



EMPLOYEE HANDBOOK

Introduction

Welcome to Free2B

This handbook has been produced to help you understand more about Free2B and to provide you with a point of reference for any questions you might have about working for us, or about the terms and conditions of your employment.

This handbook is not contractual but is intended as a general guide. Whilst it does not form part of your contract of employment, you should be aware that a breach of any of the policies, procedures or guidelines that it contains or makes reference could lead to disciplinary action. Please therefore ensure that you read it carefully and, if there are any points you do not understand, or you would like any further details, please ask your line manager.

From time to time changes to the contents may be necessary, and we reserve the right to modify or discontinue the benefits, policies and terms and conditions described in this handbook. If any part of the handbook is considered to be in conflict with existing law, regulations or other statutory requirements, only the part that is in direct conflict will be invalid. Notification of any changes or additions will be given in writing (by email) from a senior manager. Any variations to your contractual terms will be notified to you individually.

We are committed to the principle of equal opportunity in our employment practices. We aim to ensure that no employee receives less favourable treatment due to race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, maternity/pregnancy or gender reassignment, or is disadvantaged by any conditions or requirements being placed on them which cannot be justified. We will not condone any discriminatory act or attitude in the conduct of our business with our employees, client, suppliers, partners or anyone with whom we deal and we look to you to support us in implementing these policies.

We hope that you settle quickly into your new role, and that you have a long, successful and happy relationship with us.

Note: All engagements are subject to the provisions set out in your individual contract of employment. This section of the handbook sets out to help you understand the Organisation's expectation of you as an employee and the expectations you may have of your employment with Free2B.

The terms and conditions of employment set out in this handbook are to be read in conjunction with your individual terms and conditions of employment which have been issued to you separately in writing (including terms and conditions which are particular to you or terms which in some respect differ from the norm as set out in this handbook). In the event of any inconsistency, your contract of employment and any subsequent terms issued to you separately will take precedence over those in this handbook.

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1. About Free2B Alliance

Welcome to Free2B Alliance. This handbook has been designed to provide Employees with information about Free2B (The Organisation). It contains the policies, procedures and rules which Employees of the Organisation are expected to follow.

The Employee handbook is given to all new employees. They are expected to read and familiarise themselves with the contents of this handbook. If Employees have any questions or queries about its contents, they must speak to their line manager or management team.

There will be some elements of this handbook which are useful to volunteers of Free2B. For more information and guidance on volunteering at Free2B, please see our Volunteers Policy, which is available from a Director.

This handbook is set out by policy followed by its procedure.

Free2B Alliance is a Community Interest Company supporting the LGBTQ+ community. Free2B has three key service areas:

- Support for LGBTQ+ young people
- Support for parents
- Delivering LGBTQ+ awareness training

Our key aim is to encourage LGBTQ+ equality through inclusion.

2. On joining us

1. Right to work in the UK and tax declaration

By law, we are required to check that all new employees have the right to work in the UK.

A copy of the documentation will be taken and retained on your personal file and the original returned to you.

Should you cease to be entitled to work in the UK at any time during your employment with us, failure to notify a manager may trigger disciplinary proceedings and amount to gross misconduct warranting summary dismissal. Any restrictions on your working hours should be fully complied with.

2. Induction

On your first day, you will receive an introduction to Free2B and attend a health and safety briefing, which will include a tour of our facilities. You will be asked to fill out required starter documentation, given time to familiarise yourself with your new surroundings and the requirements of your new role.

A comprehensive induction programme will be led by a manager, during which you will be introduced to the key employees with which you will interact and start to understand our processes and procedures.

We recognise that starting a new job is stressful. Please do raise any queries or concerns that you may have as soon as possible in order that we may resolve these.

3. Probationary period

All new employees are appointed on the basis of an initial probationary period. The duration will be set out in your contract of employment. The purpose of this period is to provide formal monitoring of your performance and progress during the early stages of your career with us, to ensure that any training needs are identified and met quickly and to provide you with a defined opportunity to raise any concerns that you have while settling into your job.

At the start of this period, specific work-related objectives may be discussed and agreed with you. Your line manager will then give you feedback on a regular basis. If there are any issues that need addressing, these should be highlighted and clear objectives with timescales set, to allow you the opportunity to improve or receive more training, prior to the end of the probationary period. Notes detailing agreed action points should be made by your line manager and kept on your personal file.

Shortly before the end of your probationary period, you will be asked to attend a formal review meeting with your line manager to discuss your progress, any concerns or difficulties that may be affecting your work and to identify any training needs you may have.

If we are satisfied that you have reached the required standards, your appointment will be confirmed in writing. If, however, you have not reached the required standards, and we have concerns about your performance, attendance or your behaviour or suitability for the post, your probationary period may be extended, and a development plan may be put into place. A further review will take place shortly before the end of this period and upon reaching the required standards of competence, attendance and behaviour, your appointment will be confirmed in writing.

At any point during the probationary period, if we feel that you are unlikely to meet the requirements of the role, your employment may be terminated with contractual notice. We reserve the right not to apply our full disciplinary procedure during your probationary period.

Termination will not normally take place, however, without first conducting a review meeting and giving you the opportunity to put forward your views on your performance in the role and considering additional training, if appropriate.

4. Job description

You will be provided with a job description which details the main duties of the position to which you have been appointed. We may make amendments to your job description from time to time, in relation to changing organisational needs and your own abilities. No changes will be made without first consulting you and giving you the opportunity to comment on the changes.

Please note that we do expect employees to be flexible and you may be requested to take on tasks usually conducted by colleagues (but similar to your own) during times of holiday and/or sickness or in order to help meet deadlines if the need arises.

3. General terms and conditions

1. Hours of work

Your normal days and hours of work are set out in your contract of employment or other correspondence relevant to your employment.

If for any reason you need to leave work due to a personal emergency or illness, you must inform your line manager and gain permission to leave site. Leaving without permission may result in disciplinary action.

In addition, flexibility is important to us in meeting the needs of our organisation. For this reason, you may be required to vary your hours of work and to work additional hours, should the need arise.

Additional hours

We do not normally pay overtime for any additional hours worked; however, in circumstances where an employee is asked by their line manager to work extra hours for a specific task then you may take time off in lieu (TOIL).

Any TOIL accrued should be taken with the authorisation of the manager and normally used within eight weeks of accrual, otherwise it will be lost. Time off in lieu should be requested using the normal annual leave form, indicating that time off in lieu is being requested.

