

Employee Handbook

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Employee Handbook Index

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Welcome and Introduction

Welcome to Lawrence's Cleaning Services Limited (LCS).

The information contained in the Employee Handbook is to familiarise you with our policies and the way LCS operates, and is included as part of your terms and conditions of employment. Therefore please ensure that you read and understand the contents of the Handbook as soon as possible.

The Company has a written statement of commitment which is:

"To provide a quality service to our customers".

This means doing everything we can as a team to satisfy the demands of our customers, performing our work thoroughly and effectively, and using any complaints we may receive to positively improve the services we offer.

We hope that you will enjoy working with LCS and its customers, and are sure that we can work together to supply the best possible service to our customers.

LCS - Company Services and Organisation

LCS provides a total cleaning management service, specialising in contract cleaning of offices and warehouse environments. The following list covers all aspects of the products and services we offer:

- Daily Office Cleaning
- Carpet and Fabric Protection
- Janitorial Supplies
- Laundry Service
- Pest Control
- Carpet and Upholstery Cleaning
- Window Cleaning
- Garden and Car Park Maintenance
- Odour Control Service
- Wash Room Products

Employment Processes

Induction

Your induction to the Company will be conducted by the Site Supervisor or another appointed person, during your first day with LCS. It will include the following information;

- Welcome to LCS and your place of work
- Tour of place of work including fire exits, first aid and emergency procedures
- Instruction on any equipment to be used
- Instruction regarding any chemicals and COSHH Regulations
- Instruction regarding Manual Handling awareness
- Expectation setting of customer and individual performance
- Explanation of the Company's Equal Opportunities policy

The induction is designed to ensure you understand what is expected of you, how to ensure we meet the customers' needs and how to action any issues or problems.

Payment

All employees receive an itemised statement of their pay showing earnings and deductions. Wages are paid monthly on the 7th of the month for the previous calendar month, though the Company reserves the right to make a cheque payment if necessary. Employees are paid on a monthly basis if they are salaried on or around the last working day of each month. Payment is made by credit transfer or BACS into an individual's nominated account. LCS sends payslips via E-mail unless a different appropriate form of notification is agreed. Access to your pay information will be available via a staff portal when this is live.

LCS is aware of and abides by the National Minimum Wage Act and as such guarantees its employees that they will earn at least the base rate, and in most cases in excess of the specified minimum hourly rate.

Hours of Work

Your hours of work are as specified in your individual contract of employment. Extra duties and additional hours' work will be requested as required and will usually be paid at normal rate for hourly paid staff.

Timekeeping

All employees are expected to arrive and start work promptly. Hourly paid staff use a telephone logging system to clock in and out using a pin number at arrival and at the end of the shift. Any lateness will be investigated and could result in loss of pay. Fifteen minutes pay will be deducted if you arrive more than 5 minutes late. Start time is determined by the point at which you are ready to start work wearing your uniform, and not as you arrive on site. Clear up time should be no more than 5 minutes at the end of the shift. Any errors (forgetting to clock in/out) should be reported to the office

as soon as possible as failure to do so could result in payroll errors. Employees are only to use an authorised phone.

Absence

Sickness

Absence must be reported to either the Site Supervisor, Area Manager, General Manager or the Office as soon as the employee knows that they will not be attending work – where possible this should be before 2pm on the day if working a late shift and as early as possible if working early shift. This will allow contingency plans to be actioned. Contact should be by phone; email, text or other messaging will not be accepted as a means of notification of absence.

Employees must contact their Site Supervisor no later than one hour after the shift is due to commence; failure to do so without reasonable explanation could result in the absence being recorded as unauthorised which may lead to disciplinary action being taken.

A self-certification form must be completed by the employee for all sickness absences. The Company does not operate a sick pay scheme though employees may be entitled to Statutory Sick Pay. If the absence is longer than 7 days (including weekends) a doctor's fit note is required for that and any subsequent weeks.

Should sickness be persistent the Company is entitled to request the employee to attend an independent medical examination, the cost of which will be met by the Company. Written permission will be sought from the employee to allow a written medical report to be sent to the Managing Director following the independent examination.

Other Absence

Unpaid leave and compassionate leave may be granted at the discretion of your Supervisor/Manager.

