment for users.
5. To undertake all reception activities associated with running a Club, such as booking appointments for the use of various facilities and services, maintaining membership records and stocking leisure consumables for sale.
6. To provide members with a varied programme of social events and creative leisure activities.

### 14.2. Membership Conditions

Each club has its own membership conditions, please ask the Club Manager to show you a copy.

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### 14.3. Job Descriptions

**Job Title:** Health Club Manager

**Responsible To:** Contract Manager or Operations Director.

**Scope of Work:** To develop and manage a quality health and fitness service by maximising the participation of members and club profitably.

#### **Main Duties and Responsibilities**

1. To plan, develop and promote the facility and its services by identifying, anticipating and satisfying customer's needs and desires.
2. To maintain sufficient and suitable staffing levels in order to meet the needs of the club and company.
3. To implement all the relevant requirements of the owners and Company standards and procedures, including the Company's Health and Safety policy, at the club under their control.
4. To implement the prescribed staff training plans and maintain accurate up to date records of all training.
5. To carry out all necessary administrative work in order to ensure the smooth running of the club.
6. To ensure all staff under your control have designated responsibilities relative to their abilities and that they fully understand their roles and goals within these responsibilities.
7. To attend quarterly management meetings and to communicate the details of these meeting to the staff in a monthly staff meeting.
8. To meet with your Client Manager on a minimum monthly basis with a pre-determined agenda and minutes taken.
9. To be converse in all duties and responsibilities necessary to ensure the efficient running of the Club and its facilities.
10. To undertake all work in a professional and courteous manner, in a way representative of the Company and the position held and in the absence of the manager, to take responsibility for the club and the staff.
11. To carry out all Health & Safety responsibilities in accordance with the job description stated in the Health & Safety management manual.

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**Job Title:** Assistant Health & Fitness Club Manager

**Responsible To:** Health & Fitness Club Manager

**Scope of Work:** To assist the Health & Fitness Club Manager in the efficient running of the Leisure Club amenities and in a fashion designed to promote a friendly, relaxed, safe and enjoyable atmosphere.

**Main Duties and Responsibilities**

1. To maintain the cleanliness and tidiness of the Health & Fitness Club amenities and surrounding areas.
2. To undertake any direct responsibilities and administrative duties deemed necessary for the efficient running of the Leisure Club and as directed by the Club manager.
3. To understand the correct operation and maintenance requirements for all amenities available to residents/members within the club.
4. To provide assistance and instruction to residents/members in the use of the equipment and in organising tournaments and competitions.
5. To maintain prescribed levels of chlorine in the swimming pool and spa and to ensure that pH levels and water balance are kept constant.
6. To control the behaviour of centre users in the interests of safety and the well-being of themselves and other users and to intervene for rescue purposes in the event of an emergency.
7. To ensure that all age restrictions are applied with in accordance with the club rules.
8. To maintain a high standard of cleanliness throughout the club at all times.
9. To maintain the safety and security of the premises at all times.
10. To be fully aware of what action to take in the immediate evacuation of the premises in the event of an emergency.
11. To be helpful and polite to any enquiries from Health & Fitness Club members and to keep them informed of forthcoming events.

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**Job Title:** Health & Fitness Instructor

**Responsible To:** Health & Fitness Club Manager

**Scope of Work:** The supervision and efficient running of the swimming pool and Health & Fitness Club amenities in a fashion designed to promote a friendly, relaxed, safe and enjoyable atmosphere.

**Main Duties and Responsibilities**

1. To maintain the cleanliness and tidiness of the Health & Fitness Club amenities and surrounding areas.
  2. To be helpful and polite to any enquiries from Leisure Club members and to keep them informed of forthcoming events.
  3. To understand the correct operation and maintenance requirements for all amenities available to residents/members within the club.
  4. To provide assistance and instruction to residents/members in the use of equipment and in organising tournaments and competitions.
  5. To maintain prescribed levels of chlorine in the swimming pool and spa and to ensure that pH levels and water balance are kept constant.
  6. To control the behaviour of centre users in the interests of safety and the well-being of themselves and other users and to intervene for rescue purposes in the event of an emergency.
  7. To ensure that all age restrictions are applied in accordance with the club rules
  8. To maintain a high level of cleanliness throughout the club at all times.
  9. To maintain the safety and security of the premises at all times.
  10. To be fully aware of what action to take in the immediate evacuation of the premises in the event of an emergency.
- \* All staff of the company are required to make themselves available for training and communication meetings, for which advance notice will always be given.