Working Time Regulations

The Working Time Regulations limit the hours an employee may work to 48 hours each week (averaged over a rolling 17-week period) and employees may not exceed this limit unless they have 'opted out'. Opting out will require your written consent. For further details of the opt-out process, please see your line manager.

In addition, all employees are entitled to statutory rest periods as follows:

Daily: a break of at least 20 minutes (30 minutes if you are aged under 18) if the shift is more than 6 hours (4.5 hours if you are aged under 18); and not less than 11 hours consecutive rest in each 24 hour period (not less than 12 hours consecutive rest per day if you are aged under 18)

Weekly: an uninterrupted weekly rest period of not less than 24 hours (48 hours if you are aged under 18).

This can be averaged over a 14 day period and in this case can be taken as either two uninterrupted rest periods, each of no less than 24 hours in each 14 day period or one uninterrupted rest of not less than 48 hours in each 14 day period.

If you are concerned about the number of hours you are working, or if you wish to undertake any other paid work in addition to your employment with us, please discuss this with your line manager.

Flexible working

Provided that you have at least 26 weeks' service at the date of making the request, you are entitled to make a written application for flexible working. This may involve a change to your hours, breaks, or location of work.

We will be sympathetic to your circumstances and will give all requests serious consideration but cannot guarantee that your request will be granted.

2. Pay

Basic pay

Your pay is as shown in your contract of employment, or as subsequently notified to you. If you are paid monthly, your monthly salary is calculated as 1/12th of your annual basic salary. If you join (or leave) after the first working day of a calendar month, you will be paid for each working day employed in that month.

Payslips and queries

If you are overpaid for any reason you are required to notify your line manager. The amount of overpayment will normally be deducted from the following payment, but if this would cause hardship, alternative arrangements to repay may be made.

Failure to report an overpayment may result in disciplinary action. 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.

3. Holidays

Your basic annual leave entitlement together with our holiday year can be found in your contract of employment.

Entitlement to paid holiday accrues throughout the year on a daily basis. If you join or leave our employment during the holiday year, your holiday entitlement for that year will be calculated on a pro-rata basis, rounded up to the nearest half-day. If you work part-time, your holiday entitlement will be calculated on a pro-rata basis, based on your contractual hours. If you change your contracted hours on a permanent basis during the year, your new holiday entitlement will be effective from the date of that change.

We encourage you to take your holiday entitlement. Any holiday not taken in the year of accrual cannot be carried forward to a subsequent year and will be forfeited unless a special agreement is reached with the Board of Directors. Any holiday entitlement carried forward must be taken by within three months.

Special rules apply however if you are absent on long-term sick, and have not taken the minimum statutory entitlement (including any bank/public holidays you have taken as paid time off) by the end of the holiday year. In these circumstances the balance of the statutory entitlement which you have not taken may be carried forward for you to take at a later date, even if this means carrying it forward into

the next holiday year, provided that you have adhered to our sickness reporting procedure and have provided the required documentation where applicable.

Holiday should be taken at times agreed in advance with your line manager and is authorised subject to the needs of the organisation as stated in your terms and conditions of employment. Therefore, to avoid disappointment, please ensure that you do not make travel arrangements prior to your holiday request being authorised.

We ask that, where possible, you give us as much notice as is feasible when requesting annual leave. Please remember that annual leave of more than 1 week during school term time will require the additional agreement of the Senior Leadership team. And no more than 2 weeks' annual leave may be taken at any one time other than in exceptional circumstances and only with the additional agreement of the Board of Directors.

If you are ill either before or whilst on authorised holiday and may not be able to take the minimum statutory entitlement (including any bank/public holidays you have taken as paid time off) by the end of the holiday year, you may be entitled to request that the period of illness during the previously booked holiday be converted to sick leave, and to take the holiday at a later date.

On leaving our employment, any holiday entitlement accrued and not taken may be paid. Payment for holiday taken in excess of your entitlement will be deducted from your final salary.

4. Pensions

In accordance with government legislation all eligible employees will be automatically enrolled onto a pension scheme.

Please refer to your employment contract if you would like further information on our pension scheme.

5. Absence notification and payments

If you are unable to attend work for any reason, you should follow the notification procedure set out in contract of employment.

We are sympathetic to genuine cases of illness or other problems which might make absence unavoidable. However, excessive or unauthorised absence causes disruption to the organisation, lowers the morale of other staff and makes us less able to accommodate genuine cases of long-term illness. Therefore, all absences are taken seriously and unnecessary absence is likely to lead to disciplinary action.

If you are ill prior to a period of authorised holiday, or during a period of authorised holiday, and may be unable to take at least the statutory minimum holiday entitlement during the holiday year (including any bank/public holidays taken as paid leave) you may be able to request that the period of illness during the authorised holiday be converted to sick leave. In these circumstances, you should follow the notification procedure set out in your contract of employment.

For further information on absence and sick pay, please see procedure set out later in this document.

6. Maternity, adoption, paternity and shared parental leave

Maternity, adoption, paternity and shared parental leave and pay are in accordance with Free2B's policies.

If you or your partner become pregnant or seek to adopt a child you should notify your line manager at an early stage so that your entitlements and obligations can be explained to you.

Pregnant employees are entitled to take time off with full pay during working hours to receive ante-natal care. Employees who wish to take time off for this purpose are asked to provide medical certification of the pregnancy, and an appointment card, except for the first appointment.

Employees who have a 'qualifying relationship' with a pregnant person are permitted to take time off on up to two occasions of up to 6.5 hours each to accompany the pregnant person to an ante-natal appointment made on the advice of a registered medical practitioner, registered midwife or registered nurse.

7. Parental leave and emergency time off for dependants etc

Employees may be able to take statutory parental leave in order to look after a child if they meet certain eligibility criteria, including the requirement to have at least one year of continuous service. The Employment Rights Act 1996 and the Maternity and Parental Leave etc Regulations 1999 govern minimum provisions in relation to parental leave and entitlements provided by the Organisation provisions will be in accordance with those. Statutory parental leave is unpaid.

Please speak with your line manager if you would like further information on parental leave.

All employees will also be entitled to take a reasonable amount of unpaid time off during their working hours in order to take necessary action:

- to provide assistance when a dependant falls ill, gives birth or is injured or assaulted;
- to make arrangements for the provision of care for an ill or injured dependant;
- in consequence of the death of a dependant;
- because of the unexpected disruption or termination of arrangements for the care of a dependant; and/or
- to deal with an incident which involves their child and which occurs unexpectedly whilst the child is at school/other educational establishment.