Time off for jury service or as a witness in a court case must be discussed with your Supervisor/Manager as soon as you are notified. All expenses should be claimed from the court, including those allowed for loss of earnings.

Holidays

The Company year for the purposes of holidays is January – December. Holidays may not be paid or carried over from one year to the next. The definition of a day is the amount of normal hours you would ordinarily work in a 24-hour period.

Holidays may be taken at any time between 1st January and 31st December SUBJECT ALWAYS TO THE PRIOR APPROVAL OF THE SITE SUPERVISOR AND/OR THE MANAGING DIRECTOR. Four weeks' prior notice is required for complete weeks, and at least one week for individual days. Management discretion will be applied for emergency situations where prior notice is reduced.

During the year of joining, all employees become eligible for holidays from their start date and these will be calculated on a *pro rata* basis.

During the second full year of employment holiday entitlement is the full number of days, calculated on a *pro rata* basis for part time employees.

Public holidays are usually working days and are paid at double time with the exception of Christmas day, which is a shutdown day. Public holidays are: Easter (2 days), May Day (1 day), Spring Bank Holiday (1 day), Autumn Bank Holiday (1 day), Christmas Day (2 days) and New Year's Day (1 day). During the month of December holidays are only authorised when a site is closed or in extenuating circumstances.

Holiday entitlement will only be paid in lieu upon leaving the Company, and only for the days accrued and not taken during the current year. Deductions will be made for any holiday taken but not accrued.

Pension

All employees are entered into an auto-enrolment pension scheme in accordance with current legislation. Full details are available from the Office.

Probationary Period

An employee will be considered a probationary employee until he/she has completed three months in the employment of the Company. The employment of a probationary employee can be terminated by either party during the probationary period with no notice during the first month and one week's notice thereafter. The probationary period may be extended at management discretion.

Disciplinary Procedure

In employing you the Company undertakes the relevant responsibilities with regard to your Conditions of Employment. As an employee you also accept responsibility for observing these Conditions of Employment, maintaining acceptable standards of behaviour, conduct and work performance, and complying with the rules of the Company.

Whilst the Company does not intend to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good employment relations and discipline in the interest of all employees. The Company prefers that discipline be voluntary and self-imposed and in the great majority of cases this is how it works. However, from time to time, it may be necessary for the Company to take action towards individuals whose level of behaviour or performance is unacceptable.

Minor faults will be dealt with informally through counselling and training. However, in cases where informal discussions with the employee do not lead to an improvement in conduct or performance or where the matter is considered to be too serious to be classed as minor, for example, unauthorised absences, persistent poor timekeeping

sub-standard work performance, etc the following disciplinary procedure will be used. At all stages of the procedure, an investigation will be carried out.

The Company will notify the employee in writing of the allegations against him or her and will invite the employee to a disciplinary hearing to discuss the matter. The Company will provide sufficient information about the alleged misconduct or poor performance and its possible consequences to enable the employee to answer the case. This will include the provision of copies of written evidence, including witness statements, where appropriate.

Having given the employee reasonable time to prepare their case, a formal disciplinary hearing will then take place, conducted by a manager, at which the employee will be given the chance to state his or her case, accompanied if requested by a trade union official or a fellow employee of his or her choice. The employee must make every effort to attend the hearing. At the hearing, the employee will be allowed to set out their case and answer any allegations and will also be given a reasonable opportunity to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses.

Following the hearing, the Company will decide whether or not disciplinary action is justified and, if so, the employee will be informed in writing of the Company's decision in accordance with the stages set out below and notified of his or her right to appeal against that decision. It should be noted that an employee's behaviour is not looked at in isolation but each incident of misconduct is regarded cumulatively with any previous occurrences.

Stage 1: Written warning

The employee will be given a formal WRITTEN WARNING. He or she will be advised of the reason for the warning, how he or she needs to improve their conduct or performance, the timescale over which the improvement is to be achieved, that the warning is the first stage of the formal disciplinary procedure and the likely consequences if the terms of the warning are not complied with. The written warning will be recorded but nullified after six months, subject to satisfactory conduct and performance.