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|                        |  |
|------------------------|--|
| <b>Job Title:</b>      | Receptionist                                       |
| <b>Responsible To:</b> | Health & Fitness Club Manager                      |
| <b>Scope of Work:</b>  | Delivering exceptional customer service to members |

**Main Duties and Responsibilities**

1. To greet customers in a friendly manner and with a smile.
2. To administer booking using computerised and manual systems.
3. To process all payments accurately.
4. To monitor admissions of unaccompanied children under the age of 8.
5. To administer course enrolments.
6. To administer the locker key and membership card system.
7. To carry out any administration work as necessary.
8. To operate the P.A. system.
9. To record and administer the lost property system.
10. To restrict access into the Reception area to authorised personnel only.
11. To ensure that the Reception area is kept tidy and presentable at all times.
12. To ensure that all communications, memos, diaries are read each day.
13. To ensure that the float management systems are followed.
14. To answer the telephone as per the 3D Leisure standard.
15. To handle all potential membership enquiries as per the 3D Leisure Standard.
16. To assist with any general clerical duties as requested.
17. To cash up till(s) as per the Club's procedures.
18. To attend staff meetings and provide input into ways of improving and developing the service.
19. To feedback any areas of concern to the Club Manager

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**Job Title:** Cleaner  
**Responsible To:** Health & Fitness Club Manager  
**Scope of Work:** Cleanliness of club

**Main Duties and Responsibilities**

K.O.1

1. To only use Club approved chemicals and substances correctly and safely following certain procedures and by using correct dilution ratios.
2. To only use chemicals for which you have received relevant COSHH training
3. To read the “cleaners communication book” before the start of each shift.
4. To record any problems or incidents in the “cleaners communication book” as appropriate.
5. To ensure all equipment is cleaned appropriately at the end of each shift.
6. To ensure that all equipment and materials are stored safely and tidily at the end of each shift.
7. To ensure that requirements for new equipment and chemicals are notified to the Club Manager with sufficient notice to ensure deliveries arrive before stock levels run out.
8. To ensure the safety of club users when cleaning during opening hours. This includes relevant use of warning signage and appropriate cleaning materials

K.O.2

1. To liaise with the Club Manager to ensure that the building is fully secured during any night cleaning hours.
2. To follow Club’s procedures should staff require to exit the building for any reason.
3. To ensure that staff do not enter any unauthorised areas.
4. To telephone the Club’s nominated “call out” in the event of any serious incident.
5. To feedback any matters of concern as soon as possible to the Club Manager.
6. To ensure the building is secure and the alarms are set before leaving.



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|------------------------|---|
| <b>Job Title:</b>      | Beauty Therapist                        |
| <b>Responsible To:</b> | Health & Fitness Club Manager           |
| <b>Scope of Work:</b>  | Delivery treatments to members & guests |

### **Main Duties and Responsibilities**

#### **K.O.1**

1. To complete all treatments in line with relevant product house training
2. To prepare treatment room prior to each treatment
3. Ensure that correct uniform is worn
4. Ensure that room is at correct temperature prior to commencing treatment
5. Ensure good personal hygiene at all times
6. To upsell retail products at the end of each treatment
7. Ensure that treatment room is turned over after each treatment and is clean, tidy and well presented
8. Inform management if any products or retail items are running low so stock can be ordered
9. To greet customers in a friendly manner and with a smile
10. Ensure that treatment card is completed prior to commencing

#### **K.O.2**

1. To build rapport with each client in order to secure some loyalty
2. To ask if another treatment can be booked at the time of payment
3. To book any repeat treatments in as required

#### **K.O.3**

1. To handle bookings for the salon
2. To administer booking using computerised and manual systems.
3. To process all payments accurately.
4. To administer the membership card system.
5. To carry out any administration work as necessary.
6. To record and administer the lost property system.
7. To restrict access into the Reception area to authorised personnel only.
8. To ensure that the Reception area is kept tidy and presentable at all times.
9. To ensure that all communications, memos, diaries are read each day.
10. To answer the telephone as per the company standard.
11. To attend staff meetings and provide input into ways of improving and developing the service.
12. To feedback any areas of concern to the Club Manager
13. To complete cleaning duties as required by the Club Manager
14. Assists with other job tasks as required by Club Manager
15. Accepts flexible work schedule necessary for uninterrupted service to hotel and club guests and members.
16. Maintains own working area, and materials clean, tidy and in good shape, reports defective materials and equipment to Club Manager.
17. Continuously seeks to achieve professionalism in own job function.
18. Knows hotel facilities and nearby sites of importance.
19. Knows hotel and corporate marketing and promotional programmes and corporate clients and clients generating high business volume.