The employee must tell Free2B the reason for their absence as soon as is reasonably practicable and tell the Organisation how long they expect to be absent. This is envisaged as being no more than one or two days in most cases.

A dependant is:

- any person who reasonably relies on an employee for assistance when they fall ill or is injured or assaulted, or who relies on them to make arrangements for the provision of care in the event of illness or injury.

Please note that any attempt to claim time off to care for a dependant or take parental leave dishonestly or any breach of the continuing duties outlined in this policy during such time off or leave may be viewed as a disciplinary offence and may render employees liable to disciplinary action up to and including summary dismissal.

8. Sickness absence procedure

Employee attendance is important to the organisation and is monitored. This policy identifies points at which the organisation will take action if employees sickness absence reaches unacceptable levels. It is important to the Organisation that it does as much as reasonably possible to help employees return to work and be fit to undertake their role again. However, the Organisation cannot ignore the effects absences have on services and other employees, whatever the cause.

The Organisation has a legal obligation to support any sick absence that relates to an Employee's pregnancy. It may be appropriate to make additional allowance for this and in other situations such as making reasonable adjustments related to disability of an Employee. This may be done in consultation with an Occupational Health Advisor.

Notification of absence due to sickness and sick pay

Subject to compliance with the sickness procedures, Employees will be paid sick leave in accordance with their individual contract of employment.

All Employees should self-certify their illness for the first seven days of absence (including Saturday and Sunday). After seven days, Employees must provide a doctor's certificate (known as a 'Fit Note')

All employees should follow this procedure for reporting sickness absences;

Return to work discussions

When an Employee returns to work from sickness absence their line manager will hold a meeting with them as soon as possible after that to check they are fit to return, update them on any important matters they have missed and may discuss their absence record if appropriate. When the Employee returns to work they must complete a Sickness Self-certification form (see Annex A at the end of the hand book) and provide the necessary evidence. The line manager must sign this form. It is important that this form is completed in order for the Organisation to keep accurate records and claim SSP on your behalf.

Sickness on annual leave

If an Employee is sick during annual leave they must produce documentary evidence of the illness even if the sickness was for less than seven days. This should be sent to the line manager with a letter of application to reclaim the annual leave. They should also contact their line manager at the time of the illness in order to report it. If both these requirements are not followed, it may not be possible to reclaim the annual leave.

Medical information

If an Employee's absences reach excessive levels, the Organisation may require medical information about their condition from their GP and/or an Occupational Health doctor. The Organisation will pay for the cost of this.

If the Organisation needs a report from the Employee's GP, it will comply with the Access to Medical Reports Act 1988, which requires that:

The Organisation via an Occupational Health advisor, will obtain the Employee's written consent before their GP is contacted;

Employees are given prior access to the report and can refuse the Organisation access to it if they wish; and

Employees can ask their GP to alter the contents of the report if they feel it is inaccurate. If their GP does not wish changes to be made, Employees can ask their GP to attach a statement of their views to the report.

However, Employees should be aware that if they refuse to supply relevant medical information the Organisation will have to make decisions based on the information that is available. Therefore, it is in the Employees best interest to disclose medical information.

Short term absences

Short Term absences is a period of sickness which might last less than a week. The line manager will formally review the Employee's absence record. If in any three month there are more than three separate periods of absence, or if there is an unacceptable pattern of absence, for example, regular time off on

Mondays or Fridays, the line manager may consider actions suitable such as using the attendance management or disciplinary process.

Long term absences

Long-term absence is a prolonged period of sickness which lasts more than one week.

The Organisation takes a sympathetic view about genuine ill-health problems and will provide a supportive approach to all employees in such circumstances.

Managers will monitor Employees' absences and will support them through a period of long-term sickness. If, after discussion, it appears the Employee is likely to be away from work for more than four weeks, the manager will agree a regular contact schedule with them. These arrangements will be made by mutual agreement, but it is important these are kept at a reasonable level as the primary consideration is ensuring the Employee has time to recover.

The Organisation will need to find out the reason(s) for the Employee's sickness (including requesting medical information where appropriate), the likely duration of sickness and if there are any steps that the Organisation or Employee can take for their safe return to work.

Procedure

Reporting sickness absence

On the first day of sickness the Employee must contact their manager as soon as possible. The Employee should not leave messages with a receptionist or on a colleague's voicemail, unless no other option is available at the time. If the line manager cannot be contacted when the Employee phones, the manager should telephone the Employee at home later the same day to obtain the necessary information.

The Employee should advise of their condition causing their absence and where possible give an indication of when they may return. Absence without leave or failure to supply reasonable evidence may result in loss of entitlement to sick pay.

Return to work discussion

The manager is required to hold a Return to Work Discussion with the Employee after every period of sickness absence, regardless of its duration, on the day the Employee comes back to work. This discussion should take place face to face, where this is not practical the manager is required to conduct the discussion over the telephone.

If the Employee has not returned to work the manager is required to discuss the Employee's absence with the Employee on Day 14 if this has not already been arranged.

Before a Return to Work Discussion the manager is required to:

- consider whether Reasonable Adjustments and/or an Occupational Health referral is appropriate;
- collect the following information:
 - notes or records relating to the sickness absence, such as the cause of absence;
 - notes from keeping in touch conversations;
 - the Employee's sickness absence record for the last rolling 12-month period (pro-rata for part time employees); and
 - information on any temporary workplace adaptations included on the Fit Note agreed with the Employee to support them back to work.
- establish whether there is a pattern of sickness absence e.g. is the Employee regularly absent on a Monday, the day before a period of annual leave, etc; and
- request any outstanding Fit Notes from the Employee.

Before a Return to Work Discussion the Employee is required to:

provide the manager with any outstanding Fit Notes.

During a Return to Work Discussion the manager is required to:

- identify the cause of the Employee's sickness absence;
- identify what support can be given to prevent further sickness absences that will help the Employee to maintain the expected level of attendance including any temporary workplace adaptations or Reasonable Adjustments;
- seek the Employee's consent to an Occupational Health referral if appropriate;
- discuss the Employee's sickness absence history for the last rolling 12 months and remind the Employee of the attendance standard expected of them; and
- inform the Employee of how their work has been managed during their absence and update them on any work issues.

After a Return to Work Discussion the manager is required to promptly record the discussion and close the sickness absence.

9. Medical/dental appointments

Subject to prior agreement with your line manager, reasonable time off to attend doctor, dentist or hospital appointments will be authorised. Ideally appointments should be made on non-working days wherever possible. However, if they cannot be, then to minimise disruption they should be made at the beginning or end of a working day or on a day of the week when your workload tends to be quieter.