Stage 2: Final written warning

Failure to improve performance in response to the procedure so far, a repeat of misconduct for which a warning has previously been issued, or a first instance of serious misconduct or serious poor performance, will result in a FINAL WRITTEN WARNING being issued. This will set out the nature of the misconduct or poor performance, how he or she needs to improve their conduct or performance, the timescale over which the improvement is to be achieved and will warn that dismissal will probably result if the terms of the warning are not complied with. This final written warning will be recorded but nullified after twelve months, subject to satisfactory conduct and performance. However, the Company reserves the right to extend the validity of the final written warning to a maximum of three years in cases of very serious misconduct or where the employee has a history of misconduct issues.

Stage 3: Dismissal

Failure to meet the requirements set out in the final written warning will normally lead to DISMISSAL with appropriate notice. A decision of this kind will only be made after the fullest possible investigation. Dismissal can be authorised only by a senior manager or a Director. The employee will be informed of the reasons for dismissal, the appropriate period of notice, the date on which his or her employment will terminate and how the employee can appeal against the dismissal decision.

Gross misconduct

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, the Company reserves the right to dismiss without notice of termination or payment in lieu of notice. Examples of gross misconduct include:

- any breach of the criminal law, such as theft and unauthorised possession of Company property, fraud, deliberate falsification of records or any other form of dishonesty
- willfully causing harm or injury to another employee, physical violence, bullying or grossly offensive behaviour
- deliberately causing damage to the Company's property
- causing loss, damage or injury through serious carelessness or gross negligence
- willful refusal to obey a reasonable management instruction or serious Insubordination
- incapacity at work through an excess of alcohol or drugs
- a serious breach of health and safety rules
- harassing, bullying or victimising another employee on the grounds of race, colour, ethnic origin, nationality, national origin, religion or belief, sex, sexual orientation, gender reassignment, marital or civil partnership status, age and/or disability.
- bringing the reputation of the Company into disrepute

The above is intended as a guide and is NOT an exhaustive list.

Suspension

In the event of serious or gross misconduct, an employee may be suspended on full basic pay while a full investigation is carried out. Such suspension does not imply guilt or blame and will be for as short a period as possible. Suspension is not considered a disciplinary action.

Appeals

An employee may appeal against any disciplinary decision, including dismissal, to a Director of the Company within five working days of the decision. Appeals should be made in writing and state the grounds for appeal. The employee will be invited to attend an appeal hearing chaired by a senior manager or a Director or external HR Advisor.

At the appeal hearing, the employee will again be given the chance to state his or her case and will have the right to be accompanied by a trade union official or a fellow employee of his or her choice.

Following the appeal hearing, the employee will be informed in writing of the appeal decision as soon as possible. The Company's decision on an appeal will be final.

Grievance Procedure

The objective of a grievance procedure is to settle the grievance as quickly and effectively as possible after informal attempts have failed.

Dealing with grievances informally

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your manager and you feel unable to approach him or her you should talk to another manager or senior person.

Grievance hearing

Your manager will call you to a meeting, normally within 5 days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager will give you a decision in writing, normally within 24 hours.

Appeal

If you are unhappy with your manager's decision and you wish to appeal you should let your manager know.

You will be invited to an appeal meeting, normally within 5 days, and your appeal will be heard by a more senior manager or an external HR adviser. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the manager or external HR adviser will give you a decision, normally within 24 hours. The manager's or external HR adviser's decision is final.

Redundancy

The Company will take all reasonable and practicable steps to avoid redundancy, but if it should arise an employee will only be dismissed by reason of redundancy if the dismissal is wholly or mainly due to the following:

- The Company has ceased or intends to cease business for which the employee was employed
- The Company has ceased or intends to cease to continue to carry on business in the location where the employee was employed.
- The requirements of the business have ceased or diminished
- The requirements of the business have diminished or are expected to cease or diminish in the location where the employee was employed.

In all cases the Company will comply with current legislation and adhere to the rules and guidelines covering; qualifying period, redundancy payments, consultation periods and process, right of appeal, alternative work or any other provisions.

The Company will seek to avoid redundancy by restricting recruitment and reducing the use of temporary labour where practical.

The consultative period will commence as soon as is practicable.

Individuals identified as redundant will be notified by management and will be given details of the reasons and process of selection. They will be advised of their right to meaningful consultation and may raise any point they feel to be relevant. All comments will be recorded.

If after full and careful consideration of all the facts it is deemed by management that the redundancy should be implemented, the necessary termination actions will commence.