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**Job Title:** Lifeguard

**Responsible To:** Health & Fitness Club Manager

**Scope of Work:** Ensure the safety of all swimmers first by preventing accidents and second by responding to emergencies quickly and efficiently

**Main Duties and Responsibilities**

1. To supervise all activity in the Swimming Pool area during General Swim Times.
2. To be on duty to assist during other swim times as and when needed.
3. To know & enforce general swimming rules & procedures in place in the Swimming Pool area.
4. To be responsible for Pool Water Testing every 2 hours during your shift.
5. To maintain the Pool area, sauna & steam room in a clean & orderly condition.

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|                        |                               |
|------------------------|-------------------------------|
| <b>Job Title:</b>      | Personal Trainer              |
| <b>Responsible To:</b> | Health & Fitness Club Manager |
| <b>Scope of Work:</b>  | Personal Training             |

### **Main Duties and Responsibilities**

#### K.O.1

1. To achieve the agreed target of personal training sessions each month
2. To complete inductions, fitness assessments and programme prescriptions in a professional manner.
3. To supervise and motivate all fitness facility customers.
4. Maintain a high level of knowledge, keeping abreast of new trends within the industry.
5. To perform any other duties as directed by Management.
6. Contribute to programming and general operation of the facilities through ideas and support.
7. To carry out classes as agreed.
8. To carry out tours of the facilities for potential new members and aid in the sales systems and operations.

#### K.O.2

9. To complete all cleaning schedules with records kept up to date.
10. Ensuring maintenance checks are done and records kept up to date in accordance with the manufacturers recommendations.
11. To assist the manager of the facilities with any administration tasks including small group training

#### K.O.3

12. Ensure that correct uniform is worn at all times along with sir name badges.
13. To maintain the safety and well being of customers using the facilities.
14. Maintain a clean and safe environment.
15. Attend interactive instructor update sessions on a regular basis.
16. Maintain the highest standards of service, presentation and professional advice offered to customers using the fitness facilities.
17. Complete all motivational calls, feedback notes and comeback postcards daily.

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## **15. Introduction to Health & Safety**

### **15.1. Health & Safety Policy Statement**

See page 111 of this manual.

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## 15.2. Staying Safe at Work

### Hygiene, Health and Safety at Work

The Company recognises the need to take every reasonable, practical step to provide and maintain for employees, a safe and healthy environment in which to work. It is the responsibility of every member of staff to co-operate with the Company to work and act in a safe and sensible manner and in particular to bring attention to any matter or situation which may be a potential hazard to health and safety.

At every site there will be a procedure whereby should you become aware of something which looks amiss, it is your responsibility to ensure that it is reported to the management.

A copy of the Company's Health & Safety statement is enclosed in this induction pack. Below are a few common-sense rules to help you on your way:

#### Basic Safety

- A) Always wear the protective clothing supplied.
- B) Always follow the instructions on chemical containers. Never mix chemicals together.
- C) Never use any equipment or plant machinery unless you have been trained to do so.
- D) Never use defective equipment or plant machinery.
- E) Always clean up spillages.
- F) Gas or electrical repairs must only be carried out by a competent person.
- G) Dispose of broken glass properly.
- H) Always keep floors, passageways, staircases and storerooms clear of obstructions.
- I) Remember to carry out all duties carefully and with due care and attention to others.
- J) Do not carry out any job function, which you have not been trained to do.
- K) Never use any chemicals for which you have not received COSHH training.

#### Smoking

No member of staff may smoke in any area of the club or within 10 metres of the outside perimeter of the club.

#### Infectious Diseases

You should notify your Club Manager immediately where you, or any member of your family, are suffering from an infectious disease or where you suffer from vomiting or diarrhoea symptoms.

#### Accident Book

All staff accidents within the workplace must be reported to your Club Manager and entered in the Accident Book immediately (this may be found in the hotel if you are working for a client).

#### First Aid

A list of trained first-aid trained staff at your place of work is displayed in the club. Treatment for accidents, however small, should be obtained from one of the qualified first aid members.

