

## MESSAGE FROM THE DIRECTORS

**“We are delighted to welcome you to Shorefield Holidays Limited”**

At Shorefield we are dedicated to offering the highest standards of customer service to our guests.

You will often be one of the main points of contact our guests have, and by giving them a warm welcome you will be making an immediate and important impression.

This Handbook has been prepared to be both interesting and informative and will help you to be better prepared to fulfil your role, especially over your first few weeks with the Company. It has been designed to ensure you become familiarised quickly with the Company’s history and what it stands for together with terms and conditions of employment.

It is important that you retain this Handbook throughout the duration of your employment, or until it is replaced with a revised copy. You will need to use it as a reference document, so it is essential that you keep it in a safe place.

At Shorefield we are committed to developing the skills of our team, so that you can gain the satisfaction that comes from performing to the best of your ability.

You will be encouraged to express your ideas, as our team’s views are important to us. Our success depends on each and every one of us working together, to ensure we maintain the highest standards of guest service and quality.

We would like to wish you every success for a long and enjoyable career here at Shorefield.

*Simon Ser Lacey Andy Paula*

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## COMPANY HISTORY

The Company was formed on 4<sup>th</sup> July 1958 with the acquisition of Shorefield Caravan Park. The late Dr Bob Pollock was looking for a touring pitch for his family's holiday. The family had been holidaying at a park at Mudeford, but when that was fully booked they heard that there might be a pitch at Milford on Sea. Instead of renting a pitch Dr Pollock bought Shorefield, which was a worked-out gravel pit. It had planning permission for caravans and so today's Company was born.

For the first eighteen years the business was run by Dr Pollock as a sideline to his main career as a General Practitioner in Bedford. The Doc, as he was known, used to drive the 260 miles every Wednesday to visit the park. His evenings were spent paying the bills and collecting the site fees. When he retired from medicine, Dr Pollock moved to Milford and spent many hours listening to his customers and staff, whilst walking the park with his dog.

Dr Pollock's children, the present Directors, joined the business in the 1970's bringing with them new skills. They were keen to expand and acquired Lytton Lawn in 1988, Oakdene Forest Park in 1996, Forest Edge in 2001, Swanage Coastal Park in 2005, Merley Court in 2006, New Forest Lodge Retreat in 2017 and Wilksworth Caravan Park in 2018.

Since those early days Shorefield has grown in several interesting directions to keep pace with the ever-changing trends within the holiday and leisure industry. The Company has always been keen to explore new markets to broaden its appeal. From what was originally a seasonal business employing one or two people, the Company has grown into an all year-round business offering unparalleled facilities and accommodation to its customers. Shorefield has also built up an impressive local function business with a proven reputation. It has invested in indoor leisure and fitness clubs that not only complement its range of products but are of immense value to its local membership and its staff.

The Company started its staff training programme in 1990. There are tremendous pressures on today's business in this ever-challenging world, and that by all working together in partnership we shall survive and flourish. The commitment of the staff to customer service and training ensures that the parks will continue to grow and be successful. The Company has re-invested every year to ensure that the facilities are kept up to date. Quality and eye to detail are the cornerstones of the Shorefield image as it leads the way in innovative schemes to create the perfect family park environment.

# SHOREFIELD HISTORY - MILESTONES

## Dates the Parks were acquired:

### Shorefield Country Park consisting of:

1958	Shorefield Caravan Park	1960	Dane Park
1961	Woodland View	1962	Amberwood
1973	Warren Park	1982	Sea Breeze
1987	The Glen	1989	Honeysuckle Cottage
1995	Solent Bungalow		
1988	Lytton Lawn Touring Park		
1996	Oakdene Forest Park		
2001	Forest Edge Holiday Park		
2005	Swanage Coastal Park		
2006	Merley Court Touring Park		
2017	New Forest Lodge Retreat		
2018	Wilksworth Caravan Park		

## Awards

1990	England for Excellence Award
1997	David Bellamy Award (Shorefield Country Park 10 Year Award 2006)
1999 - 2003	Good Employer Award
1999 - 2008	Rose Award
1994 - 2009	Welcome Host
2002	BH&HPA Website of the Year
2005	Sustainable Business Award
2005 - To date	Investors in People Accreditation
2012	Digital Impact Award - Bronze
2013	New Forest Brilliance in Business - <b>Winner</b>
2014	Beautiful South – Holiday Park of the Year Award – Silver
2015	Beautiful South – Holiday Park of the Year Award – <b>Gold</b>
2017	New Forest Brilliance in Business - <b>Winner</b>
2017	Hoseasons Diamond Award <b>Winner</b> – Shorefield Country Park
2017	Women in Business, Board Level & Senior Executive of the Year Award <b>Winner</b> – Sara Bertin
2018	Solent 250 Management Team of the Year (over £25m) – <b>Winner</b>
2018	National Business Women’s Award Runner - up – Sara Bertin
2018	Women in Business Awards – Champion of Change Finalist - Kaz Mortimer
2018	Women in IT Excellence Awards – Rising Star Finalist – Georgie Tominey
2018	Solent Business Awards – Best Company to Work For – Finalist
2018	Solent Business Awards – Company of the Year - Finalist
2018	South of England ‘Relax an Explore’ award – Oakdene Forest Park
2018	Beautiful South Self-Catering accommodation – Lavender House – Silver Award

- 2018 New Forest Brilliance in Business Awards – Finalist
- 2018 Dorset Tourism Awards – Holiday Park & Village of the Year – Oakdene Forest Park – Bronze Award
- 2019 Solent 250 Management Team of the Year Award (over £25m)- Finalist
- 2019 Best Family Fun Lodges & Parks in Britain Award – Hoseasons Diamond Award Winner
- 2019 Dorset Tourism Award – Holiday Park or Village of the Year Commendation - Oakdene Forest Park
- 2019 Beautiful South Tourism Awards – Dog Friendly Business of the Year – Silver
- 2019/20 David Bellamy Conservation Awards – Gold Accolade

### **Key Dates**

- 2008 50<sup>th</sup> Anniversary of Shorefield Holidays Limited
- 2012 Launch of Go Active at Oakdene Forest Park
- 2013 Senior Management Team – Reporting Structure Reviewed
- 2014 Paula Curtis and Andy Bowden promoted to the Board of Directors
- 2015 Middle Management Team – Reporting Structure Implemented
- 2017 Elite Parks System launched
- 2018 60<sup>th</sup> Anniversary of Shorefield Holidays Limited

# COMPANY STRUCTURE

## **The Board of Directors:**

Simon Pollock - Chairman/Managing Director  
Sara Bertin - Financial Director  
Lesley Lawrence - Marketing Director  
Paula Curtis - Director/Company Accountant  
Andy Bowden - Director/ICT Manager

## **The following positions have responsibility for all Parks and form the Senior Management Team:**

Group General Manager - Shorefield (including Lytton Lawn & New Forest Lodge Retreat) Oakdene (including Forest Edge & Merley & Wilksworth) & Swanage  
Group Head of Sales & Marketing Manager  
Head of People Management  
Health, Safety & Estates Manager

## **Departments which operate across the Company**

Accounts & Finance  
Customer Care  
Entertainment  
Health & Safety  
HR  
ICT  
Internal Auditing  
Holiday Home Sales  
Holiday Reservations  
Marketing

## COMPANY PARKS

### Shorefield Country Park

Administration  
Entertainment  
Estates Management  
Fitness Club  
Housekeeping  
Licensed Club  
Reception  
Reflections Day Spa  
Supermarket

### Oakdene Forest Park

Entertainment  
Estates Management  
Fitness Club  
Go Active  
Housekeeping  
Licensed Club  
Reception  
Supermarket (operated under concession)

### Merley Court Touring Park

Administration  
Estates Management  
Licensed Club  
Shop  
Swimming Pool/Fitness Club

### Forest Edge Holiday Park

Administration  
Estates Management  
Housekeeping  
Swimming Pool

### Lytton Lawn Touring Park

Administration  
Estates Management  
Shop

### Swanage Coastal Park

Administration  
Estates Management  
Housekeeping

### New Forest Lodge Retreat

### Wilksworth Caravan Park

Administration  
Estates Management  
Swimming Pool

## **OUR KEY BELIEFS AND VALUES**

We are a family run Company dedicated to offering the highest standards of service and customer care, based on our combined experiences since 1958.

### **CREATE THE FUN**

**To create and maintain a happy,  
safe and secure environment for all**

We understand the importance of creating a sensible work/life balance and will always take this into consideration whenever practical, bearing in mind the needs of the business

### **MAKE IT RIGHT**

**To tirelessly strive for the highest degree of excellence  
for our customers**

We value honesty, integrity, respect, diversity and balance  
We continue to be an Equal Opportunities Employer,  
not allowing discrimination or harassment in the workplace

### **BELIEVE TO ACHIEVE**

**To be focused on the future growth and development of the  
Company in a constantly challenging world**

We value openness and strive to improve communication at all levels  
We believe in personal development and achievement and  
encourage honest feedback  
We believe it is essential to celebrate success and to learn from our mistakes,  
and are committed to reinvesting for the future

### **HAVE SUNSHINE IN YOUR HEART**

**To be a good employer who demands high standards,  
develops, rewards and is caring to its team**

We believe that all staff should be trained and competent to do their job in a  
friendly and caring environment  
We take pride in our image and respect our heritage, supporting  
this with our behaviour and attitude

### **KEEP IT LIGHT**

**A responsibly managed organisation that is aware of the needs  
of the local community and economy**

We recognise that safety is paramount, followed by courtesy,  
guest experience and efficiency  
We respect our surrounding environment by  
promoting sustainable policies

## **SECTION ONE**

### **INDUCTION PROGRAMME**

Welcome to Shorefield Holidays Limited. We are pleased that you have joined us and hope you will enjoy working with us.

Starting a new job can be demanding, there is so much to learn and so many new experiences to cope with. Our Induction Programme is designed to help you settle into the Company as quickly as possible.

Like any organisation we must have systems, procedures and rules, and it is important for your safety and security that you know about them from your first day with the Company.

#### **Your Induction Programme**

This Handbook has been designed to help you learn everything you need to know during your first twelve weeks with the Company.

Your Induction programme will cover the following areas -

- Company Induction (with HR Department)
- Introduction to your Department
- Visit to Other Parks (if required)

We realise that there is a lot to remember so your Company Handbook contains the information for you to refer to throughout your training.

### **THE COMPANY INDUCTION PROGRAMME**

COMPANY INDUCTION (on commencement of employment)

Introduction to the Company and Company DVD

Park Tour

Introduction to Health and Safety and DVD

Introduction to Fire Procedures

Introduction to Manual Handling, DVD and Quiz

Introduction of Company Handbook (to be read in own time)

Our Key Beliefs & Values

Discuss Employee Benefits

Issue Uniform (if appropriate)

Complete Paperwork

Food Hygiene DVD (food handlers only)

Safe Driving Awareness On-Line Assessment

## DEPARTMENTAL INDUCTION

Departmental Information

Progress Review Dates (2 & 6-week Job Chats / interim job chats etc.)

Health and Safety

Fire and Evacuation

Departmental Procedures

Departmental Responsibilities

## VISITS TO OTHER DEPARTMENTS & PARKS

Department Head to arrange if required.



	<ul style="list-style-type: none"> <li>• Fire Tour and Assembly Point</li> <li>• Introduction to Health &amp; Safety DVD</li> <li>• Safety &amp; Conduct of employees</li> <li>• Disciplinary Procedures</li> <li>• Introduction to Manual Handling DVD</li> <li>• Use of Machinery</li> <li>• Accident Reporting Procedures</li> <li>• Issue Staff Uniform</li> <li>• Complete Starter Documents</li> <li>• Food Hygiene DVD (if applicable)</li> <li>• Safe Driving - Risk Assessment/Docs</li> <li>• Introduction to Department</li> </ul>	<p>Company Handbook</p> <p>Manual Handling DVD</p> <p>Food Hygiene DVD On line Training</p>	Date
Head of Department	<p><b>Welcome to Department</b>, covering: -</p> <ul style="list-style-type: none"> <li>• Role of the Department</li> <li>• Structure of the Department</li> <li>• Introduction to team</li> <li>• Tour of Department showing: - <ul style="list-style-type: none"> <li>– main areas of work</li> <li>– adjacent departments</li> <li>– personal belongings/ locker</li> <li>– staff entrance exits and parking</li> </ul> </li> <li>• Departmental Training Programme</li> <li>• Departmental Responsibilities</li> <li>• Health &amp; Safety</li> <li>• Emergency Procedures - Fire exits</li> <li>• Specific Job training, e.g. Till training</li> <li>• Cash Handling</li> <li>• Security Procedures</li> <li>• ICT Induction - sign on/ passwords</li> <li>• Working Hours and Cover</li> </ul>	<p>Departmental Handbook</p>	<p>Manager</p> <p>Trainee</p> <p>Date</p>

On their first day, the new member of staff should not be 'overloaded', always check if they have any questions or worries that need addressing, before the end of their shift. Ensure that the new employee spends time 'shadowing' a colleague, giving them the opportunity to experience their role within the department.

<u>Review/Job Chat</u>	<u>Signature of Trainer</u>	<u>Signature of Employee</u>	<u>Date</u>

**Within the First week**

<b>Department/Trainer</b>	<b>Topics covered</b>	<b>Documents</b>	<b>Signature &amp; Date</b>
Head of Department	<p><b>Specific Job training</b> should be the focus explaining the Job Procedures, including: -</p> <ul style="list-style-type: none"> <li>• Specific responsibilities</li> <li>• Daily and Weekly routines</li> <li>• Opening &amp; Closing Procedures</li> <li>• Standards of Performance</li> <li>• Familiarisation of Department</li> <li>• Product knowledge</li> </ul>	Departmental Handbook and Procedures	Manager  Trainee  Date
	<p><b>Customer Service and Communication</b></p> <ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Communication</li> <li>• Departmental message book/ diary</li> <li>• Use of the telephone, radios, etc.</li> <li>• Dealing with Customer Complaints</li> <li>• Dealing with a Lost/ Missing child</li> </ul>	Departmental Handbook and Procedures	Manager  Trainee  Date
<b>Department/Trainer</b>	<b>Topics covered</b>	<b>Documents</b>	<b>Signature &amp; Date</b>
Head of Department	<p><b>Fire &amp; Emergency Procedures</b></p> <ul style="list-style-type: none"> <li>• Evacuation Procedure</li> <li>• All Staff on hearing the Fire Alarm</li> <li>• Departmental Specific Fire Action</li> <li>• Fire Prevention and Control</li> <li>• Fire Alarm Points/Extinguishers</li> </ul>	Company Handbook Section 3	Manager  Trainee  Date
	<b>Health &amp; Safety Procedures</b>		

	<ul style="list-style-type: none"> <li>• Manual Handling</li> <li>• Safe Working Practices</li> <li>• Employee Health &amp; Control of Diseases</li> <li>• Personal Conduct</li> <li>• Electrical / Gas Safety</li> <li>• Protective Clothing &amp; Equipment</li> <li>• Dangerous Machinery</li> <li>• Reporting Equipment Faults/Defects</li> <li>• Cleaning procedures</li> <li>• Use and storage of Cleaning Materials</li> <li>• Substances, Chemicals &amp; COSHH</li> <li>• Risk Assessment - Hazards</li> <li>• First Aid</li> <li>• Accident/Incident Reporting</li> <li>• Safe Lifting &amp; Working at Heights</li> <li>• Hygiene Checks &amp; Food Hygiene</li> <li>• Use of Mobile Phones</li> <li>• Departmental H &amp; S sign off – This must be signed by ALL staff</li> </ul>	<p>Departmental Handbook</p> <p>Company Handbook Section 2</p>	<p>Manager</p> <p>Trainee</p> <p>Date</p>
	<p><b>Conditions of Employment</b></p> <ul style="list-style-type: none"> <li>• Times of Work</li> <li>• Time sheet procedures</li> <li>• Working Time Regulations</li> <li>• Absence Reporting</li> <li>• Safe Driving at Work</li> <li>• Safety of Loads/Towing</li> <li>• Security Rules</li> </ul>	<p>Company Handbook Section 4</p> <p>Driver's Handbook</p>	<p>Manager</p> <p>Trainee</p> <p>Date</p>
	<p><b>Departmental Operational Training</b></p> <ul style="list-style-type: none"> <li>• Departmental Computer Systems</li> <li>• Administration Procedures <ul style="list-style-type: none"> <li>– Methods of Payment</li> <li>– Credit and Debit cards</li> </ul> </li> </ul>	<p>Departmental Procedures</p> <p>Company Handbook</p>	<p>Manager</p> <p>Trainee</p>

	<ul style="list-style-type: none"> <li>- P.D.Q. Machine</li> <li>• Telephone &amp; Correspondence</li> <li>• Confidentiality</li> </ul>		Date
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<b><u>List of PPE Issued</u></b>		Signed by Employee	Date
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<b><u>Review/Job Chat</u></b>	<b><u>Signature of Trainer</u></b>	<b><u>Signature of Employee</u></b>	<b><u>Date</u></b>
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**Within 2 - 8 weeks**

This part of the training is tailored to the individual, focusing on the new employee's previous experience and qualifications. Special attention may need to be given to school leavers and seasonal staff who are inexperienced in work and may not be aware of the commitment and standards expected of them.

A member of the Human Resources Department will follow up with the new employee, during their first 2 weeks, to check that they have settled in and that their training is on track.

**At 6 weeks the Head of Department will carry out a Job Chat**, giving the new employee the opportunity to discuss their training progress to date.

