

## COMPANY POLICIES, PROCEDURES AND HOUSEKEEPING

**LATE/SICK COMMUNICATIONS** – A reminder that if anyone is going to be late or not coming in to the office for any reason, a phone call must be made to your line manager in the first instance before 8.30am. It would be helpful to Julia in HR if you could also let her know from a register point of view.

**ADMIN FIRST POINT OF CONTACT** – A reminder please that Julia should be asked in the first instance please for requests and queries for the admin team. In order to ensure the team provide the best timely service to the business, Julia must have the ability to prioritise the workload and allow individual members of the team to focus uninterrupted on certain tasks. All admin requests should be directed to the admin inbox.

**AWARENESS OF SURROUNDINGS** – As you know we like to promote an aura of professionalism at all times in the office. You never know when we will receive a visitor – but more than that, it is about us also providing a motivated, professional environment for the people around us. Please could everyone make sure that they arrive in good time to be at their desks working at 9am

**DRESS CODE** - a reminder that we operate a “smart” dress code policy at all times please. Gentlemen should wear trousers, a shirt and clean, smart shoes. Ladies should wear skirts, dresses or trousers with smart shoes. We have external visitors at least once a week, so please make sure you adhere to this at all times. and wearing professional clothes (no mid-riff/back/entire shoulders showing, no slippers, no onesies or blankets, no jeans, no polo tops, no casual trousers or footwear please).

**TEMPERATURE** - If you feel cold or hot in the office and people around you do not wish the heating to be adjusted, please feel free to wear layers that can be added to or removed. If you do use the air con, please ensure all windows are closed, as this will make the air con ineffective.

**OFFICE CLEANLINESS** – please take extra special care to avoid spillages, in order to keep our office looking clean and carpets fresh. We have provided a kettle and fridge on each floor, so please ensure you make drinks on that floor to avoid any spillages on the stairs. If you do have to take drinks up the stairs, then either use a tray or plate underneath to carry your beverages up and down the stairs.

**HOT FOOD** – Please do not consume any hot and/or odorous food in the office, instead eat in the kitchen area. This applies to all days of the working week, without any exclusions.

**NOISE LEVELS** – Please consider the noise levels and language that you use in the office areas and the effect it has on others around you. The high quality phones we provide pick up every word of background noise which our clients and customers will hear and some employees require quiet time to concentrate on important reporting and development work.

**TRAFFIC LIGHT SYSTEM** – Please remember to use the Traffic Light System, for all departments (Admin/Marketing/IT), with a Red (1 Hour), Amber (4 Hours), Green (24 Hours).

**RECYCLING** – We have a plastic and paper only bin in the kitchen – please use it for all recycling and not in the general bin. There is also a recycling bin on each floor for paper and plastic.

**TOILETS** – Please ensure these are kept clean and tidy as all staff and visitors use these. A hand towel has been provided in each toilet if you do not want to use the hand dryer provided.

**TIDY DESK POLICY** – Please ensure that your workspace is kept tidy. At the end of each day, ensure all paperwork is put away in your file cabinet or in your file trays and your desk is clear. All dishes, crockery, cups etc. are to be placed in the dishwasher each night before you leave the office.

**FOOD REMNANCE** – Any waste food should be placed in the kitchen bin - please to avoid strong smelling items decomposing in the office!

**CEREAL** – to ensure our staff have a good start to the day we provide breakfast cereal, however please do not abuse this privilege, breakfast is to be consumed before the start of the working day or designated break times. Please ensure you do not make any mess, all bowls etc., to be put into the dishwasher straight away. Please also ensure you close up the cereal boxes to avoid them going stale.

**SECURITY** – only top windows should be opened and not the lower windows. The last person in your department at the end of the day, should ensure all windows are closed and locked. Also ensure the front door is closed securely and locked, as well as all internal doors closed. Offices and rooms on the ground floor, the last person leaving must ensure all blinds are closed at the end of the day.

**STATIONERY** – if you require any stationery or have any requirements for other items, please email the admin inbox with the details and when it is required by. All stationery supplies are kept in the admin office cupboard – please do not help yourselves, but ask a member of the admin team to assist you, so they can keep a check on stationery levels.

**SMOKING** – a smoking area with an ashtray has been provided in the underneath car park. Please ensure you use this area and not smoke anywhere else on the company property. If this privilege continues to be abused by members of staff, a smoking area will no longer be provided on the premises. You are allowed two x 5 minute breaks per day during your working day (one in the morning and one in the afternoon), again this is not a right but is a privilege and if this continues to be abused by members of staff, this privilege will be removed.