For any first aid problem, you must complete an accident and incident form and ensure your Club Manager signs it. If they are on leave or day off, ensure the Assistant Manager signs it and gets a copy immediately to the Client.

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If any accident is reportable under RIDDOR then you should contact your Contract Manager and Operations Director immediately.

For serious injuries use the S.I.M.P/F2508 (see E.A.P)

## Fire

See Emergency Action Plan

## Customers and Visitors

Please take care of customers and visitors to our premises. They are less familiar with our working environment and may need your help to avoid risks. Customers should not be allowed into employee areas, except in exceptional circumstances, and, if they are, must be accompanied by an employee at all times.

## Stress

If you feel that you are under stress as a result of workplace-based activities, you must advise your supervising manager as soon as possible.

## Visual Display Screens

If you are required to use a display screen for a significant part of your working day the Company will pay for you to have up to one eye test a year.

For employees who use a PC computer as part of their job, the company is required to ensure they are provided with information and training about the risks associated with the use of this equipment. This is specified by the Display Screen Equipment Regulations 1992, as amended.

At induction all relevant employees are provided with a copy of the HSE leaflet on the topic available at <http://www.hse.gov.uk/pubns/indg36.pdf>. After having read this they are required to complete a self-assessment questionnaire regarding their work station.

All complete questionnaires will be retained by the Line Manager/ HR Manager as evidence that the company is fulfilling its legal obligations regarding DSE equipment.

Self-assessment questionnaires should be reviewed or repeated whenever some or all of the work station changes, be it:

- Its position, in the office or at home
- Its chair or desk
- Computer equipment

Under the DSE regulations employees who use computers are eligible for free eye tests by an optometrist, which are repeated at intervals determined at the initial consultation. Furthermore, employers are required by these regulations to pay for spectacles which are prescribed exclusively for use with computers if other normally used ones are not appropriate.

The Company is not obliged to pay for contact lenses.

If you have any further queries on eye tests, please speak to your Manager.

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### 15.3. Normal Operating Plan

You will be trained on all operating procedures relating to your job. This will form part of your on-going training (see NOP file), however you should be aware of the following basics

#### A) Details of Building

Ensure you are aware of the full building plan, marking facilities and features and their dimensions.

#### B) Potential Risk Factors on Poolside (Where Appropriate)

The following is a list of basic potential hazards and instructions on how to reduce the risk of them causing harm. It is not exhaustive and should be used in conjunction with the site's Risk Assessment

1. All non- permanent equipment should be stored away correctly and in the appropriate place.
2. Diving is not allowed; the risks of injury from hitting the bottom are very high.
3. The pool-sides are very slippery; patrons must not run on them.
4. All children under the age of 16 years must be accompanied by a responsible adult (16 or over) if using any facility in the club.
5. Children under 5 are not allowed in the spa and under-8s are not allowed in the sauna or steam areas; children aged over these limits may use these facilities if accompanied by a responsible adult, there must be 1 adult to every 2 children in the pool to supervise.
6. Attention should be given to weak swimmers, boisterous behaviour and persons using facilities incorrectly, to prevent accidents.

#### C) Dealing with Centre Users

The guidelines are for your help, read them carefully and implement them in the course of your duties.

1. Always wear the uniform and name badge you have been provided with, it is important that we create a good image and are easily identifiable.
2. Always be polite and helpful to the public (make yourselves aware of all services we provide) but if you are unable to help, please find out what the person wants to know.
3. The following points should be strictly enforced to maintain user safety:
  - No smoking
  - No bringing of alcohol, food or glass bottles into the centre
  - No foul or abusive language

Any behaviour considered dangerous or offensive to either the individual(s) or to others must be stopped; but remember people are here to enjoy themselves.

4. Speak to people politely and explain why you wish them to stop what they are doing. A good reason will normally do. If there is any problem call a member of management.
5. If a centre user ignores your request on two occasions you are permitted to ask them to leave the centre; if there is a problem, contact the General Manager

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**D) Maximum Occupancy Levels**

For safety reasons and for the enjoyment of others it is imperative that all facilities in the Centre have maximum occupancy levels that must not be exceeded. Please ask your club manager what these are at your site and enter them here:

- Pool .....
- Gym .....
- Sauna .....
- Spa .....
- Steam .....

**E) First Aid Supplies and Training**

All staff upon employment will hold the RLSS Pool Lifeguard Award (applies to centres only where there is a swimming pool). All staff must also hold the St John's Ambulance 'Emergency Aid in the Workplace' certificate or equivalent, thus providing first aid cover at all times. First aid kits must be checked monthly and kept fully stocked.