<b>Department/Trainer</b>	<b>Topics covered</b>	<b>Documents</b>	<b>Signature &amp; Date</b>
Head of Department	<b>Specific job training</b> should be continued, with further explanation of the following: - <ul style="list-style-type: none"> <li>• Departmental Procedures</li> <li>• Health and Safety Procedures</li> <li>• The Prime Safety System</li> <li>• The Maintenance System</li> </ul>	Departmental Handbook and Procedures	Manager  Trainee  Date
	<b>Conditions of Employment</b> <ul style="list-style-type: none"> <li>• Sickness and Absence Procedure</li> <li>• Holiday Booking, incl. Bank Holidays</li> <li>• Training &amp; Development Policy</li> <li>• Appraisal Procedure</li> <li>• Exclusive Employment</li> </ul>	Company Handbook	Manager  Trainee  Date
	<b>Security</b> <ul style="list-style-type: none"> <li>• Security of Stock and Cash</li> <li>• Security of Keys/Codes</li> <li>• Personal Shopping</li> </ul>	Departmental Procedures  Company Handbook	Manager  Trainee





	<ul style="list-style-type: none"> <li>• Marketing</li> <li>• I.C.T.</li> </ul>		
Head of Department	<b>Knowledge of Other Parks</b> <ul style="list-style-type: none"> <li>• Shorefield Country Park</li> <li>• Oakdene Forest Park</li> <li>• Lytton Lawn Touring Park</li> <li>• Forest Edge Park</li> <li>• Swanage Coastal Park</li> <li>• Merley Court</li> </ul>		Manager  Trainee  Date

<b><u>Review/Job Chat</u></b>	<b><u>Signature of Trainer</u></b>	<b><u>Signature of Employee</u></b>	<b><u>Date</u></b>

**First Aid Training**

First Aid Training for nominated First Aid staff will be carried out by the Health and Safety Department who must be contacted to arrange the required training, which will include use of the Defibrillator and Evacuation chair.

**Fire & Emergency Procedures Training**

All staff receive Fire Safety Training on their first day, but to ensure staff retain the procedure, Fire Safety Refresher Training should be carried out by the Head of Department **every 6 months**.

A Fire Drill is held annually.

**Duty Managers** must be given training on the Fire Control Panel procedure during their first week, by the Head of Department. Refresher Training on the Fire Control Panel must be carried out **every 3 months**.

**Fire Marshals** will have specific Internal Fire Training Procedures by the Health & Safety department on appointment to the position.

The External Fire Training Course, covering use of extinguishers etc. for Fire Marshals will be planned as required

## Tour of the Park's Facilities

To help you settle into the Company quickly it is important that you familiarise yourself with the Park and its facilities.

**Park Tour** (to be completed on Day One)

Areas to cover:	SF	OD	LL	FE	SW	MC	NF	WW
Reception	✓	✓	✓	✓	✓	✓		✓
Bars / Restaurants	✓	✓				✓		
Fitness Club	✓	✓				✓		
Day Spa	✓							
VR Room		✓						
Outdoor Swimming Pool	✓	✓				✓		✓
Children's Play Area(s)	✓	✓	✓	✓	✓	✓		✓
Supermarket / Shop	✓	✓	✓	✓		✓		✓
Holiday Home Sales	✓	✓		✓	✓	✓		✓
Laundry Facilities	✓	✓	✓	✓	✓	✓		✓
Caravans / Lodges / Chalets	✓	✓		✓	✓	✓	✓	✓
Fire Assembly Point	✓	✓	✓	✓	✓	✓	✓	✓
Fire Extinguishers	✓	✓	✓	✓	✓	✓	✓	✓
Fire Exits	✓	✓	✓	✓	✓	✓		✓
Notice Board(s)	✓	✓	✓	✓	✓	✓		✓
Staff Parking	✓	✓	✓	✓	✓	✓		✓
Toilets	✓	✓	✓	✓	✓	✓		✓
Management Offices	✓	✓						
ICT Department	✓	✓						
Reservations	✓							
Accounts	✓	✓						
HR	✓	✓						
Estates Management	✓	✓	✓	✓	✓	✓		✓
Housekeeping	✓	✓		✓	✓	✓		

Make sure that you have seen the latest copies of the Company's Visitor Guide; The Ambassador; Staff Newsletter and any other Sales literature.

## **TRAINING AND DEVELOPMENT POLICY**

The success of the Company depends on having a team of highly committed, well informed and appropriately trained staff. The Board of Directors attach great importance to the training and development of each member of the team. We regard this as an essential part of our business strategy and an investment in the future.

The aim of training is to assist employees to develop the necessary skills and knowledge to enable them to perform their jobs effectively and to help them to achieve their potential within the Company. It is our policy that promotion should be open to all and depend only on ability.

Training ranges from introduction courses for new employees to technical and development programmes. It is a continuous process consisting of coaching and practical experience at work supplemented by a variety of formal training courses.

We encourage employees, however, to share the responsibility for the development of their own careers with that offered by their Head of Department.

Regular job chats and appraisals provide the opportunity for discussion of an employee's training needs and possible changes in career direction in the light of the individual's potential and personal aspirations.

In summary, training is an essential element in business planning and must assist in the achievement of Company objectives. It should provide skilled motivated staff able to contribute at their highest level.

Please refer to the Employee benefits Guide with regards to Company supported training and Time to Train requests.

### **Training Agreements**

Employees may be required to sign a Training Agreement. Under such an agreement the employee would be required to repay all or part of the cost of the training course, together with the cost of employment, travel expenses and accommodation etc. should the employee leave within a specified time frame. This ensures that the Company receives value for money for all investment in training.

## **SECTION TWO**

### **CONDITIONS OF EMPLOYMENT**

#### **Topics to be covered**

- Terms of Employment
- Time Sheet Procedure
- Times of Work Procedure
- On Call and Call Out Policy
- Working Time Regulations
- Exclusive Employment
- Appraisal Procedure
- Holidays
- Sickness Absence
- Jury Service
- Confidentiality
- Email Etiquette Policy
- Data Protection Policy
- Disruptive Behaviour Policy
- Security Procedures
- CCTV Policy
- Right to Search Policy
- Tips / Gratuities Policy
- Anti-Corruption & Bribery Policy
- Corporate Hospitality Policy
- Whistleblowing Policy
- Travel Expenses and Subsistence Policy
- Telephone and Correspondence Policy
- Social Media Policy
- Staff Uniform and Dress Code
- Staff Membership of Fitness and Licensed Clubs

## **TERMS OF EMPLOYMENT**

### **Salaries and Payments**

Your Contract of Employment and offer letter detail your rate of pay and contracted hours.

If you have any queries regarding your rate of pay, you should discuss this with your Head of Department or the HR Department.

All pay rates are reviewed annually (without obligation on the part of the Employer to increase).

An individual's absence record may be considered (where the Bradford Factor score exceeds 50 when determining any discretionary pay increase. This is relevant because of the impact that someone's absence will have had on their contribution to the success of the business.

Any employee who is under-going Performance Management at the time of the pay review will not be included in the pay review.

Any employee in their trial period will also not be included in the annual pay review unless the National Minimum Wage or Living wage rules apply.

## **TIMESHEET PROCEDURE**

### **Weekly Paid Staff**

Weekly paid staff are required to complete a time sheet each week which **must** be authorised by the Head of your Department by midnight on Sunday and then passed to HR by midday on each Monday. Weekly paid staff are paid by direct bank transfer on Friday of each week.

### **Monthly Paid Staff**

Monthly paid staff are required to complete a time sheet each month and this **must** be authorised by your Head of Department and then forwarded to HR Department by the 3<sup>rd</sup> of the following month.

### **Salaried Staff**

Any adjustment to a normal month's salary, e.g. sick pay etc. will be made the following month.

**Failure to submit a timesheet by the given deadlines may result in a delay in payment.**

All absences must be recorded accurately, in accordance with the Absence Management Procedure, as detailed in this handbook.

**Please remember that it is a Disciplinary offence to falsify timesheets.**

## **TIMES OF WORK PROCEDURE**

### **Hours of Work**

Your normal hours of work will depend on your Contract and the demands of the department. Rotas are normally produced two weeks in advance (weekly rotas) 4 weeks in advance (monthly rotas) and once displayed, may only be altered by the Head of Department.

If your hours vary, it is essential that you read the rota each week to ensure you are aware of the shifts you have been scheduled to work.

### **Timekeeping**

You are required to be punctual for every shift, and not to leave early, unless authorised to do so by your Head of Department. Failure to comply with this rule could lead to disciplinary action. (Any shortages of time worked must be made up and shown accurately on your timesheet).

### **Breaks**

All breaks must be recorded accurately; each break taken will be treated as a minimum of 15 minutes. This includes smoking breaks.

### **Appointments**

The Company may permit you time off work to visit your Dentist or Doctor, however any such time is at the company's absolute discretion. Every effort must be made to arrange appointments out of normal working hours. If this is not possible, the appointment should be made at the beginning or end of a working session to utilise or rearrange normal breaks to cover the appointment. Any time during working hours must be recorded on your timesheet and the time made up at a later date. A Time Off Request form must be completed and given to your Head of Department at the earliest opportunity.

## **Weekends and Bank Holidays**

You may be required to work at weekends and Bank Holidays in accordance with the needs of the business. Employees are expected to be co-operative in working outside their normal hours and helping in different departments if the need arises.

**Refer to the Employee Benefits Guide for information relating to holiday, bank holidays and lieu days**

## **Overtime**

Managers and Supervisors are not entitled to any overtime pay other than at Bank Holidays (depending on contract) as the annual rate has been calculated to consider the fact that you are expected to work the hours required to carry out duties to the satisfaction of the Directors.

Other employees are not entitled to overtime payments unless this is specifically authorised by the Financial Director in advance in writing.

## **TIME OFF FOR DEPENDANTS POLICY**

All employees are entitled to take a reasonable amount of time off during normal hours of work to deal with family emergencies.

**You have no contractual or statutory right to be paid for absences relating to family emergencies.**

The right to take time off enables you to deal with an unexpected or sudden problem and make any necessary longer-term arrangements:

- if a dependant falls ill or has been involved in an accident or assaulted
- when your partner is having a baby
- to make longer-term care arrangements for a dependant who is ill or injured to deal with the death of a dependant, for example, making funeral arrangements
- to deal with an unexpected disruption or breakdown in care arrangements for a dependant, for example, when a childminder fails to turn up
- to deal with an incident involving your child whilst they are at school.

For these purposes, a “dependant” is your spouse, partner, child or parent or someone who lives with you as part of your family. It does not include tenants,

boarders or employees living in your family home. In cases of illness, injury or where care arrangements break down, a dependant may also be someone who reasonably relies on you for assistance. This may be where you are the primary carer or the only person who can help in an emergency.

In the event of a family emergency occurring while you are at work, you must immediately inform your line manager of the nature of the emergency and seek their express permission to leave work early.

In the event of a family emergency occurring outside your normal hours of work which will prevent you from reporting to work at your normal start time, you must contact the Company and speak to your line manager at the earliest possible opportunity and as close to the normal start time as possible. In any event, this must be no later than one hour after your normal start time. If you are unable to speak to your line manager personally, you should speak to a member of the HR department.

You should give details of the nature of the emergency, the reason for your absence and how long you expect to be absent from work. Where the emergency is ongoing, you must report to your line manager daily and always at least one hour before your normal start time. You must update your line manager on the reason for the ongoing absence and how long you expect it to continue. You must inform your line manager as soon as possible of any change in the date of your anticipated return to work.

The Company envisages that the amount of leave taken will, in most cases, be one or two days at most. The leave to which you are entitled is enough to help you cope with the immediate crisis. You must actively seek alternative longer-term care arrangements for the care of a dependant within one day of the emergency occurring. Should it not be possible to make such arrangements, you must contact your line manager and explain why further absence is required. Authorisation of such continued absence will be at the absolute discretion of your line manager. The right to time off under these rules is intended to cover unforeseen family emergencies. If you know in advance that you are going to need time off, then you should speak to your line manager about the possibility of taking such time as part of your annual leave entitlement.

The Company reserves the right to ask you to provide supporting evidence of the family emergency on your return to work. You must also complete a Family Emergencies Absence Form immediately on your return. These forms are available from Outlook, your line manager or the HR department.

You are reminded that it is a serious disciplinary offence to knowingly provide false information on a Family Emergencies Absence Form or to dishonestly claim a right to time off to deal with a family emergency. Any offence will be dealt with in accordance with the Company's disciplinary procedure and, depending on the circumstances, could amount to gross misconduct rendering you liable to summary

dismissal.

In the event of a dispute between you and your line manager about whether a particular incident or occurrence falls under the terms of these rules, the HR Manager shall be responsible for determining whether the request for time off made by you relates to a genuine family emergency. Their decision shall be final.

Persistent absence for any reason can result in any non-contractual bonus not being paid. This is relevant because of the impact that someone's absence will have had on their contribution to the success of the business.

## **ON CALL AND CALL OUT POLICY**

### **Purpose**

Shorefield Holidays Limited recognises the importance of supporting business critical services outside of core business hours. This policy provides a framework to ensure that key business systems and services can be adequately supported, and effective response and resolution provided to matters requiring attention outside of core business hours.

Senior Managers and Directors are responsible for identifying the systems and services requiring support outside of core business hours within their areas and for ensuring the implementation of the on-call and call-out arrangements in this policy.

Senior Managers/Directors who are looking to introduce on-call and call-out arrangements in their areas should seek advice from HR in the first instance to establish the implications of the proposed arrangements and the actions required to progress the proposal.

On-call rotas should be developed and used where there is a need to ensure that key systems and services are appropriately supported outside of core business hours.

The Senior Manager / Director of each area should ensure that the relevant equipment necessary to perform the service is made available to employees on-call.

Senior Managers / Directors should ensure that employees participating in an on-call rota have the relevant skills (and access permissions where appropriate) to provide the service required. The exact level of competence required will be determined by the Senior Manager / Director or their nominated deputy.

This policy is not contractually binding upon Shorefield, which reserves the right to amend this policy from time to time.

## **On Call**

An employee is on-call when, as part of an established arrangement expressly approved by a Senior Manager / Director, they are available outside of core business hours to perform services for the Company and, where necessary, to physically attend the workplace if the matter cannot be dealt with remotely.

There is no expectation that an employee must remain at their home whilst on-call.

## **Call Out**

Whilst on-call, an employee may be required to respond to a situation either remotely or by attending the workplace, depending on the nature of the work.

An employee may also be called to work with the approval of their Senior Manager /Director (or nominated deputy) to address an emergency, irrespective of whether they are on-call or not. An emergency is defined as a matter that requires urgent attention before the start of the next working day. This will usually only be the case where other employees who are on call are unable to deal with the emergency or where nobody is on call at the time.

## **Employee Responsibilities:**

An employee who is on-call or called out should:

- be reasonably contactable and provide Shorefield with the best method of contact, whether by telephone or email;
- as far as practicable respond to a contact communication (e.g. telephone call, text, email, system alert) within 15 minutes of that communication being received;
- where specified by the Senior Manager / Director, have access to a mobile device (or such other device as may be required by the local on-call arrangements) that can be connected to the internet within 30 minutes of being contacted to access systems and address the matter remotely;
- not drink alcohol or do anything which would render them unable to carry out any duties reasonably required;
- where the matter cannot be dealt with remotely, be able to attend the relevant site within a reasonable period following a contact communication

(what is reasonable will depend on the circumstances, but in most circumstances, this would be within one hour of the contact communication);

- Comply with the Company's policies and procedures and all other relevant contractual obligations when attending a call out;
- keep other on-call employees and the on-call Senior Manager informed and updated of progress when dealing with an issue and escalate key decision points to the on-call Senior Manager as appropriate. Employees should also keep the rota organiser informed of any changes to their contact details, any booked annual leave or any other circumstances preventing them from carrying out on-call duties or from complying with a contact communication within a reasonable period (e.g. because of travel plans).

### **Payment Arrangements**

Employees should contact their individual line manager for details of any additional arrangements for on-call or call-out pay.

Claims for on-call and call-out payments should be made on the correct form monthly in arrears and submitted to the line manager for authorisation prior to passing to Payroll for processing.

Employees who are called out to a relevant site under this policy will be eligible to claim mileage expenses in accordance with the Expenses Policy

### **Working Time Provisions**

It is the responsibility of the Senior Manager / Director to ensure that:

- The working arrangements of employees who are on-call or call-out comply with the Working Time Regulations and that compensatory rest is arranged where appropriate to comply with the daily and weekly rest provisions set out in the Regulations
- The frequency and length of call-outs and their impact on employees are effectively monitored.

## **WORKING TIME REGULATIONS**

The Working Time Regulations Act came into force in October 1998 and is designed to protect your health and safety whilst at work. An opt-in/opt-out agreement will last for an indefinite period but may be terminated by giving three months' notice in writing to the HR Department.

### **Breaks**

If your shift is six hours or more, you will be entitled to a minimum 30-minute unpaid break. It is important that you take the breaks you are entitled to, for your well-being and because it is a legal requirement. If you are under 18 years of age and your shift is 4.5 hours or longer you must also take an unpaid break of 30 minutes. For under 18's your working day cannot last for more than 8 hours excluding your breaks. Again, this is important for your well-being, as well as a legal requirement.

## **EXCLUSIVE EMPLOYMENT**

During your employment with the Company, you must always endeavour to work to the best of your ability and promote the interests of the Company.

You are expected to carry out all your duties in such a way as to ensure that the Company's excellent reputation is maintained.

During your employment, you must devote your full attention to your duties and responsibilities with the Company and must not be involved with any other employment/business/interest for gain, or to the detriment of the Company, without the express prior permission of the Financial Director of Shorefield Holidays Limited. For example, you must not (without the Financial Director's prior permission) enter into any work arrangement (whether paid or unpaid) which takes or could take business away from the Company. This may include carrying out private work on behalf of owners (whether paid or unpaid), or personal gym training (not put through as Company business). Please note; the Financial Director's permission in this respect will not be unreasonably withheld.