**ID CARDS** – please ensure you keep these safe and bring with you each working day. If you do lose your card, you must notify Julia Dicker immediately so it can be deactivated, as this could be a security breach. Note also there will be a charge made for a replacement one. Do also be aware that you should not keep the card near any electronic devices (for example mobile phones) as this can cause problems with it working.

**EXPENSES POLICY** – please ensure you familiarise yourself with the revised Expenses Policy. We have been increasingly getting expenses incorrectly claimed for; this can be construed as fraud and is gross misconduct as per our Employee Handbook.

**FIRST AID** – there is a First Aid Kit located in the kitchen of both buildings, together with an accident book. Any accidents that occur in the workplace must be recorded in the accident book. If you do have any first aid issues, please contact the admin department (ground floor, beech house) who will assist you.

**FIRE - If you discover a fire:** Raise the alarm immediately. This can be done by activating the nearest Fire Alarm Call Point. Evacuate immediately using the nearest available fire exit. Do not stop to pick up any personal possessions. Do not stop to shut windows, but the last one out of a room should ensure that the door is shut. Inform the Fire Marshals as to the location of the fire. Report to the assembly points for a roll call – this is located across the road from the building by the ‘no left turn’ notice. If you are with a visitor, ensure they accompany you. **If you hear the fire alarm:** Leave the

building immediately using the nearest available fire exit. Report to the assembly point for a roll call. If you are with a visitor, ensure they accompany you.

**OFFICE COVERAGE** - Each department must have at least one person covering their department at all times unless agreed otherwise by Shaf or cover is agreed by another department head. Please support your department head by ensuring that if you are alone in your department and that you do not leave the office without arranging alternative coverage.

**“REPLY ALL”** - Please ensure that if you do email the whole company, that the email addresses are placed in the **BCC** field to avoid anyone clicking “reply all” and everyone’s inboxes being clogged up unnecessarily.

**TELEPHONE COVERAGE** - you must ensure that during lunch time period (taken between 12 and 2pm), there must be someone covering the phones at all times in each department.

**TELEPHONE ANSWERING** - Phones must be answered **within 3 rings** regardless of who you think it might be. All external calls should be answered with the agreed Source Group greeting... “ Good morning/afternoon, Source Group/Source RTT/Source Migrate/Source Care, \_\_\_name\_\_\_ speaking, how may I help?”.

**PERSONAL MOBILES** – Just a reminder that personal phones are not to be used in working hours unless for emergencies. It is a responsibility of everyone to ensure that you adhere to this policy as it is demoralising for others around you who are working hard and are focussed. Please ensure your personal mobile is switched off or on silent and put away.

**COMPANY MOBILES** – Voicemail messages are recorded on company mobile phones if you have one.

**DIRECTORY ENQUIRIES** - No premium rate calls are made (including directory enquiry numbers). Where possible please use <http://www.saynoto0870.com> to try and find a local rate numbers rather than 0844,0845,0870 numbers.

**PARKING** – For access driving into the car park, you will need to swipe your **door access card** on the keypad on the right. For pedestrian access into the car park, the access code on the keypad by the pedestrian gate on the left is **6601** then press Enter. To get out of the car park, in a car the gates will open automatically, however pedestrian access is a release button on the right behind the pillar, press the button and you have 9 seconds to get out of the pedestrian gate. All staff and visitors will require a car parking pass.

- The spaces near the front are to be kept free for short term parking, i.e. staff or visitors who will not be at the office all day. Please ensure you park in the back car park spaces first if available, before filling up the front spaces or double parking.
- Spaces are limited, so it may be necessary to double park.
- Reverse park into the space if you are able to.
- If you are likely to be parking on site, advise admin of your car model, make and registration number.
- If you ever come in a different car, then please let admin know.
- CCTV is in operation.
- The company does not accept any responsibility for theft or damage.

**VISITORS** – please advise the admin department of any visitors you may have coming in, so they can issue a visitor pass, a visitor access card, and they will require signing in and out of the visitor book.

**MEETING ROOMS** - We now have 3 meeting rooms available for you to book: Beech Conference and Training Room, Glass Meeting Room (1<sup>st</sup> Floor), Oak Meeting Room. This can be done by inviting the room to your meeting on the outlook calendar. If anyone experiences any issues with the room bookings, please put an IT request through.

**Thank you in advance for your support in helping to maintain a safe, happy, productive and clean working environment for everyone.**