We request that you give us as much notice as possible of such appointments, particularly when these are routine checks. Failure to give reasonable notice when this is possible may result in disciplinary action, or the absence being regarded as unauthorised, and therefore unpaid, leave.

Different rules apply to ante-natal appointments - see above.

10. Compassionate leave

If you suffer bereavement, we will do our utmost to support you and generally exceptional paid leave will be granted to help you deal with the immediate issues, or to attend the funeral. Normally up to three days' paid leave will be granted; any additional time off will be authorised as holiday or will be unpaid and this will be authorised by your line manager. Additional time off may be granted if extensive travel is required.

Parental Bereavement Leave

The Organisation will provide parental bereavement leave in line with the current legislation. This is eligible for all employees who have suffered a stillbirth after 24 weeks of pregnancy, up to the loss of a child aged below 18.

11. Time off for religious observance

If you wish to be absent from work in order to observe your faith on days other than bank and public holidays, such time off should be taken, where possible, from your normal holiday entitlement and by prior agreement with your line manager.

There is no automatic right to time off for religious holidays, however we will try to ensure that religious groups are not disadvantaged when requesting holiday at a time which is important to them.

As with any other form of time off, please give as much notice of your request as you can.

If you require a period of unpaid extended leave for religious reasons, please discuss this with your line manager, giving as much notice as possible. Such requests will be given full consideration, but are subject to the needs of Free2B.

12. Time off for other reasons

Public duties

The Employment Rights Act 1996 gives employees the right to have a reasonable amount of time off work (unpaid) to perform public duties.

Public duties include: Acting as a witness in court; Court summons; Time off to carry out safety representative duties; Voluntary service.

The public offices which qualify in respect of this provision are as follows: Justice of the Peace; members of a Local Authority (i.e. Local Councillors); members of a Statutory Tribunal; members of a Police Authority; members of the boards of prison visitors; members of health bodies (such as NHS Trusts, Health Authorities, Health Boards); members of education bodies (managing or governing bodies of local authority educational establishments, grant maintained schools, school councils, self-governing schools, colleges of further education, central institutions); members of the Environmental Agency or the Scottish Environmental Protection Agency.

We will authorise all reasonable requests for time off to perform these duties provided you have notified a line manager in advance of your commitments, and that adequate notice has been given.

A maximum of 2 days to perform these duties will normally apply per calendar year.

Jury service

We will maintain your income up to your basic pay for a period of up to 2 weeks by supplementing your juror's allowance, which you should claim from the court. The court will issue you with a loss of earnings form which you should pass on to your line manager for completion. Any subsistence, travel allowance and other expenses can only be claimed from the court.

You are expected to attend work on any days/half days on which you are not actually required to serve.

Time off to carry out trade union duties and take part in trade union activities

An employee who is a trade union official, a shop steward, or union representative elected in accordance with the rules of the union, and who is concerned with industrial relations at work, has the right to request reasonable time off with pay during working hours to carry out trade union duties and to undergo relevant training. The amount of time off to which the employee is entitled is that which is reasonable in the circumstances.

If the above applies, employees have the right to request a reasonable amount of time off without pay to take part in the activities of their trade union. The amount of time off to which the employee is entitled is that which is reasonable in all the circumstances.

Time off in redundancy situations

Employees with two or more years' continuous employment and who are under notice of dismissal for redundancy are entitled to a reasonable amount of time off to look for other work.

Unauthorised absence

If you are absent from work, other than with the agreement of a line manager on approved holiday or other leave or because of sickness that has been notified and certified in accordance with our normal procedures, we reserve the right both to treat the absence as unauthorised and not to pay you for the absence.

Since your presence at work is a requirement of your contract, such absence may result in an investigation under our disciplinary procedure, which in turn could result in disciplinary action including the termination of your employment.

13. Unpaid absence

Whilst unpaid absence is not encouraged, we understand there may be times when you may need to be away from work for some other reason not covered above. Other than where reasonable unpaid time off is taken to undertake the unexpected care for a dependant, any requests for unpaid leave should be made to a line manager. Such requests will only be considered if you have been working for us for more than 12 months, and on an entirely discretionary basis.

4. Your working environment

1. Health and safety policy

We attach great importance to your health, safety and welfare. We will provide and maintain working conditions and equipment for all employees, contractors, partners and visitors that are safe, healthy and comply with statutory requirements and codes of practice.

However, you also have a personal responsibility for ensuring adherence to our health and safety procedures. You are required to take reasonable care of your own well-being and that of all other employees.

We will ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees and that any other persons who may be affected by our work activities is protected from risks to their health and safety.

We firmly believe that the success of our policy relies on the full co-operation of all employees; therefore, we will ensure that it is brought to their notice. We will regularly review our Health and Safety procedures to take account of any significant changes in our operations. Further details can be found in our Health & Safety policy.

2. Lone Working

The organisation as an employer has a responsibility for its Employees' health, safety and welfare whilst at work. There may be occasions when employees are working outside of office hours, either on the premises or for example conducting a home visit. It is the Organisation's duty to assess risks for Lone Workers and take steps to avoid or control them where necessary. Employees also have a responsibility to take all reasonable steps to minimise risks to themselves whilst conducting work for the organisation.

Lone Workers are those who work by themselves without direct supervision. Examples of lone working are (this is not an exhaustive list):

An Employee working on their own in the premises either inside or outside of normal working hours; or

An Employee working outside of the premises (e.g. home visits), this can include outside of normal working hours.

The organisation will investigate any potential risks faced by Lone Workers undertaking a task. To assess the risks involved and to make sure that measures are in place to control or avoid any risks identified through the assessment. Assessing risks, will be done by:

Involving and consulting employees when undertaking a risk assessment. This will ensure that all relevant hazards are identified, and appropriate and proportionate measures are chosen; and
Review risk assessments annually.

Factors considered in assessing the risks:

Is there risk of violence;
Are employees of a particular characteristic at risk; and
In the case of illness or injury, can the employees access first aid or managerial support?

Lone working awareness checklist

If an Employee is working alone on the premises in the evening or at weekends:

Make sure their manager knows their working arrangements and agree how to contact them in an emergency;
Always have their mobile phone with them and ensure their manager has an up to date number; and
Make sure that the front door is closed securely and only open to those with an appointment or who are known and have a specific and legitimate reason to be on the premises.