The employee has the right of appeal, which must be made in writing within 5 working days of the decision to proceed. Full details of the grounds for the appeal should be included.

Should the business position alter during the redundancy process those employees who have been identified as redundant will be offered work, assuming it is suitable.

Termination of Employment

Notice period to be given by the employee to the Company should be not less than one week for hourly paid employees.

Notice period for monthly paid salaried employees should be not less than one month's notice.

When notice is given by the Company the following applies:

- For continuous employment of more than one month but less than 2 years, one week's notice must be given.

- For continuous employment of 2 years or more, at least 2 weeks' notice must be given.
- After 2 years continuous employment, 1 additional week's notice for each further complete year is required, up to a maximum of 12 years.

The Company reserves the right to make payment in lieu of notice.

Leaving Interviews

A Leaving Interview may be conducted by the Company using the standard form when an employee leaves the Company. The interview may be conducted by the individual's immediate Manager or an impartial member of the management team. The information contained on the form is Company confidential and will be used in general terms only to improve our current policies and procedures.

Employment Policies

Training and Development

Training for all equipment used by LCS employees will be given as part of the induction process. As other needs arise training will be discussed and implemented with the individuals concerned.

Equal Opportunities

LCS is an equal opportunity employer who is committed to ensuring that all employees are treated fairly and equally. Less favourable treatment or discrimination on the grounds of the 9 characteristics protected under the Equality Act 2010 is unacceptable and may constitute a serious disciplinary breach. The characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

LCS acknowledges that men and women are entitled to be paid equally when performing similar roles, without any bias on the grounds of sex.

With regard to disability, assuming that the role can be satisfactorily achieved by the disabled person LCS will not discriminate and will make all reasonable adjustments in accordance with the current provisions of the Equality Act 2010.

Harassment Victimisation and Bullying at work

The Company will not tolerate any form of harassment, victimisation or bullying at work. Any behaviour which is perceived as intimidating, upsetting, embarrassing, humiliating, offensive or malicious and which is directed against an individual will be investigated swiftly and confidentially and may be treated as a disciplinary offence.

Maternity, Paternity and Adoption Rights

Maternity Leave/Pay

LCS does not discriminate against women who are pregnant and as such abides by the statutory law regarding pregnant employees.

All women irrespective of service are entitled to a minimum of 26 weeks ordinary maternity leave (OML), as well as reasonable time off for antenatal care. All normal terms and conditions remain except wages, while she is on maternity leave, provided that she has given the Company proper notification of her pregnancy. (Proper notification must include the following, in writing; the fact that she is pregnant; her expected week of confinement and the date when she wishes the leave to commence).

In addition, employees are entitled to additional maternity leave (AML) of 26 weeks' maternity absence.

Statutory Maternity Pay (SMP) is payable to the employee by the Company if she has 26 weeks' service or more by the end of the 15th week before the week that the baby is due and if she usually earns above the LEL (lower earnings limit) each week. This is paid at 90% of her salary for the first 6 weeks, then at the current weekly rate (reviewed annually in April) for the remaining maternity period, i.e. for a total of 39 weeks.

Optional "keeping in touch" (KIT) days have been introduced enabling a woman to work for up to 10 days during her maternity leave period. In addition all women have the right to return to work after maternity leave regardless of the size of their employer's business. The notice a woman must give if she is changing her date of return to work from maternity leave has been increased from 28 days to 8 weeks.

Paternity Leave/Pay

If you are eligible you may be entitled to choose to take either one week or two consecutive weeks' paternity leave (not odd days) if you:

- a) have been continuously employed for at least 26 weeks by the 15th week before the expected week of childbirth (EWC) or by the week in which an approved adoption agency matches you with a child;
- b) earn average weekly earnings above the LEL;
- c) have given notice of your intention to take the leave in or before the 15th week before the EWC specifying the EWC, length of leave you have chosen to take and the date you have chosen the leave to begin.

You will be paid for the period of leave at the standard rate or 90% of your average weekly earnings if this is less.

Shared Parental Leave/Pay

Qualifying mothers and adopters continue to be entitled to Maternity and Adoption rights but they may also be able to choose to end this early and exchange it for Shared Parental Leave and Pay. They and their named partner will then need to decide how they want to share this new entitlement.