If this is your main job and you are permitted to work elsewhere, you must treat your position with the Company as your first job and any request to work additional hours must not be refused on grounds of your employment elsewhere.

Your obligations in respect of loyalty to the Company mean that you must not use Company property, whether during or outside of your working hours, other than during performing your duties for the Company. Company property includes

vehicles, sport equipment, hire fleet kit, furniture and any other items that belong to the Company.

## **APPRAISAL PROCEDURE**

The Company operates an appraisal system. You will have a Job Chat after 6 weeks; you will then have an interim appraisal, followed by your End of Trial Appraisal. These will all be carried out by your head of department or supervisor who will give you feedback on your overall performance. This is also your chance to say how well you think your induction and training has gone.

### **Performance Review**

Your Supervisor or Head of Department will be responsible for your training. Please ask your Head of Department to explain in greater detail anything that may not be clear to you.

Throughout your probationary period you will also be given the opportunity to have an informal discussion with your Head of Department, regarding your progress.

These discussions will take place throughout the first few weeks and are designed to find out how you are settling in and to discuss in greater detail anything you are not sure about and will focus on your specific responsibilities, e.g. dealing with customers, health and safety, work performance and teamwork.

At each appraisal you will complete the Appraisal Form with your Head of Department stating what follow-up action is required to complete that stage of your training.

Your employment will be confirmed on the satisfactory completion of your probationary period.

Every year between November and January you will have a formal appraisal to discuss your progress, any development needs (with a PDP) and how well you are performing as part of your team.

Please remember that you and the Company have the right to request Job Chats at any stage throughout your employment.

# HOLIDAYS

## Holiday Booking Procedure

1. All holiday applications **must** be made on a holiday request form, available from your Department, and submitted to your manager at least 4 weeks prior to the start date of your holiday.
2. The needs of the business will determine if holiday requests are approved. If no holiday request form is received, you may not be allowed to take the holiday you want. The Company reserves the right within 14 days of receiving a holiday request form to inform the employee that holiday may not be taken at the time which has been requested. Some departments may not be able to allow holidays during peak periods, more than one member of staff to take holidays on the same day (or week) and, apart from exceptional circumstances, applications for holiday will be treated on a first come first served basis. The reason for the restriction is to ensure that adequate cover always exists for the needs of the business.
3. You may not take more than 12 working days (based on working 5 days per week) holiday at one time unless a Senior Manager authorises this (at their absolute discretion). If you work less than 5 days per week the requirement for Senior Manager's authorisation is on a pro-rata basis (e.g. working 3 days per week would require Senior Manager's authorisation for taking more than 7 working days as holiday)
4. Under the Working Time Regulations employees must take their statutory minimum annual holiday entitlement, and it is the employer's wish that this includes a minimum of 3 periods of one week each, of which 2 may run consecutively.
5. The Employer may permit you, in addition to take unpaid leave or time off for private duties. This is at the absolute discretion of the Employer. A time off / absence request form must be completed for each absence period. If granted, such leave will be unpaid. If you are paid an annual rate, you will have 1/260<sup>th</sup> of your annual salary deducted for every day's leave taken. Paid holiday must be taken before unpaid leave is granted.
6. In the first year of employment, holiday taken will only be paid for once the entitlement has been accrued.

## **Holiday Rules**

The following rules which comply with the Working Time Regulations must be adhered to:

- You must take your statutory minimum holiday entitlement each year
- Holiday entitlement **in excess** of the statutory minimum, may be carried forward to the next year (maximum of 10 days)
- Holiday carried forward must then be booked and taken by 16<sup>th</sup> **March** each year– **avoiding February half term and Easter holidays**
- Any carried forward holiday not taken by 16<sup>th</sup> March each year will unfortunately be lost
- We do not pay for holiday days that are not taken
- Bank holiday working must always be approved in advance by your Head of Department
- Bank Holiday lieu days will not be paid
- Planning your holidays will ensure that you are not put in the position where your department is “too busy” to allow you to take your full entitlement
- Holiday will be authorised on a first come, first served basis (except Christmas and New Year)
- Ensure your holiday is authorised before you book your flights etc. to avoid disappointment
- Holidays **must** be booked four weeks in advance to allow time to arrange cover
- All changes to holidays must be authorised
- Book your holidays as early as possible
- If holidays are left until the end of the year and the department does not have cover, the holidays will not be authorised.

If you take a holiday without the correct form or notice, this will be considered as a disciplinary offence, which may result in your dismissal from the Company.

## **Holiday Pay on Leaving Employment**

During your last year of employment, you will only be entitled to holiday pay accrued up until your last working day.

If you have taken paid holiday in excess of your accrued entitlement when you leave the Company, the overpayment will be deducted from your final salary.

If you are paid an annual or monthly rate, each day of accrued holiday entitlement on leaving employment will be paid based on 1/260<sup>th</sup> of your annual pay; each day of excess holiday taken will result in an equivalent deduction.

If you are paid at a weekly or hourly rate, each day of accrued holiday entitlement on leaving employment will be paid based on the number of hours in your normal

standard day, as defined under Pay and Working Hours in your Contract of Employment.

For Casual and Seasonal employees on a zero-hour contract, holiday is accrued on a daily basis, up to a maximum of 28 days holiday per year (pro rata). Entitlement is calculated on 12.07% ([www.acas.org.uk](http://www.acas.org.uk)) of the total hours worked in the current holiday (calendar) year (within the current period of employment). Where holiday is taken the length of a day's holiday is calculated on an average day's hours worked in the current holiday year (within the current period of employment).

## **SICKNESS ABSENCE POLICY**

Sickness absence can be disruptive, costly and cause low morale. It is the policy of the Company to monitor, control and reduce sickness absence, and to give appropriate support to employees who experience long-term sickness and/or disability and to minimise disruption in the workplace.

The Company is committed to adopting a consistent and fair approach to the management of sickness absence. This will be achieved by following procedures and taking actions to support employees through periods of ill health.

The term 'Absence' is used to cover ALL instances (authorised and unauthorised) when employees are not at work. All unauthorised absences will be monitored, investigated and sanctioned where necessary.

The Company will consider cases of absence for other reasons than sickness individually.

This Policy applies to **employees** (both full-time and part-time) of the Company only. This Policy does not form part of your terms and conditions of employment.

### **Sickness Management Procedure**

#### **COVID-19 – IMPORTANT**

#### **All employees are subject to temperature checks on a daily basis upon entering the workplace**

All employees will be required to adhere to the following regarding Covid-19 (Coronavirus) **Absence reporting rules apply**

- if you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started
- after 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you just have a cough after 7 days, as a cough can last for several weeks after the infection has gone
- if you live with others and you are the first in the household to have symptoms of coronavirus (COVID-19), then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the

house for **14 days**. The 14-day period starts from the day when the first person in the house became ill.

- for anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period.
- staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community
- if you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period
- if you cannot move vulnerable people out of your home, stay away from them as much as possible
- reduce the spread of infection in your home: wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser; cover coughs and sneezes
- if you have coronavirus (COVID-19) symptoms:  
If you do not get better after 7 days, then use the [NHS 111 online](#) coronavirus (COVID-19) service. If you do not have internet access, call NHS 111. For a medical emergency dial 999
- if you develop new coronavirus (COVID-19) symptoms at any point after ending your first period of isolation (self or household) then you need to follow the same guidance on self-isolation again.

Any employees with a diagnosis of Coronavirus or self-isolating due to Coronavirus will be paid SSP from day one (subject to adhering to absence reporting procedures: Page 37).

### **Shielding**

If you received a letter advising you to shield yourself for your personal protection you are considered clinically extremely vulnerable and therefore should protect yourself.

Shielding means:

- Do not leave your house.
- Do not attend any gatherings. This includes gatherings of friends and families in private spaces, for example, family homes, weddings and religious services.
- Strictly avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.

Should you not wish to be shielded, this is your personal choice. We do however advise that you fully discuss your situation with your GP or specialist.

## Absence Reporting

If you are unwell and unable to attend work, you must follow this procedure:

1. Inform your Head of Department within half an hour of your expected start time, on the first day of your sickness absence. If your Head of Department is not available, you should contact the HR Department. You are expected to inform the Company **yourself** of your absence and the Company may contact you personally if someone else has contacted the Company on your behalf. Telephone messages, emails or text messages should not be used during working hours. Personal contact should be made as soon as possible.
2. Give a reason for your absence and an indication of when you intend to return to work.
3. Managers and Heads of Department should notify their absence to a Director. If a Director is not available, they should notify the HR Department who will inform the Directors by e-mail.
4. Keep your Head of Department / HR Department informed of the progress of your illness on a regular basis, and of the expected date of your return to work.
5. When you return to work, you will be required to attend an informal and confidential return to work interview with your Head of Department/ HR to discuss your absence. You are encouraged to inform him / her of any medical, personal or work-related problems that may be causing you to be absent from work. By doing this, the Company may be able to offer you support and help you to resolve any problems. A record of this meeting will be placed on your file. Return to work interviews **must** be carried out by the Head of Department/HR for all occasions and a self-certification form to be completed and signed.
6. If your absence lasts for more than one working week, you must provide a medical certificate from your doctor covering the whole period of your sickness absence. Fully completed medical certificates must be sent to the HR Department, a further medical certificate is required each time one expires.
7. Whilst the Company will normally accept medical certificates and reports from your own doctor, you may be required to undertake a medical examination by a doctor nominated by the Company, paid for at the Company's expense. If you do not provide medical certificates or refuse to be medically examined, any decision that may affect your employment will be based on the information available to the Company at the time.

## **Failure to report to work**

If you fail to report to work, your Head of Department or a member of HR will contact you to ascertain the reason for your absence.

If any representative of the Company is unable to contact you, we will write to you to establish the cause of your absence and the reason(s) for your lack of communication.

After every effort has been made to contact you, if the Company representative has still received no adequate communication from you, the Company may decide to terminate your employment for breach of contract.

## **Monitoring & Controlling Absence**

Everyone falls ill at some time during their working life. However, at a certain level, sickness absence becomes unacceptable because of its impact on your work colleagues and the business. If your sickness absence record reaches an unacceptable level, you need to be aware of the Company's concerns and the steps that will be taken to resolve those concerns.

The HR Department will monitor absence on an on-going basis, considering absence frequency / patterns, duration and reasons for absences (using the Bradford Factor Indicator). Comparison with other employees and departments may also be made to ensure that a consistent standard is being adopted throughout the Company.

The absence record of new employees will be closely monitored during their probationary period and may be considered in deciding whether to continue the employment relationship.

## **ABSENCE TRIGGER POINTS POLICY**

This policy sets out the approach that will be used to manage sickness absence in the company, using a 'trigger' system.

1. Shorefield Holidays Ltd aims to support all employees who struggle due to illness or injury. However, the successful operation of the company does depend on employees attending for work and action will be taken to address unacceptable absence levels.
2. Shorefield Holidays Ltd operates a trigger system for absence. This means that any employee who is absent for [more than <insert number> occasions or more than <insert number> days] in a <insert number> month period will be required to attend a disciplinary meeting.

3. The employee will be informed in writing that they are required to attend a disciplinary meeting. They will be informed that they are entitled to be accompanied at the meeting by a colleague or a trade union representative. There will be a copy of the employee's absence record attached to this letter.
4. At the disciplinary meeting, the manager will ask the employee if the employee agrees with the absence record. If there are any areas of disagreement, the employee will be asked to detail these and the meeting will be adjourned whilst the records are checked. If the company has made an error, the employee will be informed and the matter will go no further. If the company's records are correct, the meeting will be reconvened.
5. The employee will be asked to explain their absence. The employee will be asked if there are any special circumstances that need to be considered. The manager will adjourn to consider whether a disciplinary warning is appropriate.
6. Unless there are exceptional circumstances, a disciplinary warning will be given when the employee has reached the trigger point.
7. If the employee already has a live disciplinary warning relating to attendance, the next level of warning will be given. The levels of warning are written warning, final written warning and dismissal.
8. An employee has the right to appeal against a disciplinary warning. The appeal must be made in writing within 5 days of receiving the written confirmation of the warning.
9. If an employee is disabled, the situation will be reviewed to determine whether periods of absence relating to the disability are to be included in the trigger system.

### **Absence Counselling**

If your absence record is causing concern, following your return to work interview, you will be asked to attend a confidential absence counselling meeting with your Head of Department. A member of the HR Department may also be present at the meeting. During this meeting, your absence(s) and the reasons for them will be discussed. You will be encouraged to discuss any medical, personal or work-related problems that may be causing you to be absent from work.

The Company may be able to offer you support and help you to resolve these problems. If appropriate, you may be encouraged to seek medical advice, if you have not already done so.

Following the absence counselling meeting, you will be advised in writing of the improvement in your attendance that is expected, the timescale for the improvement and the consequences of failure to improve your attendance. A copy of this letter will be placed on your personnel file.

The Company may seek your consent to obtain a report from your doctor after or during any absence to clarify the nature of your illness and to indicate when or whether you are fit to return to or continue to work. We will require you to complete a Medical Report Consent Form, for us to obtain a medical report from your doctor. You are not obliged to give your consent, but it is advisable to do so to enable the Company to have sufficient information to reach a decision on how to manage your absence fairly and appropriately.

If, after appropriate counselling, review and / or medical investigation, your attendance does not improve, a decision may be taken to deal with your absence(s) formally through the Company's Capability Procedure, which will involve formal absence warnings being given and may ultimately lead to the termination of your employment. You will always be advised of the improvement that is required, and the period of review at each stage of this formal procedure. The Capability Procedure may be adopted irrespective of the existence of appropriate medical or self-certificates covering absence. If the Company is of the view that you are malingering or an inadequate explanation for the absence is given, this may be treated as a misconduct issue under the Company's Disciplinary Procedure.

### **Long Term Absence**

If you have been off work for a long period of time or are suffering from a long-term illness (4 weeks or more), you and the Company and your Union Representative (if applicable) will identify an appropriate level of investigation including medical reports being obtained, support and absence counselling with you. If you wish to be accompanied to the meeting by a work colleague, please inform your Head of Department.

At all times, you will be fully consulted and kept advised of any developments and will also be made aware of the consequences of your absence continuing.

However, if your condition is unlikely to improve and, having carefully considered all reasonable options, you are unable to return to work, a decision may be taken to terminate your employment.

### **Disability**

If you are suffering from any disability or have had a disability in the past which is likely to recur, which may affect your ability to perform your job properly or

safely, then you must notify the Company immediately so that the Company can carry out a risk assessment and / or seek a medical opinion. You may also need to complete a further Company Health Questionnaire to update our records. If necessary, and if it is practicable to do so, the Company will make reasonable adjustments to your duties or working arrangements to allow you to return to work and / or minimise your level of absence in the future.

## **Sickness Payment - refer to the Employee Benefits Guide**

### **Sickness**

The Company reserves the right to withhold Company sick pay if you do not follow the correct procedure or fail to provide medical certificates. Company sick pay is not a right. The Company reserves the right to withhold it if the employee is persistently absent. The Company will consider an employee's history of absence when deciding whether to pay Company Sick Pay. The employee's history over several years may also be considered.

If you believe that the Company has breached this Policy / Procedure in any way, you should raise a grievance under the Company's Grievance Procedure.

If any period of sickness is immediately before or after a period of holiday, then the Company reserves the right to treat the full period of absence as part of the holiday entitlement. This includes any weekend days between the sickness period and the holiday period.

Employees who fall ill during a period of holiday will have the right to take that leave at another time (subject to normal holiday booking procedure), provided that a Doctor's Certificate/Statement of Fitness for Work Certificate is provided to cover that period.

In the case of an Employee who is absent owing to illness on the anniversary of the starting date (or close to) of their continuous employment, that Employee shall not be eligible for paid sick leave in respect of the following year until he/she has resumed his/her duties; the period from the anniversary of the starting date of their period of continuous employment until the return to duty being deemed to be part of the preceding year for the purpose of calculating eligibility. Any period of sickness continuing into a following year will not attract Company sick pay in that new year.

You are not eligible to paid sick leave during your notice period or if you are absent from work because of injuries arising from sporting activities or from dangerous hobbies or pastimes, other than Statutory Sick Pay.

Any member of staff who has another job or business interest shall not automatically be eligible to any paid sick leave, other than Statutory Sick Pay.

While paid sick leave will normally be granted this is always at the discretion of the HR Manager/Financial Director.

**Casual and Seasonal staff have no eligibility to Company Sick Pay.**

### **Jury Service**

If you are called for jury service, you should present the “Jury Services Notification Slip” to your Head of Department or HR. However, you may be expected to return to work on such days as adjournments make this practicable, after discussion with HR. If the timing of the jury service conflicts with your work needs, you must inform HR in the first instance. You are entitled to claim statutory compensation from the Courts in respect of your jury service and the unpaid period of your absence, except if you are over state pensionable age. However, you may be entitled to expenses only.

## CONFIDENTIALITY

During your employment you will have access to and be entrusted with confidential information relating to the Company's business and that of its Directors and employees. This includes, but is not limited to, information relating to:

- corporate and marketing strategy, business development plans, sales reports and research results;
- business methods and processes, technical information and know how relating to the Company's business and which is not available to the public generally, including inventions, designs, programmes, techniques, database systems, formulae and ideas;
- business contacts, mailing lists purchased by the Company, customer database details, lists of customers and suppliers and details of contracts with them and information on employees of the Company and the terms of their employment.
- budgets, management accounts, trading statements, regulatory reports and other financial reports;
- any information which you are informed of by your Head of Department or Director, is to be treated as confidential;
- any documents or information in respect of which the Company is bound by the duty of confidence to a third party; and
- any information held on computer and any document marked "Confidential".
- Directors and employee's personal information, such as home address, phone numbers and e-mail address

You may not during your employment or during any absence on (including maternity or parental leave) (except in the proper performance of your duties, and then only to those who need to know such information) or afterwards (otherwise than with the prior written consent of the Company or as required by law) use or disclose any confidential information concerning the Company's business which may have come to your knowledge during your employment, or in respect of which you may be bound by an obligation of confidence to any third party. You will also use your best endeavours to prevent the publication or disclosure of any such information. These restrictions will not apply to information which has become available to the public generally, other than through unauthorised disclosure.