If an Employee is working alone in the office and a client or member of the public attempts to gain access to the premises, but it is believed that person does not have a legitimate reason to be there:
Employees should immediately contact their manager to make them aware of the situation;
Employees must use the entry intercom system to establish the reason the person has attended without an appointment, to determine whether or not to allow access;
If in any doubt, ask them to wait outside while a manager is consulted.

Conducting a visit alone outside of the organisation's premises

Employees must follow the steps set out below when carrying out an off-site visit:

Make sure they have arranged a home visit 'buddy' for client visits (see buddy procedure);
Check where the location is and be sure it is safe before visiting;
Carry the minimal amount of personal belongings and make sure they have their mobile phones with them and switched on;
If visiting a new or unknown group where it may be operating from a home address, arrange the initial meeting in a public place; and
If they are concerned about any aspect of the visit talk to their line manager.

Buddy procedures for visiting at client's home

Employees must follow the points set out below when arranging a buddy to support them during an off-site visit:

When arranging a buddy, liaise with colleagues directly either face to face or over phone to agree a buddy arrangement. Under no circumstances should this be done by text or email, as it cannot be guaranteed a colleague has received or read the information;
Inform their buddy where they are going, including the full address details, the start time of the meeting, intended length of visit and expected end time;
Text their buddy once they have arrived at the address;

Call their buddy to advise they have completed the visit or if it is taking longer than initially expected;
Use the safe code 'it's in the blue folder' this will indicate urgent assistance is required if they are calling under duress;
Their buddy should monitor the appointment time and call if the Lone Worker does not make contact within the pre-agreed timeframe; and
Should their buddy not be able to get in touch at the agreed time or the Employee calls and uses the 'safe code', the buddy should contact the police immediately and provide the details of where the Employee is.

3. Alcohol, drug and substance abuse

We have a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of all our staff and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and non-prescribed drugs, and the misuse of substances may impair the safe and efficient running of Free2B and is forbidden both during working hours and in the time prior to this where it could affect your ability to work safely. To be unable to work properly, or to cause your fellow employees to have reason to object to your conduct, caused through either alcohol or drug use (or substance misuse), may lead to action being taken under our disciplinary procedure.

If we suspect that you are under the influence of alcohol or drugs you may be suspended immediately and we may ask for an alcohol or drug test to be carried out by a nominated person on the day suspected or after suspension. Action will also be taken if the misuse takes place on a client's premises or at a conference or exhibition or social event either organised by Free2B or that you are attending as a representative of the Organisation.

If you face a situation where you have become dependent on alcohol, drugs or substances, and you bring this to our attention prior to us raising any concerns or taking any disciplinary action, we may help you to seek appropriate treatment and allow time to recover. Disciplinary action may be suspended provided that you follow a suitable course of action outlined in an agreement that can be monitored by your line manager. Your duties may be restricted during this period and we will seek to offer alternative tasks that you are capable of undertaking without risk to your, or others, safety. If we are not able to keep your post open during a prolonged period of absence, or if you are not able to return to the same job after effective treatment or this is not advisable for whatever reason, we may offer suitable alternative employment where possible but cannot guarantee this. If a prescription drug affects your working capabilities (e.g. makes you tired, drowsy, or dizzy), your line manager should be informed as to any risks this may cause to you and those who work with you.

4. Security

If you are issued with keys to our premises, you should never let another person have these. If you lose a key, you should report this immediately to your line manager.

It is the responsibility of all our employees to ensure that on leaving, windows are shut and secured, doors are double locked, and all computers and electrical equipment shut down and locked away, where appropriate.

CCTV cameras are in operation throughout the Free2B premises. These have been installed to help protect the assets of all tenants, investigate and/or to detect crime, apprehend and/or prosecute offenders, and to protect personal safety. CCTV footage may be used as evidence in criminal proceedings, in disciplinary investigations and hearings, and for safety monitoring. Appropriate signage informing employees and visitors of the CCTV system is in place. CCTV footage is stored securely with only authorised people having access. It is retained in accordance with our impact assessment and only for as long as is necessary. Any employee who has any concerns about such surveillance should raise these with a line manager.

5. Accidental damage to, or loss of, your property

We do everything possible to keep our office secure, but there is always the risk that petty crime will occur. We cannot and do not guarantee the security of your personal belongings; nor can we make insurance claims or offer financial compensation if thefts do occur without evidence of a physical break-in. You should not therefore leave your belongings unattended or unsecured. Any items of personal or financial value should be kept with you or locked away and should either be taken home with you at the end of the day or locked away in a drawer, cupboard or filing cabinet.

Similarly, we do not accept any liability for cars, other vehicles or bicycles brought to work.

6. Lost property

Articles of lost property should be handed to a your line manager who will retain them whilst reasonable attempts are made to discover the identity of the owner and inform that person.

5. Other rules and general information

1. Professional conduct

We aim to encourage the highest professional and ethical standards and require all employees to maintain our good reputation by behaving with responsibility and integrity and acting in a courteous, honest and fair manner towards anyone with whom they deal.

Our employees are our best ambassadors, and they represent us whenever they meet clients - we therefore ask that the dress, appearance, conduct and personal hygiene of all our employees presents us in a professional light at all times. This includes at events outside of the workplace such as training courses, seminars and conferences, or social functions.

Free2B also expects all employees to adhere to the legal requirements and ethical standards set out in this handbook and additional documents:

Free2B Compliments & Complaints Policy
Free2B Digital Communications Policy
Free2B Safeguarding Policy
Free2B Equity & Inclusion Policy
Free2B Health & Safety Policy
Free2B Data protection Policy
Free2B Grievance Policy
Free2B Disciplinary Policy

We aim to create pride in Free2B and generate a feeling of loyalty and trust with everyone with whom we come into contact.

2. 1:1 Working with Young People and Vulnerable Adults

There may be occasions when Employees are working with young people or vulnerable adults in a 1:1 capacity. It is our duty as a good employer to assess the risks for 1:1 workers and take steps reasonable to avoid and/or control risks where necessary. Employees also have responsibility to take all reasonable steps possible to care of themselves whilst conducting work for the organisation.

In order to safeguard Employees and clients, and to comply with the Organisation's insurance the following procedures must be adhered to.

1:1 work with young people under 18 and vulnerable adults:

sessional 1:1 work must only be carried out by a qualified Employee that has 1:1 remit as part of their role; Support workers may on occasion have 1:1 conversations with group members. This must always be in the main group room where other employees and group members can see both parties; and Group members will not be permitted to enter the group room until at least 2 employees or volunteers are present.