Adoption Leave/Pay

If you are adopting a child and have 26 weeks' continuous service ending with notice of matching you have the right to take 26 weeks' Ordinary Adoption Leave (OAL) and the right to an additional 26 weeks' leave (AAL). Statutory Adoption Pay (SAP) is payable for up to 39 weeks at the standard rate or 90% of your average weekly earnings if this is less.

Parental Leave

This applies to employees who have completed one year's service, and allows parents to take 18 weeks leave without pay, for each child. The employee can choose to take the leave anytime up to the fifth year, (or eighteenth in the case of a disabled child) though must give reasonable notice to the Company of 4 – 6 weeks. Assuming that the leave, which should be taken in blocks or multiples of one week, does not exceed 4 weeks in any one year employees are entitled to return to the same role. Leave can be postponed by the company for up to 6 months where the business would not be able to cope, though not when the employee gives notice to take the leave immediately after the time the child is born or placed with the family.

In both Maternity and Parental leave the employee has the right to return to the same job as before or a similar role if business needs have changed.

Time off for Dependants

This gives the employee reasonable time off to deal with an unexpected problem relating to a dependant. It is not paid time and **must** be discussed with your Manager as soon as the problem occurs. The time off would not normally exceed one or two days; however, each case will be viewed on its own merits.

Flexible Working

All employees have the right to request flexible working from their employer. To qualify the employee must have at least 26 weeks' continuous service and may only apply once per year.

Application must be made in writing and include specific details of the request. Employers can only refuse if there is a visible business reason. Acceptance of a flexible working arrangement is a permanent change to the contract.

Communication

LCS will endeavour to ensure that all its employees receive communication regarding their performance and any customer feedback as soon as is practical. Communication is always a two way exchange of information and LCS expects you to raise issues and discuss any concerns as they arise so that every effort can be made to rectify them.

As customer needs change and progress LCS will update you to ensure the needs can be met in the most effective way; this may be conducted verbally or may take the form of a notice, which is circulated to each operational site. Where business needs change LCS will communicate the situation as soon as is possible to its employees.

You will be able to view your payslips, receive letters, update personal details, request holidays and complete timesheets through access to our staff portal when it goes live.

Performance Reviews

Performance will be constantly monitored by means of customer feedback and quality and quantity of work completed.

Trade Unions

Employees have the right to belong or not to belong to a Union, and the right to not be refused employment on the grounds of trade union membership or non-membership. LCS is committed to communicating and dealing with its employees on a one to one basis as required by the circumstances and would always strive to ensure that employees are fairly and justly treated.

Welfare

First Aid

Site details on availability of First Aiders will be discussed as part of your initial Induction.

Health and Safety

Each site has a Health and Safety manual and during induction the employee will be shown where it is located. Your supervisor will share key points with you.

Accidents

It is the responsibility of all employees to report any accident that occurs however insignificant it may seem. Any faulty or defective equipment must be reported to the relevant Supervisor or Manager immediately.

Protective Clothing

Should the need arise relevant Company clothing will be provided and should be worn at all appropriate times. Relevant Personal Protective Equipment, clothing and footwear should be worn as appropriate to the situation.

Alcohol, Drugs and Illegal Substances

Employees may not bring alcohol, drugs or illegal substances in any form to the workplace unless authorised by the Managing Director. Employees will not be permitted to remain at work if appearing to be under the influence of alcohol, drugs or any illegal substances as determined by the Supervisor/Manager.

Security

All security passes issued by the Company must be worn at all times whilst on the customer's premises and during working hours. Upon leaving the Company all security passes must be returned.

Management of Stress

At LCS we are committed to protecting the health, safety and welfare of all our employees and recognise that workplace stress may occur from time to time. Should this happen we will make every effort to identify and manage such sources of stress in the workplace.

Stress may occur when an individual perceives that the demands of an external situation are beyond his or her perceived ability to cope with them. There is a difference between working under pressure, which can be a positive state which enables people to perform to their highest potential, and stress which can sometimes be detrimental to health.

Data Protection - Personal Information

LCS aims to fulfil its obligations under the General Data Protection Regulation (GDPR) 2018 to the fullest extent. It is committed to protecting your privacy and respecting your personal information and will do all it can to keep it safe.