All notes, memoranda, records, lists of customers and suppliers, Directors and employees, correspondence, documents, computer and other discs and tapes, data listings, codes designs and drawings and other documents and material whatsoever (whether made by you or otherwise) relating to the business of the Company, or any of its or their clients (and any copies of the same) belong to the Company and:

- shall be and remain the property of the Company; and

- shall be handed over to it (or as it may direct) upon any request by the Company and in any event, upon the termination of your employment.

All records and documents made or kept by you during your employment by the Company shall be and remain the property of the Company and shall not, without written consent, be removed from your place of employment. You are not permitted to divulge any information concerning the Company or its activities or trade to any party without written consent.

You are not permitted to remove any of the Company's stock or goods or other assets from its premises without specific written authority.

You are not permitted to use the Company's resources, e.g. stationery, postage, franking machine, telephone, photocopier, for your own private use without permission. You are not allowed to purchase goods using the Company's petrol card, credit cards, or buy goods using the Company's account with a supplier.

You may not write letters on the Company's headed notepaper for personal use.

### **Promotional Material**

If you supply the Company with any personal promotional material, which is used by the Company, there will be no financial payment or reward in respect of the material used. You will be asked to sign a Promotional Material Agreement to authorise the Company to use it.

Please be advised that promotional photographs and videos may from time to time be taken around our parks, by Shorefield Holidays employees or those contracted by Shorefield Holidays, including during the entertainment and activities events. They are for use on our website, social media, in the press, and for general marketing materials.

As an employee you have given your consent to Shorefield Holiday photographing and using your image and likeness, as this is covered in your employment contract under the copyright clause.

### **Statement to the Media**

Only a Director or nominated person will give any statement to reporters from the newspapers, radio, television etc. No members of staff are authorised to speak to the media on behalf of the Company.

## **Non-Solicitation Clause**

It is a condition that you will not solicit, contact or approach any client of the Company to obtain, or attempt to obtain, their Business for yourself or others, or divulge the details of any client or customer of this Company to a competitor for the period of one year from the effective date of termination of employment.

## EMAIL ETIQUETTE POLICY

Email has changed the way we work – allowing us to communicate economically and quickly with colleagues, suppliers and other contacts around the world. Many of us now use it as our main means of communication during the working day. Shorefield Holidays Limited believe that the following should apply with all email use (internal and external use)

### Etiquette

There is still some confusion about the correct way to write emails, which 'tone' is appropriate, and whether to use slang or abbreviations. It is best to open and close an email using 'Dear' at the beginning and 'Best wishes' or 'Regards' at the end.

'Hi' is not appropriate for business emails unless you are familiar with the person you are writing to. If you do not know the person's full name, use the person's title (for example 'Dear Director of Customer Services').

Always think about the reader. Remember that people are unlikely to be offended if you are too formal, but some may think you are being rude if you are too informal.

### Spelling and grammar

You should always write emails with the same care you would use to write a formal letter. Always check your spelling and grammar – most email applications have a tool which you can use to do this automatically. Remember that sloppy communication gives a bad impression of both you and your organisation.

Resist the temptation to use the shortcuts of 'text messaging'. While some people may understand what 'can't w8 2 cu' means, a lot of people do not.

### Addressing an email

- To – this is where you type the email address of the person you are writing to.
- CC (courtesy copy) – this is for the email addresses of other people who need to see the information in your email.
- BCC (blind courtesy copy) – addresses that you put in this field are 'hidden' from the other people who receive the message. For example, if you wrote an email to your insurance company but wanted a solicitor to read it for reference without the insurers knowing, you would use this field for the solicitor's address.

Always use the correct field so people know who you expect to act first on the information.

## Email examples

Here are two email examples. The first contains all the worst aspects of a bad business email. The second shows you a good example template you might want to bear in mind when writing your business email.

### How not to write a business email

Whatever you do, don't do this...

Dude!  
I'm just wondering about a possible meeting being set up. What it is, don't worry about it, but could we, like, arrange something maybe? No rush!  
Hey did you see Eastenders the other night? I love it, it's AMAZING. 😊  
Anyway, yeah, cool. Speak soon, if you want. Don't worry if not.  
Cheers!  
Dx

The opening is clearly too informal and impersonal – if you don't know the name of the recipient use 'To whom it may concern' or 'Dear Sir/Madam'.

However, if you do know the name of the recipient, use it. 'Dear Name' – as by not doing so you'll seem ignorant. After all, you're meant to be building a professional relationship with the person in question.

The opening paragraph is too casual, informal and unprofessional. And, crucially, there's no thank you for responding to the initial email.

The second paragraph is a poor attempt at adding a 'personal touch'. If you're professional, courteous and polite, there's no need to throw anything like this in. Yes, it's email, not a letter – but there is no reason or excuse for letting standards drop or giving the wrong impression.

The third paragraph is far too casual and indecisive, leaves too much room for doubt, and suggests someone easily placated and generally not all that bothered. And emoticons are a definite no-no.

'Cheers!' is best avoided, unless you've already developed a long-term relationship with the recipient. Even then, it's not ideal in a business capacity.

Finally, always finish with both your full first name (at least) and a proper sign-off. This is far too casual and is what you might expect to see in a text message. You must remember that it's incredibly easy to slip into bad habits. Always write as though to a managing director – because, until you know otherwise, you might be!

### How to write a business email

Far better to follow this example...



Dear Stephen

I hope you are well. It was great to hear from you – thank you for your time.

Could we set up a meeting on this? Let me know when's best for you and we can arrange something. It'd be great to discuss this in person, rather than by email.

If you have any further questions on this, don't hesitate to ask.

I look forward to speaking to you again.

Kind regards

David

### Key points to remember

- Be concise. Remember that some people receive and read hundreds of emails every day. Try to keep to a maximum length of five paragraphs. If your message is very long (for example, notes about a report) consider sending it as an attachment.
- Don't use an inappropriate email address from which to send your email (such as 'hotlips@yahoo.co.uk'). Make sure you title your email clearly in the subject box as this helps the reader to refer to your email at a later date. Try to keep titles short.
- Use bulleted lists and keep paragraphs short. If you are writing to someone for the first time, structure your email as you would a letter, with a beginning, a middle and an end.
- Do not use block capitals. They give the impression you are shouting at your reader.
- Do not use 'emoticons' (combinations of letters which represent emotions) in formal emails.

For example: :- ) (happy) or :- ( (sad)

- Avoid over-familiar language, slang or abbreviations - such as LOL (laugh out loud) or BTW (by the way).
- Don't be sloppy with grammar or ignore formatting. It may be quicker to write your email without using capital letters, but it looks unprofessional to the reader.

- If you are sending pictures or documents with your email, make sure that they are a reasonable file size (less than 5MB) as big files can cause problems for the person receiving them. Make sure you tell the reader that you have included an attachment.
- Always reply to an email as soon as possible to show the sender that you are dealing with the information.
- Try to avoid sending unnecessary replies (Thanks!) as they waste readers' time as well as clogging up email systems.

## **DATA PROTECTION POLICY**

Shorefield Holidays Ltd needs to collect and use certain types of information about customers and suppliers who come into contact with Company . This personal information must be dealt with properly however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material - and there are safeguards to ensure this in line with the Data Protection Act 2018.

The Company regards the lawful and correct treatment of personal information as very important and therefore ensures that personal information is treated lawfully and correctly. To this end the Company fully endorses and adheres to the Principles of Data Protection, as detailed in the Data Protection Act 2018.

Specifically, the Principles require that personal information

1. shall be processed fairly and lawfully and shall not be processed unless specific conditions are met,
2. shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes,
3. shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed,
4. shall be accurate and, where necessary, kept up to date,
5. shall not be kept for longer than is necessary for that purpose or those purposes,
6. shall be processed in accordance with the rights of data subjects under the Act,
7. appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data,
8. shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

The Company will, through appropriate management, strict application of criteria and controls

1. observe fully conditions regarding the fair collection and use of information,
2. meet its legal obligations to specify the purposes for which information is used,
3. collect and process appropriate information, and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements,
4. ensure the quality of information used,
5. apply strict checks to determine the length of time information is held,
6. ensure that the rights of people about whom information is held, can be fully exercised under the Act. (These include: the right to be informed that processing is being undertaken, the right of access to one's personal information, the right to prevent processing in certain circumstances and the right to correct, rectify, block or erase information which is regarded as wrong information),
7. take appropriate technical and organisational security measures to safeguard personal information,
8. ensure that personal information is not transferred abroad without suitable safeguards,
9. treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information,
10. set out clear procedures for responding to requests for information.

In addition, the Company will ensure that:

1. there is someone with specific responsibility for Data Protection. The Company's Data Protection Officer is the Director/ICT Manager
2. everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice,
3. everyone managing and handling personal information is appropriately trained to do so,

4. everyone managing and handling personal information is appropriately supervised,
5. anybody wanting to make enquiries about handling personal information knows what to do,
6. queries about handling personal information are promptly and courteously dealt with,
7. methods of handling personal information are clearly described,
8. a regular review and audit is made of the way personal information is held, managed and used,
9. methods of handling personal information are regularly assessed and evaluated,
10. performance with handling personal information is regularly assessed and evaluated,
11. a breach of the rules and procedures identified in this policy by a member of staff may lead to disciplinary action being taken,
12. a breach of the rules and procedures identified in this policy by a Member is a potential breach of the Code of Conduct.

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 2018.

## Employee Privacy Notice Shorefield Holidays Ltd

Version 1 (25<sup>th</sup> May 2018)

### INTRODUCTION

Welcome to our privacy notice for current and former employees, workers and contractors.

We respect your privacy and are committed to protecting your personal information, which we call “personal data”. This privacy notice will tell you how we look after your personal data and about your privacy rights.

This notice does not form part of any contract. It supplements any other notices and is not intended to override them.

- We have tried to be brief and clear. We are happy to provide any additional information or explanation.

### WHO WE ARE

<b>Data Controller (Park Owner)</b> (referred to as “we/us/our”)	<b>Shorefield Holidays Limited</b>
<b>Name or title of Data Protection Manager:</b>	<b>Andrew Bowden, Director / ICT Manager</b>
<b>Address:</b>	<b>Shorefield Rd, Milford-on-Sea, Lymington, Hampshire SO41 0LH</b>
<b>Telephone:</b>	<b>01590 648300</b>
<b>Email:</b>	<b>yourdata@shorefield.co.uk</b>

### CHANGES

This version was last updated on 25/5/18 and historic versions can be obtained by contacting us at the email address above.

It is important that the personal data we hold about you is accurate and current. Please keep us informed of any changes.

## **HOW WE COLLECT YOUR PERSONAL DATA**

We collect personal data through application and recruitment processes, either directly from candidates or sometimes from an employment agency or background check provider. We may sometimes collect additional information from third parties. (see below)

We may also receive personal data about you from third parties and public sources, including:

<b>Who</b>	<b>When</b>
Former employers and other referees	We may ask you for permission to take a reference from former employers and other referees as a condition of a contract or offer to you.
Credit reference agencies	We may make a credit reference check on our contractors.
Disclosure & Barring Service (DBS)	We may require you to apply for a DBS check. We do this for certain positions within the Company, and for employees supplied with accommodated by the Company on our parks.

We will collect additional personal information during job-related activities throughout the period of you working for us.

## **WHAT PERSONAL DATA DO WE COLLECT?**

<b>Personal Data</b>	<b>Yes</b>	<b>No</b>
Personal contact details such as name, title, addresses, telephone numbers and personal email addresses	<input type="checkbox"/>	
Date of birth	<input type="checkbox"/>	
Gender	<input type="checkbox"/>	
Marital status	<input type="checkbox"/>	
Next of kin and emergency contact information	<input type="checkbox"/>	
National Insurance Number	<input type="checkbox"/>	
Bank account details, payroll records and tax status information	<input type="checkbox"/>	
Pay, holiday and benefits information	<input type="checkbox"/>	
Start date	<input type="checkbox"/>	
Location of employment or workplace	<input type="checkbox"/>	
Copy of driving licence	<input type="checkbox"/>	
Recruitment information including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process	<input type="checkbox"/>	
Employment records including job titles, work history, training records and professional memberships	<input type="checkbox"/>	
History of pay and benefits received	<input type="checkbox"/>	
Performance information	<input type="checkbox"/>	
Disciplinary and grievance information	<input type="checkbox"/>	
CCTV footage and other information obtained through electronic means such as swipe-card records, where used	<input type="checkbox"/>	
Information about your use of our information and communication systems	<input type="checkbox"/>	
Photographs	<input type="checkbox"/>	
Automatic Number Plate Recognition	<input type="checkbox"/>	

Employee Leisure Membership card swipes for discounts in our facilities	<input type="checkbox"/>	
<b>SENSITIVE PERSONAL DATA</b>	<b>Yes</b>	<b>No</b>
<b>We may also collect, store and use the following categories of more sensitive personal information</b>		
Information about your race or ethnicity	<input type="checkbox"/>	
Trade union membership		<input type="checkbox"/>
Information about your health, including any medical condition, health and sickness records	<input type="checkbox"/>	
Genetic information and biometric data, such as drug test results	<input type="checkbox"/>	
Information about criminal convictions and offences. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you during you working for us  <i>The link below explains when a criminal record check may be made with the Disclosure and Barring Service</i>  <u><a href="https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers">https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers</a></u>  This is not possible in most cases.	<input type="checkbox"/>	

## HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. In each case we may rely on three reasons to do so. These are:

- (a) The performance of a contract with you.
- (b) Because it is necessary to comply with a legal obligation.
- (c) Because it is necessary for our legitimate interests.

These three reasons for using your personal data overlap and there may more than one ground to justify our use of your personal information on any occasion.

Purpose/Activity	Lawful	Basis of legitimate
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	<b>basis for processing (see above)</b>	<b>interest, where applicable</b>
Making a decision about your appointment or recruitment	a, b & c	To appoint and retain people who can help us develop and grow our business. To treat you fairly.
Deciding the terms on which you work for us	a, b & c	To appoint and retain people who can help us develop and grow our business. To treat you fairly.
Checking you are legally entitled to work in the UK	a, b & c	To appoint and retain people who are legally entitled to work in the UK.
Paying you and deducting any tax or national insurance due	a, b & c	To comply with the law.
Administering our contract	a, b & c	To retain people who can help us develop and grow our business. To treat you fairly. To ensure that you meet your obligations to us and that we can address any situation in which you do not.
Business management and planning including accounting and auditing	c	To help us develop and grow our business.
Managing performance including carrying out performance reviews and setting targets	a, b & c	To retain people who can help us develop and grow our business, to treat you fairly. To ensure that you meet your obligations to us and that we can address any situation in which you do not.
Making decisions about pay reviews and other benefits.	a, b & c	To retain people who can help us develop and grow our business. To

		treat you fairly.
Assessing qualifications for a job or task including decisions about promotion	a, b & c	To appoint and retain people who can help us develop and grow our business. To treat you fairly.
Gathering evidence for possible grievance or disciplinary hearings	a, b & c	To retain people who can help us develop and grow our business. To treat you fairly. To ensure that you and your work colleagues meet your obligations to us and that we can address any situation in which you or they do not.
Making decisions about your continued employment or engagement	a, b & c	To ensure that we retain people who can help us develop and grow our business. To treat you fairly. To ensure that you meet your obligations to us and that we can address any situation in which you do not.
Education, training and development requirements	a, b & c	To ensure that we equip you to help us develop and grow our business.
Dealing with legal disputes involving you or others connected to our business, including accidents at work	b & c	To protect our legitimate interests and those of others in legal disputes.
Ascertaining your fitness to work	a, b & c	To appoint and retain people who can help us develop and grow our business. To treat you fairly. To ensure that you meet your obligations to us and that we can address any situation in which you do not.

Managing sickness absence	a, b & c	To appoint and retain people who can help us develop and grow our business. To treat you fairly. To ensure that you meet your obligations to us and that we can address any situation in which you do not.
Complying with health and safety obligations	a, b & c	To keep you and your colleagues healthy and safe at work.
To prevent fraud	a, b & c	To prevent fraud and to take appropriate action if it takes place, including action against anyone responsible.
To monitor your use of our information and communication systems to ensure compliance with our IT policies	a, b & c	To ensure that you meet your obligations to us and that we can address any situation in which you do not. To ensure that we comply with the law.
To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution	a, b & c	To keep out network and information secure and to take appropriate action if it is breached, including action against anyone responsible.
To conduct data analytics studies to review and better understand employee retention and attrition rates	c	To retain people who can help us develop and grow our business.
Equal employee monitoring	a, b & c	To ensure meaningful equal opportunity monitoring and reporting.
Providing the benefits to employees which are listed below	a, b & c	To appoint and retain people who can help us develop and grow our business. To meet our obligations to you.