1:1 Sessional work

This may be carried out in a number of different locations:

Venues provided by a referring agency who have requested 1:1 work – i.e. a college, school, council department, etc.

Employees must request a 'safe' space to carry out the 1:1 session, which is visible to the referring agency, such as an interview room with a window, a corner space in a larger room or a room with CCTV. In the client's home – home visits must only be carried out if adult household members are present or 2 Employees are attending

Public settings – such as meeting in a shopping centre, or at the train station

Travelling with a young person under 18 years of age or vulnerable adult as part of support work (such as accompanying a client to a college interview), must always be via public transport. Employees are not permitted to drive a client in their own car unless a second Employee is also present and the correct insurance is in place.

3. Confidentiality policy

You may not during or after the termination of your employment with the Company use or disclose to anyone other than in the proper course of your employment any information of a confidential nature relating to the organisation, its business, or its client. Such information will include any information which is commercially sensitive or which may not be readily available to others engaged in a similar business to that of the organisation or to the general public. You are required to use your best endeavours to prevent the disclosure of any information of a confidential nature during your employment. Breach of this clause will be considered to constitute gross misconduct, which may lead to dismissal without notice or payment in lieu of notice.

“Confidential Information” includes without limitation any confidential information relating to clients or potential clients, pricing, marketing information, intellectual property, business plans or dealings, technical data, employees, officers or shareholders, financial information and plans, designs, formulae, product lines, research activities, any document marked “Confidential” or “Secret”, or any information which the Organisation deems confidential or which would reasonably be understood to be confidential or any information which has been given to the Organisation in confidence by clients, suppliers or other persons.

The above restrictions do not apply to any disclosure authorised by the Organisation or required in the ordinary and proper course of your employment or as required by a court of competent jurisdiction, a regulatory authority or otherwise required by law.

4. Gifts and hospitality

Note that it is an offence under the Bribery Act 2010 to offer, promise or give a bribe or to receive a bribe. (The latter includes requesting, agreeing to receive or accepting a bribe.)

It is a strict rule therefore that nothing that could be viewed as an inducement (e.g. personal gifts or any hospitality or entertainment of any kind), may be accepted, and the details of any offer of such a gift/hospitality must be declared immediately in the record kept by Senior Leadership.

At times of special occasions such as Christmas, small gifts of nominal value may be accepted by prior agreement with Senior Leadership. Gifts such as wine or consumables are normally pooled and then distributed amongst all of our staff.

Fraud, theft and suspicious acts

If you have knowledge of, or reasonably suspect, any fraud theft or other suspicious act taking place within Free2B you should report this to your line manager.

Equally, if you have knowledge, or suspect, that financial proceeds from crime are being passed through Free2B to cleanse their identity and make them appear to be from legitimate sources, you are required by law to report this to your line manager as soon as reasonably practicable after the information comes to your attention. Failure to do so may constitute an offence.

5. Dealing with the media – please see Digital Communications Policy.

6. Changes to personal details

The General Data Protection Regulation (2018) requires that any personal information kept by us is maintained, up to date and accurate.

Please ensure that your line manager is informed immediately of any changes to your personal details. These include change of name; home address; home telephone or personal mobile number; marital status; emergency contacts; gain or loss of a dependant; attainment of a professional qualification or membership of a professional organisation and change of vehicle registration number (if you use your car for business use). Please also advise your line manager of any changes in your personal circumstances which could affect your employment, e.g. changes in health, endorsements on your driving licence (if you are required to drive on business) etc.

7. Anti-Harassment and Bullying

We recognise that harassment and victimisation is unlawful under the Equality Act 2010. As such, harassment or victimisation on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race/ethnicity, religion or belief, gender or sexuality is unacceptable and will not be tolerated.

Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. For the purposes of this policy, it also includes bullying.

Bullying is understood to be targeted and persistent offensive, intimidating, malicious or insulting behaviour and can include the abuse or misuse of power to undermine, humiliate, denigrate or injure the recipient.

Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.

We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees. The aim of this policy is to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of

redress.

We recognise that we have a duty to implement this policy and all employees are expected to comply with it. We will also endeavour to review this policy at regular intervals in order to monitor its effectiveness.

Definition and examples of bullying and victimisation

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim.

Bullying can be focused around issues, such as:

Racism	racial taunts, graffiti, gestures
Sexual	unwanted physical contact or sexually abusive comments
Homophobia/Biphobia	taunting because of, or focussing on the issue of sexuality
Transphobia	taunting because of, or focussing on the issue of gender identity
Body	insulting a person physically

Bullying can be acted out in a variety of ways, such as:

Verbal	name-calling, sarcasm, threatening, teasing, sexual comments
Social	spreading rumours, leaving people out, embarrassing people
Physical	pushing, kicking, hitting, punching or any use of violence
Cyber	all areas of internet, such as email, Facebook & internet chat room abuse
Mobile	threats by BBM, Facebook, text messaging & calls misuse of associated technology i.e. BBM, camera & video facilities

Victimisation

Victimisation takes place when an employee is treated unfavourably as a direct result of raising a genuine complaint of discrimination or harassment. Furthermore, any employee who supports or assists another employee to raise a complaint is also subjected to victimisation if they are treated unfavourably.

Examples of personal harassment

Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- abusive, threatening or insulting words or behaviour
- name-calling
- picking on someone or setting them up to fail
- exclusion or victimisation
- undermining their contribution/position
- demanding a greater work output than is reasonably feasible
- blocking promotion or other development/advancement.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

Examples of sexual harassment

Sexual harassment can take place in many forms within the workplace and can go undetected for a period of time where employees do not understand that particular behaviour is classed as sexual

harassment. Sexual harassment is unwanted behaviour related to sex, or of a sexual nature, by one employee towards another and examples of sexual harassment include:

lewd or abusive comments of a sexual nature such as regarding an individual's appearance or body
unwelcome touching of a sexual nature
displaying sexually suggestive or sexually offensive writing or material
asking questions of a sexual nature
sexual propositions or advances, whether made in writing or verbally.

Sexual harassment can also take place where an employee is treated less favourably because they have rejected, or submitted to, the unwanted conduct that is related to sex or is of a sexual nature. Whether less favourable treatment occurs as a result will be examined broadly and includes areas such as blocking promotion and refusal of training opportunities or other development opportunities.

Third party harassment

Free2B operates a zero tolerance policy in relation to harassment perpetrated against one of its employees by a third party, such as a client/customer or visitor to the organisation. All employees are encouraged to report any and all instances of harassment that involve a third party in line with our reporting procedure, as outlined below.