You are also advised in accordance with the GDPR 2018 that your personal details will be retained on computer and on personal file for the purposes of processing pay, monitoring of policies and statutory requirements. This data is confidential and will not be disclosed to a third party without your prior consent or unless it is required by law to do so.

Data is stored on our computer system with appropriate password protection and security mechanisms in place; information kept in hard copy format is stored securely and confidentially.

In compliance with the GDPR LCS provides access on request to personal data held about you by the Company. There is a statutory 30 day deadline for processing such a request

Information will be kept only while you are in our employment and will be deleted when you leave except for certain statutory data which has to be kept for a specified period.

You also have the right to withdraw your consent for your personal data to be held by the Company at any time. (For full details see the LCS Privacy Policy).

Each individual is responsible for ensuring that he/she communicates to their Manager any changes to their personal information in writing to make sure that items such as emergency contact details are current and accurate at all times.

Right of Search

The Company (LCS) and/or the customer Company reserves the right to subject employees to a search of themselves, their vehicle, personal belongings and locker at any time. Should the need arise for this a colleague will be requested to act as a witness.

Personal Hygiene

All employees are reminded to pay care and attention to their personal hygiene as failure to do so may cause offence to fellow employees or customers.

Responsibility for Company Property

You are responsible for ensuring that all Company equipment is properly taken care of. As an employee of LCS you could be held responsible for willful damage, neglect or loss, which would be dealt with via the Company Disciplinary Procedure should the need arise. All items of Company equipment issued to you must be returned upon leaving the Company.

Company Vehicles

Company vehicles whether owned or hired are to be driven by specified personnel only, who must hold a current clean licence, a copy of which will be held on their personal file for insurance purposes. The employee will be responsible for ensuring that the vehicle is maintained in a safe and mechanically sound state, is clean and tidy both inside and out and secure. Any accident must be reported immediately using Company Insurance Forms.

Personal Conduct and Behaviour

Personal Appearance

You should attend work appearing clean and tidy, with long hair tied back and where appropriate wearing the Company uniform, thus ensuring the customer receives the correct impression of the Company and its employees.

Behaviour

The correct behaviour of LCS employees whilst on a customer site is essential, responding politely and courteously to any customer enquiries and, to the best of your ability answering any questions they may have. If you do not have the information they require you must call your Supervisor/Manager or the Managing Director.

Your conduct as you interact and communicate with each other on a customer site must also be non-offensive. Complaints regarding your conduct and behaviour will be treated as serious misconduct if proven when investigated, and will be dealt with via the Company Disciplinary Procedure.

Eating, Smoking and Drinking

Employees should not eat, drink or smoke whilst going about their day-to-day work. Eating and drinking are only permitted in designated areas and at specified break times. In accordance with the July 2007 Smoke Free regulations all Company vehicles are no smoking areas. Whilst on LCS and customer premises employees must comply with the no smoking policy.

Confidentiality

Any information which you may see or hear during the course of your duties on customer sites should be treated as confidential. You should not disclose any details or information relating to Company matters or procedures. Any breach of this will be treated as serious misconduct.

Ethical Standards

We require you to comply with the highest standards of integrity when working for the Company. This means that you will not receive or give any gifts or gratuities or pay or receive any unauthorised commission or other illegal remuneration whether in cash or kind in any way concerning our business. Should you become aware of any such practice by another employee then we require you to report this to us in writing.

A breach of this requirement will be treated very seriously and may lead to summary dismissal.

Use of Telephones

Public telephones on a customer site are only to be used during break times. Company phones are to be used solely for business purposes and may be monitored for the purposes of quality control and customer care.

Non-business and personal mobile phones are not to be used and/or accessed during normal working hours except in emergencies; this includes calls and text messaging.

Employees driving on Company business may not make or answer any calls whilst driving. If an urgent call has to be made the driver must pull over and stop in order to do this.

Non-compliance with any of the above may result in disciplinary measures being taken.

Standards of Work Performance

Expectations of LCS are based on our customers' wants and needs, and as part of the LCS team you are expected to contribute to meeting those requirements consistently and effectively. Specific standards will be discussed with you at the initial induction stage and as requirements change. Ensuring our customers are satisfied with our service is an integral part of your role with LCS – please help us all to achieve continued business success.