Relevant benefits	<ol style="list-style-type: none"> <li>1. To give you information about our pension scheme and to administer your membership if you join.</li> <li>2. To give you information about, and to administer discounts you may receive when using our facilities.</li> <li>3. To give you information about the Your Shorefield reward portal, and to administer your membership of this if you join.</li> <li>4. To give you information about your membership of our bar and leisure complexes, and to administer your membership</li> </ol>
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**HOW WE USE YOUR SENSITIVE PERSONAL DATA**

Sensitive personal data	Lawful basis for processing	Any other basis of legitimate interest, where applicable
Information relating to absence, which may include sickness absence or family related leave	a, b & c	To comply with employment or other laws. To ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
Information about your physical or mental health or disability	a, b & c	To ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits
Information about your race or ethnicity	a, b & c	To ensure meaningful equal opportunity monitoring and

		reporting.
Information about criminal convictions and offences	a, b & c	<p>To help us make a fair decision about your appointment or recruitment or about your continued employment or engagement, where the information is relevant.</p> <p>Where it is necessary in relation to legal claims.</p> <p>Where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.</p>

We do not need your consent to use your sensitive personal data in these ways. However, in limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

### **CHANGE OF PURPOSE**

Please note that we may process your personal data without your knowledge or consent where this is required or permitted by law.

However, if we need to use your personal data for a new purpose and the law allows us to do so, we will notify you and explain the legal basis for our actions.

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### **IF YOU FAIL TO PROVIDE PERSONAL DATA**

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

### **DISCLOSURES OF YOUR PERSONAL DATA**



We may share your personal data with third parties to help us run our business or carry out our obligations to you:

Name	Lawful basis for processing including basis of legitimate interest	Names of third parties, where relevant
Service providers for  IT and system administration  Payroll  Pension  Other employment benefits	Performance of a contract with you  Necessary for our legitimate interests (performing the contract, using your data as we have described in this notice).	<ul style="list-style-type: none"> <li>• Advanced (HR &amp; Payroll software providers)</li> <li>• Standard Life (pension provider)</li> </ul>
Our professional advisers including bankers, auditors, insurers & solicitors	Necessary for our legitimate interests (complying with our legal obligations, helping us develop and grow our business).	<ul style="list-style-type: none"> <li>• HSBC (Bank)</li> <li>• NFU (Insurers)</li> <li>• Francis Clark Princecroft Willis (Auditors)</li> <li>• Pilgrim Law (Solicitors)</li> </ul>
HM Revenue & Customs, regulators and other authorities	Necessary for our legitimate interests (complying with our legal obligations).	Where required

We may also share your personal data with any third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way

as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **INTERNATIONAL TRANSFERS**

We do not transfer your data outside the European Economic Area.

## **AUTOMATED DECISION MAKING**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We do not envisage that any decisions will be taken about you using automated means. We will notify you in writing if this position changes.

## **DATA SECURITY**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **HOW LONG WILL WE USE YOUR PERSONAL DATA FOR?**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

You can ask us about the retention periods for different aspects of your personal data by contacting our Data Protection Manager.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## **YOUR LEGAL RIGHTS**

You have the right to:

**Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

**Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to

automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

**No fee usually required** You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

**We may need to request specific information from you** to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

**We try to respond to all legitimate requests within one month.** Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

**You have the right to make a complaint at any time to the Information Commissioner's Office (ICO)** ([www.ico.org.uk](http://www.ico.org.uk)). We would appreciate the chance to deal with your concerns first.

## **SECURITY PROCEDURES**

### **Your responsibility**

The Company's reputation is dependent upon the excellent quality of service it provides to its customers, and the high standards of work, conduct and appearance of its staff.

Your job puts you in a position of trust and responsibility. You should ensure that your conduct does not limit your effectiveness or damage the Company's reputation.

The Company's property, goods and cash must be used and maintained properly according to established procedures and regulations.

Always consider security, for example: -

- question strangers
- check contractors/outside personnel have the correct authority to remove the Company's equipment
- never disclose confidential information to strangers/customers
- never discuss confidential information over the radios e.g. cash collection time
- always keep your security codes secret
- never leave a department unattended
- ensure equipment is locked or immobilised
- keep all work keys in a safe place

If you become aware of any irregularities that may affect the Company's profitability or its reputation, you must discuss these with a senior member of Management.

### **Preventive Security**

There are various security preventive and detection devices in use within our parks, including Closed Circuit Television (CCTV) (see page 82). The objective is to deter would-be thieves from stealing or damaging the Company's property or cash.

## **Panic Buttons**

It is not the Company policy to install panic buttons for cash handlers, as using them can put staff in a risk situation. Panic buttons have been installed on Poolside and in the Reflections Day Spa for use in an emergency, where staff may be harassed

## **Personal Property**

Shorefield Holidays Limited does not take responsibility for personal possessions within the confines of its premises or on its property. Staff are advised not to bring more than £10 on to the Park and leave valuable property at home. Staff must put their bags in the lockers provided if they are working with a till or the Company's cash. Random searches may be carried out, as detailed in the Company Procedures (page 109).

## **Cash Handling**

If your job involves handling cash, you are not permitted to carry any cash on your person during working hours. You must use the lockers provided.

## **Cashing of Cheques**

You are not allowed to cash personal cheques. There is an Automated Telling Machine (ATM) at Shorefield Country and Oakdene Forest Parks, which staff may use.

## **Computer Security**

All staff with access to the Company's computer system must always be fully trained and follow the correct procedures. If you are required to use a Company computer, you will be asked to read and sign the Company computer equipment and/or Laptop computer agreements, provided by the ICT department. All usage will be logged and monitored.

## **Passwords**

You are not to divulge your password or code number to any of the Company's security systems to any other person. Sara Bertin and Paula Curtis must be informed of ALL passwords (files etc). You may not give your keys for any of the Company's property or premises to any other person.

## **Staff Shopping**

No member of staff may use the Supermarket/Shop during their working hours. Staff shopping must be done before or after a shift, or during a meal break.

All purchases must be paid for at the time of selection, and a receipt must be given/taken. No food or goods must be given free to customers or staff.

Catering and kitchen staff must order and pay for their food through the till and must not consume food in the kitchen.

## **Buying and Selling of Goods**

You are not permitted to buy and sell goods on your own behalf on Company premises.

## **Purchasing**

You are not allowed to purchase goods on behalf of the Company unless this was specified in your job description or by letter. You are not allowed to purchase goods for yourself from the Company's suppliers unless you have prior permission from a Director, when The Purchasing Directive must be followed, available from the Public Folders on Microsoft Outlook.

You are not allowed to purchase any goods from the Company other than from the Shop, Licensed Club (where you may not serve yourself), Fitness Club and Day Spas without the prior approval of a Director. You are not allowed to purchase goods on credit from the Company or any of the above without prior approval of a Director.

## **Accepting Deliveries and Returning Goods**

Only staff who have been trained on the correct procedure and are authorised to sign for goods, may accept deliveries on behalf of the Company (refer to Purchasing Directive: Purchase Order Procedure). The correct procedure for your department must be followed when returning goods to suppliers.

## **SECURITY OF STOCK AND CASH**

It is everybody's duty to be constantly alert for the safe custody of stock and cash. Training and procedures will be discussed with you in your specific department, in order that you may play your important part in reducing theft.

Stock loss is the difference between what should be in stock (against delivery paperwork) and what is actually in stock.

Stock loss can occur by: -

Customer Theft  
Staff Dishonesty and Theft  
Errors on pricing, counting etc.  
Unrecorded disposal of stock or damaged goods  
Stock not received but charged for  
Till shortages

### **Customer Theft**

If working in the Supermarket, bars or restaurant, check that all goods have been paid for. The main areas of theft are wines and spirits, chocolates and sweets.

- All staff should be alert

If you suspect a customer of theft, you should:

- Ask a colleague nearby to contact a manager
- Maintain observation, but do not approach
- Explain what you have seen to the manager
- If in doubt about a customer's 'motives' – approach them and ask if they require any help
- Do not attempt to apprehend a suspect yourself

### **Staff Dishonesty and Theft**

Unfortunately, not all employees are honest, and the dishonest activities of a very small minority may bring suspicion onto every honest member of staff. If you are aware of dishonest practices or acts, it is in the interests of yourself and your colleagues, and your duty to the Company, that you inform your Manager or HR Manager.

- be alert
- take the relevant action, inform a member of management
- follow the correct cash handling procedures
- follow the correct procedure when serving friends and family members.

### **Errors on pricing and counting**

Ensure your work is carried out accurately, that:

- prices are entered correctly on the till
- price changes are carried out accurately
- written work is legible
- quotes and estimates are requested

### **Unrecorded disposal of stock or damaged goods**

Care and common sense can reduce damage to goods or property.

The cause of damage to stock includes:

- damage in transit or at delivery point
- poor storage

- poor ordering
- customer breakages
- incorrect use of equipment

If breakages or waste occur they must be recorded, follow the procedure as carried out in your department. No goods to be taken for personal use

**Stock not received but charged for**

- Ensure that the delivery is booked in accurately
- document any shortages
- return any damaged goods and document
- do not sign for goods that you have not seen

**Till shortages**

Each department has a till procedure which must be followed, it has been designed to minimise the number of mistakes that can take place when handling money.

Till shortages mainly occur by: -

- giving the wrong change
- accepting forged notes
- theft

**DISRUPTIVE BEHAVIOUR POLICY**

**Safety First**

Shorefield Holidays Limited operates a Safety-First Policy for all staff. We are committed to providing a harassment and discrimination free environment for all guests and employees. All policies must be applied equally regardless of race, colour, religion, national origin, disability, sex, sexual orientation, or age.

Whilst it is the Duty Management’s responsibility to first assess and deal with situations involving disruptive guests, they should never tackle a situation they are not comfortable to deal with. It is always advisable to have another member of staff available as a witness to disruptive behaviour as well a witness to any action taken by the Duty Manager. Our Safety-First approach means that if a problem cannot be resolved by the Duty Manager, then they should solicit a security guard’s assistance if available in dealing with the situation. Never approach a physically violent person unless you are accompanied and feel completely safe to do so. In all instances you must think of your own safety first and that of your colleagues and guests. Property can be replaced, people cannot. A disruptive situation can escalate if dealt with either too leniently or heavy-handedly.

## **Statutory Requirements**

The Health and Safety Executive (HSE) is responsible for the regulation and enforcement of workplace health, safety and welfare, underpinned by the Health and Safety at Work etc. Act 1974. Shorefield Holidays Limited has responsibilities under the Health and Safety at Work etc. Act 1974 to ensure, as far as is reasonably practicable, the health, safety and welfare of employees at work.

The Management of Health and Safety at Work Regulations 1999 require employers to assess risks to employees and non-employees and decide for effective planning, organisation, control, monitoring and review of health and safety risks. Where appropriate, employers must assess the risks of violence to employees and, if necessary, put in place control measures to protect them.

## **Zero Tolerance Notice**

The following notice should be clearly displayed in receptions, accommodation and Licensed Premises such as Bars and Shops (this is not an exhaustive list but is designed to cover key customer facing environments):

### **Polite Notice:**

We are a family park and pride ourselves on a friendly and welcoming environment. In the unlikely event that any customer is abusive or disruptive, our terms & conditions allow us to ask them to leave the park without a refund. Please note that very occasionally our employees may wear portable video recording devices. These devices are operated by Shorefield Holidays Limited; please address any correspondence to the CCTV Controller.

## **Guidelines for Dealing with Disruptive Behaviour**

From time to time we are all required to deal with disruptive behaviour. Such actions could offend, disrupt or jeopardize employees, other guests and the business. In every situation that occurs, the specifics of the incident are different, but there are a number of behavioural issues which are simply not acceptable. We are a family holiday park, we pride ourselves on providing excellent quality experiences and service to an extremely diverse guest base and we welcome all guests. We are obligated to ensure that our guests, as well as our employees, are in an environment as free from abuse as possible. It is extremely important that we apply these practices on a consistent basis.

## **Common Sense Business**

This policy relies heavily on the “common sense” approach. Each guest and incident are different. We are in business to serve our guests and handling disruptive guests is part of ensuring good service and a well-run business.

## **General Approach**

Whilst this section covers our general approach to disruptive customers, specific procedures must be followed and are found in Categories of Disruptive Customers & Procedures: Our typical approach to disruptive guests is as follows:

- Upon noticing disruptive behaviour, look around you for colleagues who may also be witnesses to the disruptive behaviour, consider using all available communication methods (Radio Codes, Phone, Mobile Phone).  
CODE1....FIRE/EXPLOSION  
CODE2....HOLD UP/ROBBERY  
CODE3....BOMB ALERT  
CODE4....FIRST AID SITUATION  
CODE5....GENERAL FRACAS
- Note the time, date and location of the behaviour.
- You should be mindful of potential evidence in the form of witnesses, CCTV, Till Receipts, proof of entitlement i.e. membership cards.
- If safe to do so approach the guests and speak with them discretely if possible. Explain to them how they are being disruptive and what your concerns are. Politely ask them to stop their current behaviour. Your stance, tone of voice and demeanour should not be aggressive or defensive.
- The aim is to be fair, consistent and ensure the situation does not escalate. Clearly, discretely and politely confirming unacceptable behaviour will often draw a line under the situation. An experienced Duty Manager should be comfortable to recognise early indicators of disruptive behaviour and by responding from the outset you can avoid escalation. Always remain professional without being aggressive. Be polite, but firm. Address it early don't pay for it later.
- In the event we do not see the appropriate change in behaviour speak with the individuals again and be accompanied if possible. Remind them that you have already requested that they correct their behaviour and now you are asking them again to please stop the behaviour which is disrupting other guests. You should also indicate that if they do not wish to change their behaviour you will have to ask them to leave the facilities and potentially the park.

- In the event that the above approaches do not stop the disruptive behaviour, we should ask them to leave the facilities, if they refuse to do so contact security and/or the police to escort the individuals off the park.
- At every stage be mindful of evidence, you must document the event on an Incident Report, cross referenced with witness statements, CCTV footage, customer identification (Account No, Reservation ID) and a statement from the offender if suitable. Initially the incident report must be entered onto the Health & Safety computer system within the same shift. It must then be scanned and emailed to the Health and Safety Department as soon as practical. All hard copies must be sent via internal post-delivery.

### **Categories of Disruptive Customers & Procedures:**

The detailed procedure for handling disruptive guests addresses three categories of behaviour: 1. physical, violent or harmful behaviour; 2. Disruptive & Antisocial behaviour; and 3. violation of Park rules. There are proportionate & compulsory actions that must be taken in response to each of these behaviours.

1. **Physical, Violent, or Harmful Behaviour:** Violent behaviour occurs when any customer commits or threatens to commit a physical assault, brandishes or wields a weapon, or exhibits any violent behaviour (e.g. kicking furniture, damaging property, etc.) that causes or threatens physical injury or the fear of physical injury to staff or customers. Aggressive behaviour, engaging in loud or boisterous speech suggesting retribution or violence, or engaging in unwanted physical touching or contact with staff or customers will also be treated as violent behaviour. Violent behaviour may also include threats of violence or bodily harm received by telephone or in writing. Harmful behaviour may also include language that other guests may find offensive.
2. **Antisocial Behaviour:** Behaviour is classified as antisocial if it interferes with the normal operation of the Shorefield facility, making it difficult for staff to deliver, or customers to benefit from, the services that are available. Examples of antisocial behaviour would include individuals who are loud or argumentative or who make harassing or derogatory comments to other customers or to staff, this could be committed in person, over the phone or via email, text or online channels. Another example of antisocial behaviour would be shoplifters or ‘walk outs’ from the Restaurant. Repeated antisocial or disorderly conduct, exhibiting indecent behaviour, violating a suspension order, or hacking into or introducing a virus into the Shorefield IT network may constitute violent or harmful behaviour resulting in more serious penalties.
3. **Violation of Park Rules:** Individuals who ignore or disobey the reasonable rules or guidelines that have been established to ensure effective and cost-

efficient operations on Park are also guilty of disruptive behaviour.

### **Disruptive Behaviour Procedures:**

All instances of disruptive behaviour must be accompanied by the completion of an incident report, which can be found here: <K:\Health & Safety\Incidents & Accidents\Incident Reports\Incident Report Form.doc>. Once complete this must be scanned and sent to the Health and Safety Department, the report must be entered onto the Health & Safety computer system within the same shift. Hard copies to follow within internal post. ALL instances of violent behaviour must also be reported to Directors via email.

#### **1. Physical, Violent or Harmful Behaviour:**

<b>Action</b>
All physical assaults, verbal or written threats of bodily harm to Shorefield customers, employees or property are serious matters, which must be documented on an incident report & reported to the police as soon as it is safe to do so.
In all instances of physical violence or threats, security (if available) should be immediately notified, and the police should be called for assistance in removing the violent individual from the premises.
In the case of a telephone threat, any identifying information, including Caller ID, should be documented on the incident report.
In the event of threats made in writing, the documents received should be preserved as evidence i.e. scanned and emailed to Directors.
Guests removed for violent behavior must be excluded from returning to any Shorefield Holidays location until final judgment can be served in writing by the Directors.
A list of persons (in picture form) who are suspended should be given to security (where applicable), the Reception Desk and Duty Managers so they can identify the person.
The Duty Manager (or Responsible Person) must verbally serve notice to the offender explaining that a violation of their ban could constitute criminal trespass; if at all possible this should be witnessed by another member of staff. The list of suspended persons must be updated as soon as it is safe to do so.
The General Manager must consult with the Directors to determine the period of suspension in order to allow a fair and impartial review of the situation.
The Directors shall notify the customer of their final judgment in writing. The notice must be sent by recorded mail.
The Directors' PA will organize updating the following systems to record blacklisting of the customer together with the date of the incident and a note on their account linking to the incident report and final judgment letter:

### Holiday Makers

- RMS (Reservations)
- Ambassadors:
  - Elite Parks (Accounts)
  - Quantum (Accounts)

Under section 8 of the Holiday Maker Terms and Conditions the customer will not be entitled to a refund and may be liable for damages:

8. If, in the opinion of Shorefield Holidays Ltd, any person/s is/are not suitable to continue the holiday because of unreasonable behaviour, damage to property or annoyance to other holidaymakers, the Contract may be discharged. In this event, the hirer shall remain liable to pay the hire price and no refund shall be due. The hirer shall also be liable for any damage caused in the holiday home. The owner also reserves the right to enter any accommodation under special circumstances or emergencies. Excessive noise levels will not be tolerated at any time and we ask that noise is kept to a minimum after 10pm or before 9am.