If we find that the allegation is well-founded, we will take steps we deem necessary in order to remedy this complaint. This can include, but is not limited to:

- warning the individual about the inappropriate nature of their behaviour
- banning the individual from organisation premises
- reporting the individual's actions to the police.

In addition to this, Free2B will endeavour to take all reasonable steps to deter and prevent any form of harassment from third parties taking place.

Responsibilities

Employee responsibilities

Free2B requires its employees to behave appropriately and professionally at all times during the working day, and this may extend to events outside of working hours which are classed as work-related such as social events. Employees should not engage in discriminatory, harassing or aggressive behaviour towards any other person at any time.

Any form of harassment or victimisation may lead to disciplinary action up to and including dismissal if it is committed:

- in a work situation
- during any situation related to work, such as a social event
- against a colleague or other person connected to the employer outside of a work situation, including on social media
- against anyone outside of a work situation where the incident is relevant to their suitability to carry out the role.

A breach of this policy by will be treated as a disciplinary manner.

Employer responsibilities

Free2B will be responsible for ensuring all members of staff, including seniors and those within management positions, understand the rules and policies relating to the prevention of harassing and bullying behaviour at work and during work-related social events. We will promote a professional and positive workplace whereby managers are alert and proactively identify areas of risk and incidents of

harassment, sexual harassment and bullying.

We will also take into account aggravating factors, such as abuse of power over a more junior colleague, when deciding what disciplinary action to take.

Where an incident is witness, or a complaint is made under this policy, Free2B will take prompt action to deal with this matter. All incidents will be deemed serious and dealt within in a sensitive and confidential manner.

Complaining about harassment and/or bullying

Informal method

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

Formal method

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of your line manager as a formal written grievance and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- the name of the alleged harasser
- the nature of the alleged harassment
- the dates and times when the alleged harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged harassment.

Where it is not possible to make the formal complaint to the above named person, for example where they are the alleged harasser, we would encourage you to raise your complaint to a different senior leader or Director.

On receipt of a formal complaint, we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

On conclusion of the investigation, which will normally be within 14 days of the meeting with you, a report of the findings will be submitted to the manager who will hold the grievance meeting.

You will be invited to attend a meeting, at a reasonable time and location, to discuss the matter once the person hearing the grievance has had opportunity to read the report. You have the right to be accompanied at such a meeting by a colleague or a union representative and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

You will be able to put your case forward at the meeting and the manager will explain the outcome of the investigation. You have a right to appeal the outcome, which is to be made to a Director within 5 working days of receiving the outcome.

If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure up to and including dismissal.

Free2B is committed to ensuring employees are not discouraged from using this procedure and no employee will be victimised for having brought a complaint.

For further information on how Free2B deals with bullying and harassment, please see our Equity and Inclusion Policy.

8. Other employment

Our basic rules regarding additional work are that you will not:

allow your outside activities to interfere with your work for Free2B or permit any conflict between your duties and your private interests to impair your ability to carry out those duties effectively

make use of or exploit our name or your connection with us to further your own private interests or those of any outside organisation to the prejudice of our interests

act in a manner likely to bring Free2B into disrepute or to affect our reputation for impartiality or integrity.

Any additional work must not involve the use of our time, equipment, property or any other resource or facilities.

9. Whistleblowing

The Organisation is committed to being open, honest and accountable. It encourages a free and open culture in its dealings between the Board of Directors and workers.

This policy aims to help Board members and Employees to raise any serious concerns they may have about colleagues or their employer with confidence and without having to worry about being victimised, discriminated against or disadvantaged in any way as a result.

It is written in the context of the Public Interest Disclosure Act 1998 which protects employees who 'blow the whistle' on malpractices within their organisation.

What types of concerns?

The policy is intended to deal with serious or sensitive concerns about wrongdoings such as the following:

- a criminal offence;
- a failure to comply with any legal obligation;
- a miscarriage of justice;
- a health and safety risk to an individual;
- damage to the environment; or
- or concealment of the above.

It is not necessary for individuals who raise the concern to prove the wrongdoing that is alleged to have occurred or is likely to occur.

However, if an individual knowingly or maliciously makes an untrue allegation (e.g. in order to cause disruption with the Organisation), the Organisation will take appropriate disciplinary action against them.

It may constitute gross misconduct.

Individuals should note that they will not be protected from the consequences of making a disclosure if, by doing so, they commit a criminal offence.

This policy does not deal with any complaints Employees may have about their employment. This should be dealt with through the Organisation's Grievance Procedure.

Service users should make complaints or raise concerns through the Service Users Complaints Procedure.

How to raise a concern in the workplace

The officer designated to handle whistleblowing concerns is Amish Poonyth and shall be known as the Whistleblowing Officer.

Individuals should in most cases, first report their concern to their line manager, who is expected to respond to that matter. If the relevant manager cannot deal with the matter, they will refer the concern to the Whistleblowing Officer.

Dependent on the seriousness and sensitivity of the matter, and who is suspected of the wrongdoing, the individual can, if necessary, report directly to the Whistleblowing Officer. If the matter concerns the Whistleblowing Officer, it should be raised with the Chief Executive or Chair of the Board of Directors.

Individuals are encouraged to raise their concerns in writing where possible, setting out the background and history of their concerns (giving names, dates and places where possible) and indicating the reasons for their concerns.

Employees may wish to seek the assistance of their trade union representative before raising the concern. The trade union representative may, where the Employee so desires, raise the concern on behalf of the Employee. Employees may also invite a trade union representative or colleague to be present during any meetings or interviews about the concerns they have raised.

If any individual is unsure whether to use this procedure or they want independent advice at any stage, they should contact:

their trade union (if applicable), or

the independent charity, Public Concern at Work's legal helpline on 020 7404 6609, email: helpline@pcaw.co.uk

Public Concern at Work will be able to advise on how and with whom to raise a concern about malpractice.

Disclosures made to a legal advisor in the course of obtaining legal advice will be protected under the Public Interest Disclosure Act.

If the individual reasonably believes that the matter relates wholly or mainly to the conduct of a person or body other than the Organisation or any other matter for which a person or body other than the Organisation has legal responsibility, the disclosure should be made to that other person or body.

Protecting the individual raising the concern

If an individual raises a concern which they believe to be true, the Organisation will take appropriate action to protect the individual from any harassment, victimisation or bullying. Employees who raise a genuine concern under this policy will not be at risk of losing their job, nor will it influence any unrelated disciplinary action or redundancy procedures.