Staff should be made aware of all training information and please note that attendance at training sessions is a mandatory part of your employment with 3d Leisure.

**F) Conditions for Hire To Outside Organisations**

Where Centres wish to hire a facility to an outside organisation a contractual agreement must be drawn up between the operator and the hirer. The contents of this contract can be obtained from the Group Operations Director.

**G) Details of Emergency Equipment**

In the event of an emergency, the following emergency equipment is available. Its location is clearly indicated on the floor plan of the building. All staff must know immediately where these are.

- Fire Extinguishers
  - 1. \_\_\_\_\_ 6. \_\_\_\_\_
  - 2. \_\_\_\_\_ 7. \_\_\_\_\_
  - 3. \_\_\_\_\_ 8. \_\_\_\_\_
  - 4. \_\_\_\_\_ 9. \_\_\_\_\_
  - 5. \_\_\_\_\_ 10. \_\_\_\_\_
- Break Glass Fire Points
  - 1. \_\_\_\_\_ 6. \_\_\_\_\_
  - 2. \_\_\_\_\_ 7. \_\_\_\_\_
  - 3. \_\_\_\_\_ 8. \_\_\_\_\_
- First Aid Kit(S)
  - 1. \_\_\_\_\_ 3. \_\_\_\_\_
  - 2. \_\_\_\_\_ 4. \_\_\_\_\_



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H & S File 1. \_\_\_\_\_

Fire Hose 1. \_\_\_\_\_ 2. \_\_\_\_\_

Pool Lifesaving Equipment 1. \_\_\_\_\_ 3. \_\_\_\_\_  
2. \_\_\_\_\_ 4. \_\_\_\_\_

Emergency Call Buttons 1. \_\_\_\_\_ 3. \_\_\_\_\_  
2. \_\_\_\_\_ 4. \_\_\_\_\_

Fire Blanket(S) 1. \_\_\_\_\_ 2. \_\_\_\_\_

Eye Wash Station(S) 1. \_\_\_\_\_ 2. \_\_\_\_\_

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## 15.4. Emergency Action Plan

### A) Fire Evacuation Procedure

If you discover a fire you should sound the nearest fire alarm and then carry out the following procedure:

1. On hearing the continuous fire alarm act as if it is a real fire.
2. Encourage members to leave by the nearest fire exit and direct them to the assembly point, which is situated (please fill in)  

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3. Check gymnasium, solarium and the changing room areas, etc. are vacated before you leave the premises.
4. Secure money in the till.
5. Close doors and windows as you leave the building and report to the Assembly point.
6. The senior person on duty must remove the rota, COSHH file and signing in sheet in order to conduct a role call on arrival at the Assembly point.
7. Do not allow anyone to re-enter the premises until told to do so by the Fire Brigade Officer.

### B) Bomb Threat

If you receive a bomb threat when answering the telephone, try to remain calm and follow the following procedure:

1. Let the caller finish their message without interruption.
2. At the same time try to record the following information as per the checklist for action to be taken on receipt of a bomb threat. A copy of which must be kept by every telephone.
3. A member of staff should contact the police for advice on the matter.
4. If staff are available they should carry out a quick search in all public areas.
5. If anything is found, evacuate the premises following the Fire Evacuation Procedure.

Always if there is any doubt evacuate the premises; but return to normal operation as soon as possible.

### C) Emission of Toxic Gases

This will occur if chemicals are allowed to mix together. Strict adherence to chemical usage guidelines will help to prevent this (see COSHH Assessment file). In the event of a toxic gas escape full evacuation procedures must be undertaken and the fire brigade called.

### D) Lighting Failure

In the event of the lights failing, emergency lights will activate to provide adequate light to allow people to see the way to the exits. If possible, the member of staff on duty should attempt to find the fault and restore lighting. They must also keep people informed of the problem. During the daytime

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there may be sufficient natural light to allow the facility to remain open. If the safety of users cannot be guaranteed, the Centre must be closed and all users asked to leave.

**E) Structural Failure**

In the event of structural failure the area should be cordoned off and the premises, or that particular area of the building, evacuated. The defect must be reported immediately to the General Manager.