## 2. Antisocial Behaviour

### Action

Employees who encounter unruly customers or customers who subject them to harassing or abusive treatment should advise customers to refrain from such actions and warn them that continuation could result in their removal from the premises.

If customers continue to exhibit antisocial behavior, employees should contact their Duty Manager who will attempt to discuss and resolve the problem. See Appendix One for Flow Chart.

Security staff should also be notified where applicable.

Staff should be alert to possible underlying reasons for a customer's disruptive behavior such as intoxication, drug abuse, disabilities, mental health disorders, personal problems or other medical conditions that may result in specific disruptions. If appropriate and the customer is receptive, only the Duty Manager or responsible person should try to approach the individual and request they refrain from their behavior or they will be asked to leave the premises and may result in their eviction from the park.

A customer who is removed for antisocial behavior (e.g., who would not cease their behavior upon request, who had no apparent circumstance(s) prompting the behavior, should be suspended from returning to the facilities until the General Manager can be consulted.

The customer should be immediately verbally notified by the Duty Manager or Responsible Person of this suspension and advised they will receive a written notification of the suspension via email and post. A contact number, Reservations ID or Holiday Home ID should be taken for the customer and added to the incident report.

If a customer who is suspended for antisocial behavior attempts to re-enter the facilities, the Duty Manager and security (where applicable) must be alerted. The Duty Manager must confirm re-entry will constitute criminal trespass and their actions are considered threatening. Therefore, this should be dealt with as if it is threatening behavior and the police will be called. The incident report must be updated.

The General Manager, after consultation with the Duty Manager and consideration of the evidence, will send written notification to the disruptive customer, explaining the duration of suspension and expectations once the customer is allowed back into the facilities. Repeat offenders will be dealt with as if it were violent or harmful behavior

### **Violations of Shorefield Holiday Parks Rules**

K:\HOLIDAY HOME OWNERS\Park Rules & Regulations\All Parks

#### **Action**

Any customer who violates a rule or policy of a Shorefield Park should first be verbally notified of the violation and informed that any subsequent occurrences will result in suspension.

The nature of these violations may be witnessed by a member of the Estates Team; this must be reported to the Estates Manager or Duty Manager. The EM or DM should document the verbal instructions given to the customer in an Incident Report together with a witness statement from the member of staff. This must be passed to the Directors PA.

The Directors PA must write to the offender confirming the breach of park rules. The letter should be passed to the Accounts Department for attaching to the offenders Dream account. In the event the offender is a Holiday Maker a note will be recorded against their RMS Client record.

Repeat offenders must be written to by the Directors PA confirming a continuation will be a breach of their site license agreement, which will result in expulsion from the park.

A third occurrence of a breach of park rules will warrant the case being raised with Directors so the appropriate action can be discussed and agreed. This could constitute the revocation of the customer's site license.

The Directors' PA will organize updating the following systems to record blacklisting of the customer together with the date of the incident and a note on their account linking to the incident report and final judgment letter:

Holiday Makers

- RMS (Reservations)

Ambassadors:

- Elite Parks (Accounts)
- Quantum (Accounts)

## Appendix One

### *Disruptive Behaviour: Examples & Scenarios*

Type	Example
Violent or Aggressive	Fracas
	Spitting
	Threats: verbal or written
	Visually offensive or racist tattoos
	Carry weapons
Antisocial	Shop Lifter
	Walkouts
	Peaceful Demonstrations
	Libel or slanderous conduct
	Harassment - flyers and posters
	Boisterous Singing/Chanting
	Stalking

	Verbal or physical sexual advances
Park Rule Violation	Scooters in facilities
	Dangerous driving
	Ball games near accommodation
	Drones

### **Walkouts/shoplifting**

Shoplifting is illegal in every retail business. Walking out of a restaurant without paying for food and service provided is also illegal. In the event that the guests are dissatisfied with the food and service, it becomes a guest service issue which should be rectified by the Complex, Assistant Complex or Duty Manager.

When we talk about walkouts, we are talking about guests who purposely avoid paying for the meal they have consumed totally or partially. If a server or Manager has substantial reason to believe, based upon observation of actual conduct, that a guest is likely to walk out without paying their bill, the following should happen:

If the server is the individual who recognises this situation, they should bring it to the attention of the Complex, Assistant Complex or Duty Manager.

Be completely sure that there is a bill that has not been settled.

The Duty Manager should check the EPOS System for the table tab status while an employee checks to see if money was left on the table.

The Complex, Assistant Complex or Duty Manager should remain visible to that particular party until the cash transaction has been completed. If the guest attempts to leave without paying, the Complex, Assistant Complex or Duty Manager should say something like, “Can I help you with your bill?” or “Did you forget to pay?”.

If there is no response from the guest, the Complex, Assistant Complex or Duty Manager **should not attempt to follow him or her out of the facilities.**

- Never accuse a guest of attempting to walk out on a bill.
- Avoid sarcasm and confrontation.
- Always allow the benefit of the doubt in case you are wrong and permit the guest to gracefully reconsider his or her choice if, in fact, their intentions were not honourable.
- Never follow a guest outside. If a guest’s vehicle can be observed from inside the facilities it would be helpful if you could get a car registration number or description and note the direction it headed.
- Never physically attempt to stop a walk out.

- Never chase a walkout.
- In these incidents the guest bill should be signed by the Complex, Assistant Complex or Duty Manager and two witnesses, preferably the server involved in the situation and another member of staff witnessing the walk out, so we may understand all steps have been taken to verify that this is a walk out.

In the event that the guest does not pay, and you have a sufficient description of the guest and their vehicle, including number plate, contact the police and stay inside the building until they arrive.

When the police arrive, explain the situation, show them the guest bill and any CCTV available; let them talk with the other witnesses. If the police ask if we will prosecute, tell them we will prosecute.

Never hold any member of a party responsible for multiple bills.

### **Disruption on Park**

Where you are alerted to disruptive customers at accommodation you should never attend the incident alone. If you are the only remaining team member you must call the duty warden before attending. If possible, you should take a radio, mobile phone and Body Worn Camera (the camera should be worn by the chaperone who will remain at a safe distance).

Take time to prepare but act efficiently. If time allows check the reservations system to confirm the guest's details, party breakdown and departure date. Safety first, ensure you are accompanied and properly equipped i.e. Radio (codes below), Mobile Phone, Torch, Body Worn CCTV (if available).

- CODE1....FIRE/EXPLOSION
- CODE2....HOLD UP/ROBBERY
- CODE3....BOMB ALERT
- CODE4....FIRST AID SITUATION
- CODE5....GENERAL FRACAS

When attending the accommodation, take a few moments to listen to the conditions: is there loud music or shouting? Often incidents will be reported by neighbours, be mindful of their anonymity, but it would be courteous to update them once the incident has been dealt with.

Knock assertively, but not loudly. If no response announce through the door you are the Complex, Assistant Complex or Duty Manager and would like to speak with them.

When the guest comes to the door reintroduce yourself and calmly explain the nature of your visit (allegations of disruptive behaviour), explain they are on CCTV (if applicable).

Do not enter the accommodation unless you feel it is safe to do so, only do so if accompanied and keep your back to the door and the customer in view of the CCTV (if applicable).

Clearly explain to the guest their disruptive behaviour, the fact that it **MUST** stop, and a reoccurrence may constitute their eviction from the park and them being black listed from future visits.

Remember your tone of voice, body language and calmness are as equally important as the explanation. Defusing the situation is paramount, try to remain calm and polite, as it is difficult for the aggressor to over react to this.

If you believe you reach an agreement, reiterate future occurrences would result in eviction, explain we wish every guest to enjoy their time with us, but also to remain considerate to other guests.

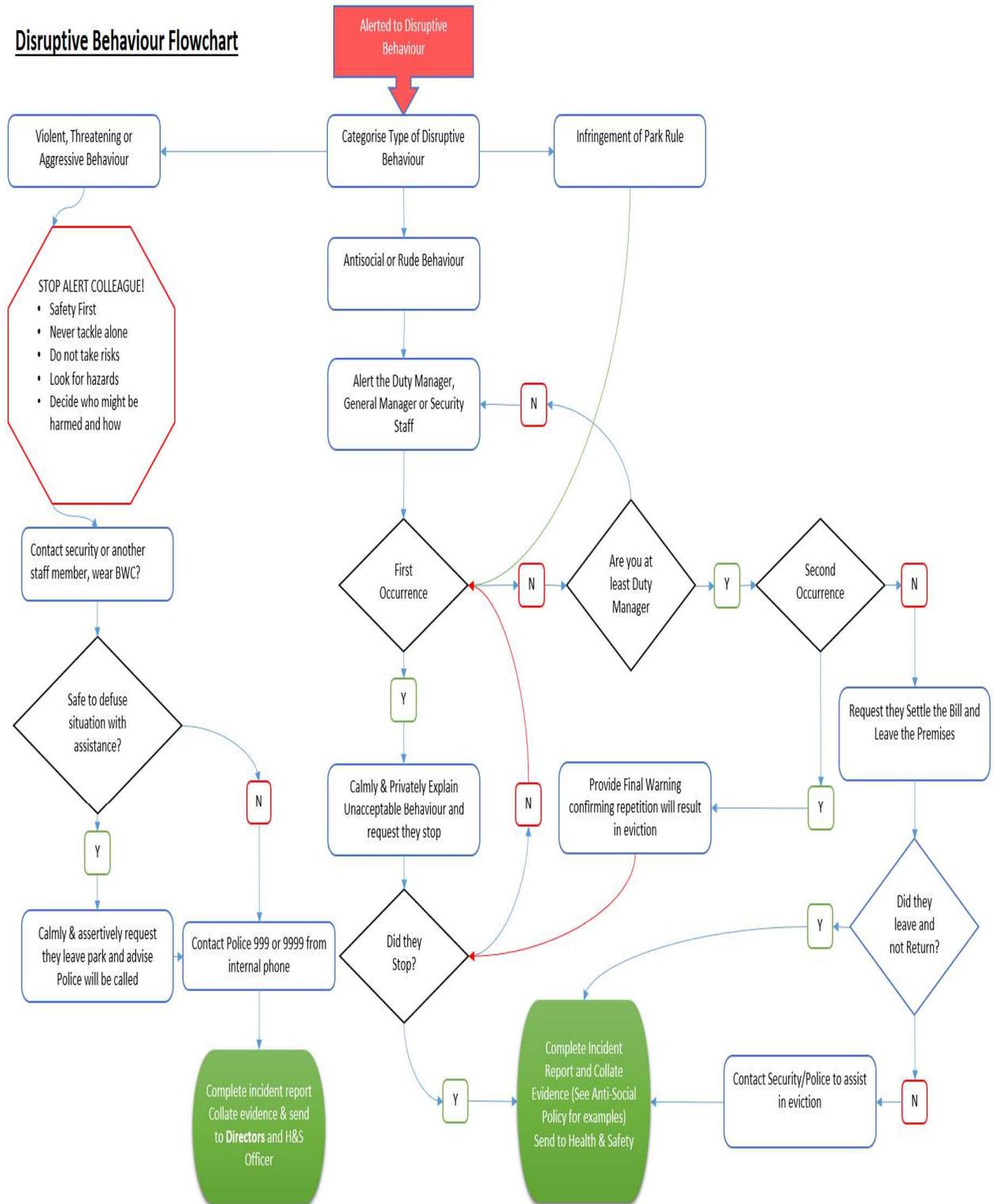
Thank them for their time and agreement and wish them a pleasant and enjoyable stay.

If you can be inconspicuous it would be polite to update the guest that raised the issue (without discussing details). Ask if they are comfortable to provide a statement the following day and leave your contact details.

Complete the Customer Care report and forward to Directors PA.

If you are affected by any of the incidents related to violence, as outlined, talk to your manager or HR Manager.

# Disruptive Behaviour Flowchart



## **CCTV POLICY**

The Company uses closed circuit television (CCTV) images to provide a safe and secure environment for employees and for visitors to the Company's business premises, such as clients, customers, contractors and suppliers, and to protect the Company's property. This policy sets out the use and management of the CCTV equipment and images in compliance with the **Data Protection Act 2018** and the Information Commissioner's Office CCTV Code of Practice.

The Company's CCTV facility records images only. There is no audio recording and therefore conversations are not recorded on CCTV (but see the section on covert recording below).

### **Purposes of CCTV**

The purposes of the Company installing and using CCTV systems include to:

- assist in the prevention or detection of crime or equivalent malpractice
- assist in the identification and prosecution of offenders
- monitor the security of the Company's business premises
- ensure that health and safety rules and Company procedures are being complied with
- assist with the identification of unauthorised actions or unsafe working practices that might result in disciplinary proceedings being instituted against employees and to help in providing relevant evidence
- promote productivity and efficiency.

### **Location of cameras**

Cameras are located at strategic points throughout the Company's business premises, principally at the entrance and exit points. No camera focuses, or will focus, on toilets, shower facilities, changing rooms, staff kitchen areas or staff break rooms. All cameras (except for any that may be temporarily set up for covert recording) are also clearly visible.

Appropriate signs are prominently and clearly displayed so that employees, clients, customers and other visitors are aware they are entering an area covered by CCTV.

### **Recording and retention of images**

Images produced by the CCTV equipment are as clear as possible so that they are effective for the purposes for which they are intended. Maintenance checks of the equipment are undertaken on a regular basis to ensure it is working properly and that the media is producing high quality images.

Images may be recorded either in constant real-time (24 hours a day throughout the year),

or only at certain times, as the needs of the business dictate.

As the recording system records digital images, any CCTV images that are held on the hard drive of a PC or server are deleted and overwritten on a recycling basis and, in any event, are not held for more than two months. Once a hard drive has reached the end of its use, it will be erased prior to disposal. Images that are stored on, or transferred on to, removable media such as CDs are erased or destroyed once the purpose of the recording is no longer relevant. Where a law enforcement agency is investigating a crime, images may need to be retained for a longer period.

### **Access to and disclosure of images**

Access to, and disclosure of, images recorded on CCTV is restricted. This ensures that the rights of individuals are retained.

The images that are filmed are recorded centrally and held in a secure location. Access to recorded images is restricted to the operators of the CCTV system and to those line managers who are authorised to view them in accordance with the purposes of the system. Viewing of recorded images will take place in a restricted area to which other employees will not have access when viewing is occurring. If media on which images are recorded are removed for viewing purposes, this will be documented.

Disclosure of images to other third parties will only be made in accordance with the purposes for which the system is used and will be limited to:

- the police and other law enforcement agencies, where the images recorded could assist in the prevention or detection of a crime or the identification and prosecution of an offender or the identification of a victim or witness
- prosecution agencies, such as the Crown Prosecution Service
- relevant legal representatives
- line managers involved with Company disciplinary processes
- individuals whose images have been recorded and retained (unless disclosure would prejudice the prevention or detection of crime or the apprehension or prosecution of offenders).

The Financial Director (or another director acting in their absence) is the only person who is permitted to authorise disclosure of information to external third parties such as law enforcement agencies.

All requests for disclosure and access to images will be documented, including the date of the disclosure, to whom the images have been provided and the reasons why they are required. If disclosure is denied, the reason will be recorded.

## **Covert recording**

The Company will only undertake covert recording with the written authorisation of the Financial Director (or another director acting in their absence) where there is good cause to suspect that criminal activity or equivalent malpractice is taking, or is about to take, place and informing the individuals concerned that the recording is taking place would seriously prejudice its prevention or detection. Covert monitoring may include both video and audio recording.

Covert monitoring will only take place for a limited and reasonable amount of time consistent with the objective of assisting in the prevention and detection of suspected criminal activity or equivalent malpractice. Once the specific investigation has been completed, covert monitoring will cease.

Information obtained through covert monitoring will only be used for the prevention or detection of criminal activity or equivalent malpractice. All other information collected during covert monitoring will be deleted or destroyed unless it reveals information which the Company cannot reasonably be expected to ignore.

Covert photography or videoing by employees is deemed as gross misconduct (see page 114)

## **Sound Recording at meetings**

Senior and Middle Management Team and Directors meetings are all recorded.

You will be advised if the company require any other meetings to be recorded.

Covert recording of meetings (i.e. unauthorised recording of meetings by employees) is deemed as Gross Misconduct (see page 114).

## **Vehicle Tracking**

As Company assets, all vehicles owned by the company will be fitted with vehicle tracking devices. All employees required to drive a company vehicle are required to use a fob which is issued by the HR Department.

## **RIGHT TO SEARCH POLICY**

Whilst most employees are loyal and trustworthy it is unfortunate that some employees may be dishonest and attempt to steal the Company's property or property belonging to another or they may try to bring alcohol or substances into the workplace in contravention of the Company's rules and procedures (Section 4).

To counter these potential problems, the Company reserves the right to carry out personal searches of employees in the workplace. Searches will be conducted having regard to the section on Equal Opportunities and Diversity and will normally occur on a random basis. They may be carried out at any time whilst an employee is in the workplace. The search of an employee does not indicate that they are under suspicion of wrongdoing, although the Company also reserves the right to search an employee when it reasonably suspects that they have committed a criminal offence or an illegal act.

Physical searches will be confined to requesting the employ to empty out the contents of their pockets or bags and to remove any jackets, coats, shoes or other outer clothing. Employees will be searched by either a line manager or a designated security officer and the search will take place in private in the presence of another member of management or staff. If the employee to be searched would like to have a fellow employee present to act as a witness, this will be arranged. Employees have the right to request that a physical search is attended only by people of the same sex. The Company will take all possible steps to ensure that employee's dignity is always respected.