The matter will be treated confidentially if the individual requests it and their name or position will be not be revealed without their permission unless the Organisation has to do so by law. If in other circumstances the concern cannot be resolved without revealing the individual's identity, the Whistleblowing Officer will discuss with the individual whether and how to proceed.

Concerns raised anonymously tend to be far less effective, but the Whistleblowing Officer will decide whether or not to consider the matter taking into account:

- the seriousness of the matter;
- whether the concern is believable; and
- whether an investigation can be carried out based on the information provided.

How the Organisation will deal with the concern

How the concern will be dealt with, will depend on what it involves. It is likely that further enquiries and/or investigation will be necessary. The concern may be investigated by the Organisation's Whistleblowing Officer, the Board of Directors, through the disciplinary process or it may be referred to the police, other agencies [as relevant, such as Social Services], an external auditor or an independent investigator.

It may be necessary for the individual to give evidence in criminal or disciplinary proceedings.

The Organisation will give the individual feedback on the progress and outcome of any investigation wherever possible.

If the suspicions are not confirmed by an investigation, the matter will be closed. Employees will not be treated or regarded any differently for raising the concern provided it has been raised in good faith, and their confidentiality will continue to be protected.

6. On leaving us

1. Notice periods

Should you wish to terminate your employment, please discuss your decision with prior to submitting your formal notice of resignation. Your notice, which should be in writing, and be dated, should be handed to your line manager. The period of notice to terminate your employment by either party is specified in your contract of employment.

At your request, we may waive the requirement for you to work some or all of the required period of notice. In such circumstances, salary will not be payable for the portion of the notice period which is not worked. If you do not provide the required period of notice, or leave before your notice period expires, you will only be paid up to the last day you worked.

Holiday entitlement will only accrue up to this date. We may require you to take some or all of any outstanding accrued holiday entitlement during your notice period; but also, if you have already booked some holiday during your notice period, then we may require that you do not take holiday booked in your notice period although it had previously been authorised, but work out your complete notice period. Alternatively, if we agree that you take the authorised holiday, we may require you to extend your notice period by the same amount so that you work the full notice period.

If you commit any act of gross misconduct during your notice period we have the right to terminate your employment summarily without notice.

You may be asked to attend an exit interview and we value your co-operation in this process.

2. Garden leave

During any period of notice and provided the Organisation continues to pay your salary and all benefits to which you are contractually entitled (or to pay a sum in lieu of the value of such benefits) until the termination of your employment, you agree that the Organisation shall be entitled at its absolute discretion:

- to require you not to carry out your duties or to exercise your responsibilities under this agreement during the remaining period of your notice period (or any part of such period);
- to require you to resign immediately from any offices you may hold in the Organisation;
- to require you not to attend your place of work or any other premises of the Company during the remaining period of your employment (or any part of such period);
- to require you not to make contact with any employees, agents or client of the Company except as directed by the Company during the remaining period of your notice period (or any part of such period);
- to require you to return to the Company all documents, computer disks and other property (including summaries, extracts or copies) belonging to the Company or to its clients; and/or
- to require you to work from your home and/or to carry out exceptional duties or special projects outside the normal scope of your duties and responsibilities.

3. Return of property and final payments

When your employment with us ends (or immediately on request) please ensure that all property and information (including files, keys, mobile telephone (if applicable), car, laptop (and passwords), credit or fuel cards, training manuals, office equipment, sales and marketing manuals and samples etc) which belongs to us is returned to your line manager. Final payments may be withheld until all items are received and accounted for. You are not entitled to refuse to return our property while waiting to receive your final wage/salary or other payment, as such payments will be made to you in the normal way.

Please note that we also regard the details of organisation contacts that have been made during your employment as our property. On leaving our employment, and prior to amending your online profile, you are required to delete from LinkedIn (and all other social media platforms) any organisation contacts that were acquired during the course of your employment and to confirm to us that you have done so.

Should you leave our employment before the salaries have been processed in the month, your P45 and cheque for the net salary for the time you have worked that month will be posted to you when the salaries are processed.

4. References

We do not normally give open 'to whom it may concern' references to employees leaving our employment but will normally reply to written requests from prospective employers who should be advised to direct such requests to your line manager. References may only be given on behalf of Free2B by a member of the senior leadership team or a Director.

Whilst employees may provide personal references for their colleagues, such references should be clearly marked as such, and our headed notepaper or email system must not be used to give personal references.

5. Restrictive covenants

If any restrictive covenants apply, either during or on the termination of your employment, these will be included in your contract of employment. Please ensure that you read these carefully and comply with them as failure to do so may result in legal action against you.

7. Our policies and procedures

1. Equity and Inclusion

We are committed to the principles of equal opportunity in our employment practices. It is our policy to ensure that no job applicant nor current employee receives less favourable treatment due to a "protected characteristic" (i.e. race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, pregnancy/ maternity or gender reassignment) or is disadvantaged by any conditions or requirements being placed on them which cannot be justified. Note that the protection extends also to discrimination by association (i.e. the person does not have the protected characteristic him/herself but has friends or relatives who do) and to discrimination by perception (i.e. they are perceived to have a protected characteristic).

Please refer to our Equity and Inclusion policy, a copy of which is available from upon request. This policy is non-contractual but sets out the way in which we aim to manage equity and inclusion..

2. Grievance

Our grievance procedure is available to all employees, irrespective of position or status and allows you to seek redress of an individual grievance, or to lodge an appeal against a decision affecting you personally.

A copy of our grievance procedure, which is non-contractual, are available upon request.

3. Disciplinary

In any organisation there is a need for rules and standards to guide its members. Our rules are principally laid down in this handbook, but others are implicit in working for us, e.g. the overriding requirement for care, honesty and confidentiality in handling our affairs and those with whom we have dealings.

It is important that any breaches of our rules are dealt with effectively from the point of view of Free2B and fairly and consistently in the interests both of the Organisation and our employees.

Those who have responsibility to maintain standards both of work and conduct, will ensure that their staff know the rules and are aware of the expected standards. Employees, for their part, have responsibility to familiarise themselves with their obligations and must therefore read our disciplinary procedure, a copy of which is available upon request.

This procedure is non-contractual and sets out the procedure we would normally follow, although we reserve the right, at our discretion, to vary, replace or terminate the procedure at any stage. Please read it carefully and ensure that you comply with this fully.

4. Digital Communications
5. Compliments & Complaints
6. Safeguarding
7. Data Protection
8. Health and Safety Policy
9. Volunteers Policy