**F) Serious Injury**

In the event of a person suffering a serious injury or major trauma, e.g. stroke, heart attack, spinal injury, epileptic fit, etc, the incident must be dealt with by a qualified First Aider. The area should be cleared until the situation is dealt with and the appropriate emergency services called. The 'SIMP' package details the correct procedure for reporting the incident, once the injury has been dealt with. This will also be on hand and must be photocopied so blanks are available (Now train your staff on S.I.M.P. so that they know how to deal with a problem).

**G) Overcrowding**

Maximum occupancy limits must be in practice in all areas of the Leisure Club where overcrowding may be a problem. It is the member(s) of staff on duty responsibility to monitor numbers using the facilities. In the event of it becoming busy, then these limits must not be exceeded. Entrance should be restricted (see N.O.P's for maximum levels in each area).

**H) Hazard Reporting**

All staff must be aware of filling in a 'Hazard Report form' in the event of a facility or piece of equipment failing and presenting a hazard to the club's users. Ensure you complete this training now using the correct forms and explaining where they should be sent.

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### 15.5. COSHH

All staff must be fully trained in 'COSHH' and be aware of the need for PPE and its location. Ensure you complete this training now, filling in the correct form and signing for the training. This must then be kept in the COSHH file.

### 15.6. Child Protection

3d believes that a child, young person and adult at risk should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people and adults at risk, and to keep them safe. We are committed to practise in a way that protects them, taking all reasonable steps to protect them from harm, discrimination or degrading treatment whilst respecting their rights, wishes and feelings.

The aim of our standard is to ensure that it is important to recognise that we have a moral and legal obligation to ensure that when we are given responsibilities for children, young adults and adults at risk we should give them the highest possible standard of care.

Please refer to the 3d Leisure *'Safeguarding Policy for children, young people and adults at risk'* for further information (in this pack).

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## 16. Data Protection

As a company it is vitally important that we comply with the various laws regulating the processing of personal data relating to individuals and in particular the General Data Protection Regulation (GDPR) and current domestic data protection legislation, Data Protection Act 2018.

It is 3d Leisure's desire that all employees recognise and understand the importance of dealing with such personal data correctly and fully understand the steps that must be taken in order to minimise risk. All employees should read through the Data Protection Policy which can be found in your staff induction pack.

In order to comply with our own policy and maintain standards we have a Data Protection Officer based on our Farnham office.

### What is personal data

Data is collected and from many sources including new members, prospective members and employees. All individuals have the right for us to:

- Protect their data
- Only use it for the purpose/s that it was provided
- Only use it for as long as required / they give permission
- Inform them of what data we hold, should they request it
- Inform them within 72 hours if there has been a breach of data

### Key action for all staff to follow:

#### Data Processing

- Emailing
  - When send any personal data via email you must ensure that the file is password protected
  - When sending password protected data the password should be confirmed by telephone to the recipient
  - When email to a group of people i.e. marketing purposes, it is essential that the BCC function is used and not the CC function
- Paper Records
  - Any paper records must be kept in a locked filing cabinet in a locked room
  - A system must be in place for the security of keys to filed data
  - When initially collecting data i.e. new membership forms – these must never be left in a public area awaiting entry onto the membership system. They are either entered and filed away or filed away for entry later (i.e. pending file)
  - Once paper copies are no longer required i.e. membership forms of cancelled members, then they must be destroyed through shredding
- Digital Records
  - Any portable equipment (i.e. laptops, tablets) that is used to stored data must be in a locked container at all times when not being used
  - All devices must be password protected
  - All devices must be set to hibernate after 3 minutes of inactivity
  - Ensure that computers are locked whenever left unattended
- IT Safety
  - Passwords for computer logins and email accounts must be changed every 30 days

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## 17. Appendices

You have now completed your new staff induction training and need to complete various documents in order to commence your employment:

### Action

- |  |  |
|--|--|
| i. New employee details:   | Email payroll and <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a> |
| ii. Right to work form   | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| iii. Copy of passport  | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| iv. Uniform Declaration:   | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| v. Contract request form:<br>Request must be completed and submitted by line manager | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| vi. Copy of current first aid certificate:   | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| vii. Copy of NPLQ/Responder certificate:   | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| viii. Copy of Pool Plant Qualifications:   | Email to <a href="mailto:kerry.ramsay@3dleisure.com">kerry.ramsay@3dleisure.com</a>          |
| ix. Signed Training Sheets for:  | Keep on file in Club   |
| - Fire   |  |
| - Incidents & Accidents  |  |
| - Sunbeds  |  |
| - PPE  |  |
| - Signed COSHH training:   |  |