Searches may also be conducted on the employees work area, including their desk, cabinets and locker and on the employee's personal or work vehicle if parked on the Company's premises. In this case, the search will be conducted by either a line manager or a designated security officer (who may not be of the same sex as the employee) in the presence of another member of management and the employee. Again, the employee may request to have a fellow employee present to act as a witness. It may not be possible for this type of search to take place in private, but the Company will endeavour to deal with the matter as discreetly as circumstances permit.

The level of search requested may be subject to change and the Company will ensure that the level of search is fair and reasonable, taking into account the circumstances giving rise to it.

The Company will keep a record of all searches conducted, including the date, time, details and results of each search and the identities of the employee, the searching office and any other parties present. This information will be stored confidentially. It will be reviewed on a regular basis by the HR Manager to ensure

that searches are being carried out fairly and non-discriminatorily and either randomly or only where the Company reasonably suspects that an employee has committed a criminal offence or an illegal act.

If you refuse to submit to a search without reasonable excuse, this is a serious matter and will be dealt with in accordance with the Company's Disciplinary Procedure. You will be given a reasonable period to reconsider your decision and you will be asked to provide your reasons for refusing if you wish to maintain your refusal to a search. During this period, you will not have access to the area requested to be searched or permitted to be unaccompanied.

Any employee caught in unauthorised possession of property belonging to the Company or property belonging to another employee or third party, or otherwise caught in possession of an item in breach of this policy (such as substances as described under the Alcohol and Substances Policy and Rules in Section 2, will be dealt with in accordance with the Company's Disciplinary Procedure. The employee may also be reported to the police if there is evidence to suggest they have committed a criminal offence.

## **TIPS/GRATUITIES POLICY**

Any benefit, gratuity, free gift, voucher or other inducement as reward, other than from this Company, received because of your employment with the Company, or from the Company's present or future trading relationship with any supplier, adviser, customer or with any other person or body, must be passed to the Finance Director.

Any Christmas gifts received from representatives, visitors or customers should be handed to the Head of Department/HR Department for inclusion in the Staff Christmas Raffle. To be fair to all staff, the Company policy is that all gifts, including tickets to events are handed in to the HR Department for inclusion in a Staff Raffle.

Gratuities paid to the Company from customers are used to purchase gifts that are also included in a raffle. This is to give everybody the opportunity to benefit, not just the staff who meet the customers. This policy is at the discretion of the Finance Director and any changes must be agreed in writing prior to any staff receiving gratuities. Where agreement is given, departments or individuals will not be included in any staff raffle.

Employees must exercise the highest level of integrity in their actions and relationships which may affect the Company. Their actions must be such as to withstand scrutiny without causing embarrassment either to the Company, themselves or any other party. In all things the Company's integrity must be matched by the individual.

## **ANTI-CORRUPTION AND BRIBERY POLICY**

The Directors of Shorefield Holidays Limited value its reputation for ethical behaviour and reliability. Shorefield Holidays Limited recognises that any involvement in corruption and bribery will also reflect adversely on the image and reputation of the Company. The aim, therefore, is to limit exposure to corruption and bribery.

Your working relationships may bring you into contact with outside organisations where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position. Therefore, no employee or any member of his or her immediate family should accept from a supplier, customer or other person doing business with Shorefield Holidays Limited, payments of money under any circumstances, or special considerations, such as discounts or gifts of materials, equipment, services, facilities or anything else of value unless:

- they are in each instance of a very minor nature usually associated with accepted business practice
- they do not improperly interfere with your independence of judgement or action in the performance of your employment

In every circumstance where a gift is offered, the advice of the Financial Director or HR Manager must be sought.

Where the employee has permission to accept hospitality then this must be entered in the hospitality logs

### **The Policy**

Shorefield Holidays Limited prohibits the offering, the giving, the solicitation or the acceptance of any bribe, whether cash or other inducement to or from any person or company, wherever they are situated and whether they are a public official or body or private person or company by any individual employee, agent or other person or body acting on behalf Shorefield Holidays Limited's behalf in order to gain any commercial, contractual or regulatory advantage for the Company in a way which is unethical or in order to gain any personal advantage, for the individual or anyone connected with the individual.

The Company has a strict anti-bribery policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the Company, or to obtain or retain an advantage in the conduct of the Company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

Inevitably, decisions as to what is acceptable may not always be easy. If anyone is in doubt as to whether a potential act constitutes bribery, the matter should be referred to the HR Manager before proceeding with any further action. If necessary, guidance should also be sought from the Financial Director.

### **Employee Responsibility**

The prevention, detection and reporting of bribery is the responsibility of all employees throughout the Company. Suitable channels of communication by which employees or others can report confidentially any suspicion of bribery will be maintained using the Whistleblowing Policy.

### **Contravention of this Policy**

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

# **CORPORATE HOSPITALITY POLICY**

## **Corporate Hospitality Given**

Corporate hospitality means hospitality of any kind provided by the Company or its employees in connection with the lawful business of the Company. All corporate hospitality expenses must be approved in advance by a Director of the Company. In addition, your manager must agree in advance to the level of any corporate hospitality expenses, before the commitments are made, considering what is reasonable and proportionate in all the circumstances.

All corporate hospitality will be closely monitored by the Company. This is because it may amount to bribery, which is a criminal offence, where the person offering the hospitality intended the recipient to be influenced to act improperly. This is most likely to be the case where the hospitality is lavish, extraordinary or excessive.

## **Corporate Hospitality Received**

Corporate hospitality may also be received by an employee from another company, for example if you are invited to a client's event in connection with your employment. Whilst the Company does not wish to prohibit your attendance at genuine corporate hospitality events, it does not believe that it is appropriate for you to attend lavish, extraordinary or excessive events held by customers, clients, suppliers, contractors or by any other person or organisation with which the Company has, or might have, business connections.

You are under an obligation to report a corporate hospitality invitation that you would wish to accept, including the nature of the event and the identity of the person or organisation offering it, to your manager/Director as soon as you receive the invitation, by completing a corporate hospitality report form. Failure to report the invitation, and then to attend the event without permission, constitutes a disciplinary offence and will be dealt with in accordance with the Company's disciplinary procedure. Depending on the gravity of the offence, this may be treated as gross misconduct and could render you liable to summary dismissal.

If the Company determines that the corporate hospitality proposed is lavish, extraordinary or excessive, you will be required to decline the invitation in writing.

In cases where the Company determines that the hospitality is genuine, proportionate and reasonable you may, at your line manager's discretion, be permitted to attend the event (subject to any agreement relating to time off work where the event is taking place during your normal working hours).

If you attend corporate hospitality with the same customer, client, supplier, contractor or other person or organisation with which the Company has, or might have, business connections on a regular basis, ie more than once per month, then this must be reported to your manager as set out above

# **WHISTLEBLOWING POLICY**

## **Policy Aims**

This policy is designed to:

- Protect whistle-blowers from detrimental treatment by us so that they can raise concerns without fear
- Support our values
- Provide a confidential and transparent process for dealing with employee concerns about malpractice within our firm

## **Applicability**

This policy applies where employees make disclosures in good faith, which in their reasonable belief, tends to show that the following is being/likely to be committed:

- A criminal offence
- A failure to comply with legal/regulatory obligations
- Miscarriage of justice
- Putting health/security of an individual/individuals in danger
- Damage to the environment
- Deliberate concealment of the above
- Financial malpractice or impropriety or fraud

This policy is inapplicable to those who make malicious reports, on the above matters, in circumstances where they know this to be untrue. Such individuals may instead be subject to our disciplinary procedures.

## **Principles**

Where we receive a disclosure of the above kind we will ensure that we do the following:

- Take steps to ensure that no employee who reports malpractice listed above, on the grounds of reasonable belief, and in good faith, will be subject to any form of retribution even if their concerns are subsequently found to be mistaken
- Ensure that the individual reporting the concern retains his/her anonymity unless they consent to disclosure
- Deal with all employee concerns raised under this procedure in a fair and just manner

## **Procedure**

If an employee reasonably believes, in good faith, that one of the acts above exists or is likely to be committed she/he should:

- Report this to her/his senior manager who will inform the Compliance Officer, Paula Curtis. Where an employee is reluctant to report this to their senior manager, the report should instead be made to the Compliance Officer direct. The Compliance Officer will then enter details of the report on the Company's Whistleblowing Register and then notify the appropriate authorities if relevant
- All employee communications will be dealt with in accordance with the principles above
- The employee will be informed of the details of the individual handling the matter and will be told how they can make further contact with that person if they feel that this is necessary
- The employee will be given feedback on the action taken
- If the employee is dissatisfied with the outcome we recognise the lawful right of employees/ex-employees to complain to the FCA (Financial Conduct Authority) or elsewhere

## **The Law**

You should note the following about this policy:

- It has been drafted to consider the Public Interest Disclosure Act 2018 ("The Act") and gives legal protection to employees against being dismissed or penalised by their employers because of publicly disclosing certain serious concerns.
- The Act protects workers making disclosures in relation to the above acts
- The Act is reflected in the Employment Rights Act. As such, if retribution takes place for reporting malpractice, employees are provided with a right to bring a claim in the Employment Tribunal against us

## **Useful Contact Details**

We have provided useful contact information below:

- If confidential advice is required, then please contact the charity Public Concern. Their Whistleblowing Advice Line is: 020 7404 6609. For general enquiries you can call: 020 3117 2520
- The Financial Conduct Authority help-line for whistleblowing is 020 7066 9200, email: [whistle@fca.org.uk](mailto:whistle@fca.org.uk) or correspondence to Intelligence Department

(Ref PIDA), The Financial Conduct Authority, 25 The North Colonnade,  
Canary Wharf, London E14 5H

- Useful websites are:
  - i. [www.direct.gov.uk](http://www.direct.gov.uk)
  - ii. [www.fca.org.uk](http://www.fca.org.uk)
  - iii. [www.pcaw.co.uk](http://www.pcaw.co.uk)

# TRAVEL EXPENSES AND SUBSISTENCE RULES

## Expenses

All expenses must be authorised in advance by the Directors or a Senior Manager and any unauthorised expenditure will not be reimbursed.

You must follow the Company procedures for claiming expenses.

## Policy on Employee Travel

All employee travel i.e. courses, meetings etc. must be authorised in advance by the relevant senior manager.

In the case of larger amounts of expenditure i.e. external and residential courses, conferences, exhibitions etc. a Director's authorisation is required.

We have an account with Premier Travel Inn for accommodation and this should be used whenever possible. This should be booked via the HR dept. If this is not possible an alternative should be sourced and if possible arrange for the bill to be sent to the Company (you may need assistance from the Accounts Department). If you need to settle the bill with your personal credit/debit card, please ensure that a detailed bill is attached (with relevant VAT receipt).

In all instances please check the bill thoroughly before signing.

The Company will pay up to a maximum of £5.00 per night to cover personal incidental expenses e.g. telephone calls, laundry etc. receipts must be obtained for all these items (we will only pay for expenses incurred **not** a round sum of £5.00 per night!).

The limit is applied to the entire trip, so if for example a person is required to stay overnight for five nights on a trip the limit is £25 for the trip, not £5.00 per night.

If the travel is outside of the UK this limit is increased to £10 per night.

There is a limit of £25 per person for an evening meal when staying overnight, which includes soft drinks only; any alcoholic drinks must be purchased by the employee. Where accommodation is booked using the Company account at Premier Travel Inn, the evening meal will be included with a spend of up to £25 per person per night which will be charged to the account. (This will exclude alcohol). Therefore, Premier Travel Inn restaurants must be used wherever possible.

A lunch time snack will be paid for up to a maximum of £7.50.

If any of the above items are exceeded the employee will be invoiced for the relevant amount.

If employees are not at their normal place of work (not including another Shorefield park) e.g. a training course for a day, they are entitled to be reimbursed for the cost of refreshments i.e. soft drinks and a light snack only, to a maximum of £7.50.

Expenses incurred by senior managers are at the discretion of the Directors, but the above should be used as a guideline.

All expenses incurred and paid for by an employee should be detailed on an expense claim form and the appropriate receipts attached. Where possible VAT receipts should be obtained and where there is more than one item on the receipt the amounts claimed should be clearly marked.

This should then be given to the relevant senior manager to authorise.

Time spent travelling to the location will be classified as “working hours” however lunch breaks etc. will not be.

Expense claims must state the reason for the expenditure and the names of employees that it was for.

### **Private Cars**

If any employee is required to use their own car for their duties with the Company, the Company shall provide them with payment of a fixed amount of 40p per mile travelled. If more than one employee is travelling to the same location, they will be expected to share transport where practicable and an additional payment of 5p per mile per car will be paid.

All mileage payments must be claimed on an expense claim form and authorised by the Head of Department. Mileage to your normal place of work must be deducted from miles claimed. The use of an employee’s car for long distance journeys must be authorised in advance by the Head of Department or a Director. The employee is responsible for insuring their car for business use.  
(see Safe Driving policy & manual)

VAT receipts for fuel must be attached to mileage expense claims. This will enable the Company to claim the VAT back on the amount we pay. If an employee goes on a specific business trip, the relevant receipt must be attached. If employees use their car throughout the month and claim monthly, then all fuel

receipts must be attached. Fuel receipts must be dated before the travel takes place.

## **Appendix**

We will pay for:

Mileage costs

Travel fares (transport must be pre-determined before the trip, if taxis are required this must be approved by a Director in advance)

Accommodation

Evening Meal (if staying overnight up to a value of £25)

Snack lunch and soft drink (maximum £7.50)

Breakfast (if staying overnight or very early start)

A reasonable number of soft drinks, tea, coffee etc. throughout the day

Incidental expenses up to a maximum of £5 per day e.g. phone calls, laundry etc. (must have a receipt or log cost of calls)

We will not pay for:

Alcoholic drinks

Magazines, newspapers, puzzle books etc.

Sweets or cigarettes

Personal items e.g. tights etc.

Stationery (please take it with you if possible)

Phone top-ups

Items bought for non-employees e.g. food, drinks etc.

Remember, you must have receipts for all items claimed

Please remember when you are on business you are representing the Company.

Please only drink alcohol in moderation.

# **TELEPHONE AND CORRESPONDENCE POLICY**

## **Landline Telephone Calls**

On no account should Company landline telephones be used to make or receive personal calls. Any person found doing so may be liable for disciplinary action. No incoming personal calls may be directed to people on duty except in an emergency.

The Company receives a log of all incoming and outgoing calls. This log is inspected on a regular basis.

The Company reserves the right to monitor calls for training purposes.

If the Directors permit an employee to use the Company phone, then the employee must reimburse the Company for the cost of the call.

## **Mobile Telephone Use**

The use of personal mobile phones is not permitted during working hours. Where certain staff are provided with a Company mobile phone, they must refer to Section W of the Health and Safety Procedures on Use of Mobile Phones. The Company does not expect Company mobile phones to be used for personal calls during working hours except in the case of emergencies.

The Company receives a log of all incoming and outgoing calls for Company mobile phones. This log is inspected on a regular basis.

The value of any benefit provided through the use of a Company mobile phone may be taken into consideration as part of the employee's remuneration package.

The Mobile Telephone Agreement (which is found under Company folders) contains the conditions of use.

## **Correspondence**

All mail will be opened centrally, except Directors' and Private and Confidential / HR. We do not allow employees to receive personal mail addressed to Shorefield Holidays Ltd, except for accommodated staff.

## **E-Mail**

The Company does not permit the use of the Company e-mail system for any personal purposes. If an employee wishes to use the Company e-mail service, they must first obtain express permission from the Company Directors.

## **Company Policy on Internet Access**

Only certain employees will be given Internet access, and they must follow the training and sign the Agreement provided by the ICT department, to abide by the Company policy prior to using this facility.

## **Wi-Fi Access**

Wi-Fi access is available at some parks. The conditions of use apply to employees as well as guests.

**All computer usage is logged and monitored on a regular basis.**

# **SOCIAL MEDIA POLICY**

## **Social Media Definition**

Social media is an interactive online media that allows users to communicate instantly with each other or to share data in a public forum. It includes social and business networking websites such as Facebook, Twitter, LinkedIn, & Instagram. Social media also covers video and image sharing websites such as YouTube and Flickr, as well as personal blogs. This is a constantly changing area with new websites being launched on a regular basis. Therefore, this list is not exhaustive. This policy applies in relation to any social media that employees may use.

## **Use of Social Media at Work**

Employees are not permitted to access social media websites or to keep a blog using the Company's IT systems and equipment at any time. This includes laptop and handheld computers, or devices distributed by the Company for work purposes. The Company has added most of the websites of this type to its list of restricted websites. Where employees have their own computers or devices such as laptops and handheld devices they must limit their use of social media on this equipment to outside their normal working hours (for example during lunch breaks). However, employees may be asked to contribute to the Company's own social media activities during normal working hours, for example, by writing Company blogs or newsfeeds, managing a Facebook account or running an official Twitter or LinkedIn account for the Company. Employees must always be aware

that, while contributing to the Company's social media activities, they are representing the Company.

### **Company's Social Media Activities**

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

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

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

In addition, such social media accounts which are operated for business purposes (and their contents) belong to the Company and therefore these accounts used by an employee during employment may not be used after termination of employment.

### **Social Media Rules**

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

When logging onto and using social media websites and blogs at any time including personal use on non-Company computers outside the workplace and outside normal working hours, employees must not:

- Other than in relation to the Company's own social media activities or other than where expressly permitted by the Company on business networking websites such as LinkedIn publicly identify themselves as working for the Company, make reference to the Company or provide information from which others can ascertain the name of the Company (and in any event they should

not hold themselves out as associated with the Company on any social media website after termination of employment)

- Other than in relation to the Company's own social media activities or other than where expressly permitted by the Company on business networking websites such as LinkedIn write about their work for the Company – and in postings that could be linked to the Company they must also ensure that any personal views expressed are clearly to be stated to be theirs alone and do not represent those of the Company
- Conduct themselves in a way that is potentially detrimental to the Company or brings the Company or its clients, customers, contractors or suppliers into disrepute. For example, by posting images or video clips that are inappropriate or links to inappropriate website content
- Other than in relation to the Company's own social media activities or other than where expressly permitted by the Company on business networking websites such as LinkedIn use their work email address when registering on such sites or provide any link to the Company's website
- Allow their interaction on these websites or blogs to damage working relationships with or between employees and clients, customers, contractors or suppliers of the Company, for example, by criticising or arguing with such persons
- Include personal information or data about the Company's employees, clients, customers, contractors or suppliers without their express consent (an employee may still be liable even if employees, clients, customers, contractors or suppliers are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable) – this could constitute a breach of the Data Protection Act 2018 which is a criminal offence
- Make any derogatory, offensive, discriminatory, untrue, negative, critical or defamatory comments about the Company, its employees, clients, customers, contractors or suppliers (an employee may still be liable even if employees, clients, customers, contractors or suppliers are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable)
- Make any comments about the Company's employees that could constitute unlawful discrimination, harassment or cyber bullying contrary to the Equality Act 2010 or post any images or video clips that are discriminatory, or which may constitute unlawful harassment or cyber bullying – employees can be personally liable for their actions under the legislation
- Disclose any trade secrets or confidential, proprietary or sensitive information belonging to the Company, its employees, clients, customers, contractors or suppliers or any information which could be used by one or more of the Company's competitors, for example information about the Company's work, its products and services, technical developments, deals that it is doing or future business plans and staff morale

- Breach copyright or any other proprietary interest belonging to the Company, for example using someone else's images or written content without permission or failing to give acknowledgement where permission has been given to reproduce particular work – if employees wish to post images, photographs or videos of their work colleagues or clients, customers, contractors or suppliers on their online profile, they should first obtain the other party's express permission to do so

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

Work and business contacts made during the course of employment through social media websites (such as the names and contact details of existing or prospective customers, clients and suppliers) and which are added to personal social and business networking accounts or which are stored on the Company's computer system amount to confidential information belonging to the Company and accordingly must be surrendered when requested and on the termination of employment. On termination of employment or once notice to terminate employment has been given, employees must, on request, disclose to the Company a full list of all work and business contacts that they hold on all devices or on all social and business networking accounts. The Company may then require the departing employee to delete any or all such work and business connections from their devices (including personal devices) or from their social or business networking account, not keep copies of the same and not to re-connect with those connections for a period of six months from termination of employment. The Company may also require written confirmation from the employee that these provisions have been complied with.

Employees must also surrender all login and password details for accounts run on the Company's behalf or where an account has been used to promote and or market the Company's business activities on the termination of employment or whenever so requested by the Company.

Employees should remember that social media websites are public platforms or forums, even they have set their account privacy settings at a restricted access or "friends only" level, and therefore they should not assume that their postings on any website will remain private.

Employees must also be security conscious when using social media websites and should take appropriate steps to protect themselves from identify theft, for example by placing their privacy settings at a high level and restricting the amount of personal information that they give out, e.g. date and place of birth. This type of information may form the basis of security questions and or passwords on other websites, such as online banking.

Should employees notice any inaccurate information about the Company online, they should report this to their line manager in the first instance.

### **Social Media Monitoring**

The Company reserves the right to monitor employees' use of social media on the internet, both during routine audits of the computer system and in specific cases where a problem relating to excessive or unauthorised use is suspected. The purposes for such monitoring are to:

- Promote productivity and efficiency
- Ensure the security of the system and its effective operation
- Make sure there is no unauthorised use of the Company's time
- Ensure that inappropriate, restricted or blocked websites are not being accessed by employees
- Make sure there is no breach of confidentiality

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

### **Contravention of this Policy**

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

## **STAFF UNIFORM AND DRESS CODE**

We take great pride in our standards and this includes the appearance and attitude of all our employees.

These standards are paramount to our goals and we will not compromise on them.

It is your responsibility to ensure that you always demonstrate appropriate behaviour and attitude while at work and that you reflect our high standards of appearance.

To ensure that the code is understood and agreed, regular checks are done to ensure that the standards are being met.

All employees must ensure a good standard of personal hygiene and adhere to the following:

- long hair must be neatly tied/clipped back
- hair must be natural looking -strong colours are at the discretion of the HR Manager, depending on role of employee
- Jewellery should be kept to a minimum i.e. no large ear-rings etc
- body piercing may be acceptable, at the discretion of the HR Manager, depending on nature of piercing and role of employee
- tattoos may be acceptable, at the discretion of the HR Manager, depending on nature of tattoo and role of employee
- make-up must be light and natural looking (no excess of colours or strong colours)
- all employees must be well groomed
- we ask all employees to wear a suitable anti-perspirant

**In all food areas, Licensed Club, Shop and Kitchens please follow these rules:**

- **as jewellery is a main carrier of ‘germs’, rings, bracelets, watches and butterfly-back earrings must not be worn.**
- **nail varnish is not permitted**
- **we ask all employees not to wear excessive perfume**

Name badges must always be worn, in all departments, by all members of staff.

Uniforms should always be clean and presentable, e.g. shirts should be tucked inside of shorts, with no other clothing visible under your uniform. The uniform must be looked after and cleaned/launched regularly. It is recommended that a washing detergent designed for colours is used on all coloured uniform.

All staff must complete a form confirming what uniform has been issued to them and the form should be retained by the HR Department.

Any uniform issued should be returned in good order on the termination of employment.

Any one who is not supplied with a Company uniform is always requested to be smart and presentable. All clothing should be of a respectable length.

**All clothing and footwear must be suitable for the job and appropriate in terms of Health and Safety.**

**You must not wear flip flop type shoes of any description (except for Fitness club staff on poolside duty).**

**All staff must always wear suitable footwear – bare feet are not permitted at any time.**

Front line staff in uniform must not carry cigarettes or mobile phones (except for a Company mobile phone) on their person during working hours.

#### **PPE (Personal Protective Equipment)**

Any uniform issued under PPE must always be signed for and worn.

**THE COMPANY RESERVES THE RIGHT IN ALL THESE MATTERS TO DECIDE WHAT IS AND WHAT IS NOT ACCEPTABLE**

## **CLUB MEMBERSHIP**

All use is subject to the conditions of staff usage.

**All** members (including the employee) must complete a card application form before any cards are issued. Staff membership is at the discretion of the Directors. See definitions on next page.

### **Conditions of Staff Usage**

- Admission is at the discretion of the Duty Manager or Fitness Club Supervisor; paying customers always have priority over staff and their families.
- Staff may not be allowed to use the gym in “busy periods” as priority must be given to our customers (this will be constantly monitored).
- Due to safety and comfort, numbers to the pools are limited in peak periods and paying customers will be given priority.
- Staff may be allowed to have ex-members of staff, or ex-Fitness Club members on their memberships, at the discretion of the Directors.
- Staff are not allowed to sign in any other members of staff who are not entitled to be a member of the Club.
- Staff must have permission from a Director or the HR Manager to sign in an ex member of staff
- The appropriate membership card must be issued and presented before using the facilities (membership is allocated subject to the conditions of employment).
- No usage is allowed during working hours.
- Large groups of staff are not permitted, particularly in the bars, arcade and outdoor pool. This ensures staff are not monopolising the facilities. If it is a special occasion, e.g. a birthday, permission must be received from the Directors.
- Do not wear Company uniform while using the bars or restaurants in the Club. This practice prevents customers or Management thinking that you are drinking on duty.
- Staff are not allowed to socialise with customers other than in a professional capacity. Staff must not stay overnight on the park (unless accommodation is provided). This regulation ensures that staff are protected from compromising situations.
- No alcohol to be consumed before or during working hours

## **Club Rules**

All staff are not allowed to play any machines including the “jackpot” machine when they are at work or in uniform.

No staff should be observing customers playing on the machines.

Staff may play any of the machines outside of their working hours, when they are not in uniform, if they are bona fide members.

## **In the Bar**

Please use a table, sit down and enjoy your drink. Do not stand at the bar, this prevents customers getting to the bar and distracts bar staff. You are not permitted behind the bar at any time.

Always obtain a receipt and be prepared to show it for your purchased drinks or food, if requested. The bar/restaurant staff must issue you with a receipt.

Staff must leave the premises immediately on instruction by the Duty Manager and in compliance with the Licensing Laws.

## **In the Restaurant**

Staff may use the restaurant at any time, provided they have their membership card. Any number of guests is permitted; however, large groups should book in advance.

## **In the Fitness Club**

Exercise classes are open to the public and therefore any member of staff may attend a class. They pay the members rate.

Guests may be signed in up to a maximum of 6 times (provided they are not employees of the Company).

All the normal dress requirements will apply.

## **Ordering Food During Working Hours**

If staff wish to purchase food from the Club during working hours they must place their order, pay and collect their food in person. A receipt must be obtained.

## **SECTION THREE**

### **OTHER POLICIES AND PROCEDURES**

**In this section you will find information on the following subjects:**

- Equal Opportunities and Diversity Policy
- Mediation Policy
- Disciplinary Policy & Procedure
- Grievance Policy & Procedure
- Harassment Policy & Procedure
- Capability Policy & Procedure
- Conduct Whilst on Company Business
- Conduct Outside Work Policy
- Environmental Policy
- Corporate Social Responsibility Policy
- Employment of Related Persons Policy
- Severe Disruption Policy
- Domestic Emergencies Policy
- Sporting & Special Events Policy
- Maternity Procedures
- Shared Parental/Paternity/Adoptive Leave
- Flexible Working Policy
- Recruitment Policy
- Re-employment Policy
- Termination of Employment
- References Policy



## **EQUAL OPPORTUNITIES AND DIVERSITY POLICY**

Shorefield Holidays Limited is committed to encouraging equality and diversity among our employees and applicants and eliminating unlawful discrimination or harassment.

The aim is for our workforce to be representative of all sections of society and for each employee to feel respected and able to give their best.

Shorefield Holidays Limited takes the issue of equal opportunities seriously and will not accept discrimination against employees. The Company may discriminate against an individual where that individual is already an employee, by preventing them from becoming a customer or a supplier / contractor or if they are already a customer as the Company may wish to have only one type of relationship with each individual.

Anti-social behaviour such as racial harassment, sexual harassment, or bullying and intimidation in any form, whether verbal, written or physical, will not be tolerated and will be dealt with under the disciplinary procedure. Employees may raise issues relating to this by using the harassment procedure.

If any employee has a complaint that he or she feels they have suffered unequal treatment, discrimination or violence in any way, they should use the Company's grievance procedure.

No employee will be penalised for raising a complaint of unfair treatment unless it is untrue and made maliciously.

In the first instance a complaint should be raised to the employee's Head of Department, or to the HR Manager, who will give impartial, confidential advice.

At Shorefield Holidays Limited we recognise that in addition to the laws that cover equality issues that we have a responsibility to meet, there are business benefits from having a diverse workforce, that include increased creativity and innovation. Just as importantly however, we believe that by treating everyone fairly and honestly, we shall be a respected business that people want to be associated with and work for. It should be evident from our strategies, policies and procedures and our culture and in the way that we deal with people that come into contact with our business, we strongly believe in equal opportunities and the benefits of diversity.

## **MEDIATION POLICY**

The ACAS Code of Practice on Discipline and Grievance Procedures came into effect on 6<sup>th</sup> April 2009. It encourages the use of mediation within the workplace to resolve disputes at an early stage. The company supports this recommendation and this Policy applies to all employees.

### **What is Mediation?**

Mediation is a voluntary process, and the Company cannot force an employee to undertake it. However, whilst it is undertaken on an informal basis, any issues discussed will remain confidential. Due to its flexibility, mediation can be used in a wide range of situations. These include:

- Personality clashes
- Differences of opinion
- Communication issues
- Grievances

It will not be used to resolve:

- Disputes over contract terms
- Complaints over policies
- Objections to the Company fulfilling its legal obligations, e.g. health and safety compliance

### **The Role of the Mediator**

A neutral third-party act as a mediator to assist those involved in a dispute to reach an agreement that is accepted and suitable for all sides. The mediator will:

- Always keep matters confidential
- Co-ordinate the process and facilitate the meeting(s)
- Encourage the parties to speak openly about the issue and express their views
- Where necessary, meet with the parties individually in private
- If necessary, suggest ways to resolve the situation

Wherever possible, the Company will use an independent person with sufficient seniority from within the organisation to act as a mediator. Where this is not possible, it will appoint an external accredited mediator. The Company shall bear their costs and the employee will not be asked to contribute to this.

The Company's decision on who will act as mediator is final.

## **Employees' Responsibilities**

Employees involved in mediation must:

- Approach the process positively
- Respect the views of the other parties involved
- Act professionally at all times

## **Formal Proceedings**

Mediation does not replace the Company's formal Disciplinary and Grievance Procedures and the Company reserves the right to implement these processes wherever it deems appropriate.

## **Workplace Companions**

The Company does not encourage the involvement of workplace companions, e.g. colleagues or Trade Union representatives, in the mediation process and employees have no statutory right to have them involved. Neither are family members, friends or legal representatives permitted to attend.

However, the Company does recognise that employees may wish to have a companion to accompany them for moral support. It will, therefore, not refuse an employee's reasonable request in this regard. Should an employee wish to be accompanied, they should indicate this and advise the Company of their nominated companion when agreeing to the proposed date for the mediation session.

A record of any conversation will be placed on the employee's file.

# **DISCIPLINARY POLICY**

The Company aims to ensure the safe and effective operation of the business and to promote fair treatment of individual employees. The following Disciplinary Procedure is designed not to punish staff but provides a framework to address any lapses in conduct, attendance or job performance and encourages individual employees to achieve and maintain an acceptable standard.

## **DISCIPLINARY PROCEDURE**

This Disciplinary Procedure is separate and distinct from the Grievance Procedure, the difference being that an employee may pursue a grievance about their employment (see Grievance Procedure for further details).

Minor faults will be dealt with informally, but where the matter is more serious the formal procedure will be used.

### **Informal procedure**

Minor breaches of company standards, policies and procedures may result in an informal discussion with your Head of Department. The objective of the discussion is to help you to improve your conduct, attendance or job performance, without having to use a formal procedure. However, a note will be made by your Head of Department, of what was discussed and what improvements were agreed. Your Head of Department will then monitor your improvements over an agreed period. If you do not improve satisfactorily, or there are any further breaches of Company standards, policies or procedures, then the formal disciplinary procedure will be invoked.

At these discussions a member of the HR Department may be present or replace the Head of Department at any time.

### **Formal procedure**

#### **Investigation**

If it becomes necessary to formally address issues regarding your conduct, attendance or job performance, the matter will firstly be investigated by the Head of your Department, or a member of the HR Department.

This investigation will be carried out quickly and thoroughly. Confidentiality will be maintained, as far as is reasonably possible, during the investigation and throughout the disciplinary process, should this be activated.

Under certain circumstances, including but not limited to harassment, bullying, theft and violence, Shorefield Holidays Limited may decide to suspend you on full pay, based on your contracted hours, while the matter is being investigated. This is not a disciplinary sanction, but a way of ensuring that a full review of the circumstances can take place as effectively as possible.

### **Disciplinary Meeting**

If, after an investigation has been carried out, it is considered that there is a case to answer, you will be notified in writing of the nature of the complaint against you. At this stage you will be made aware of the level of seriousness of the case and the possible disciplinary action that may ultimately be taken. You will be provided with details of any supporting evidence that may be available. You will also be notified of the date and time you are required to attend a disciplinary meeting. You will be advised of your right to be accompanied at this meeting by a work colleague.

Dependant on the level of seriousness of the case, the meeting will be conducted by the appropriate Head of Department as shown in the Disciplinary authorisation Level Chart (available from HR)

At this meeting the nature of the breach of Company standards will be made clear to you and you will be given the opportunity to state your case. If any additional issues arise during this meeting, an adjournment may take place to allow for further investigation.

During the disciplinary process, and during any subsequent appeal, you will be provided with copies of notes, witness statements or interview transcripts as soon as they become available.

## **Disciplinary Action**

If, at the conclusion of a disciplinary meeting, it is decided that there has been a breach of Company standards, formal disciplinary action will be taken.

### Stage 1 – Verbal Warning

If your conduct, or job performance is unsatisfactory or there is no improvement after an informal warning has been issued, you will be given a formal VERBAL WARNING, a note of which will be held on your personnel file. You will also be reminded that if there is no improvement within 6 months, further disciplinary action will be taken.

### Stage 2 – First Written Warning

If the breach of Company standards is more serious, or there is no improvement in your conduct, or job performance, or another breach of Company standard occurs, you will receive a FIRST WRITTEN WARNING. This will include the reason for the warning, give details of how you should improve and remind you that if there is no improvement within 9 months, further disciplinary action will be taken.

### Stage 3 – Final Written Warning

If the breach of Company standards is very serious, or there is still no improvement in your conduct, or job performance or another breach of Company standard occurs a FINAL WRITTEN WARNING will be given. This will include the reason for the warning, giving details of how you should improve, and remind you that if there is no improvement within 12 months, you may be DISMISSED.

When you are issued with a warning, a copy of the warning will be kept in your personnel file. If your conduct or job performance has reached an acceptable level after the specified period, the warning will be disregarded for disciplinary purposes, but will be kept on your personnel file.

### Stage 4 – Dismissal

If there is no satisfactory improvement in your conduct, or job performance, or if a further breach of Company standards occurs, you will be DISMISSED. You will be informed in writing of the decision to dismiss you, given details of the reason for the dismissal, your termination date, the appropriate period of notice or amount of pay in lieu of notice, your right of appeal and details of the appeal process.

A decision to dismiss will normally be taken by a Director and dismissal will only be applied when sound judgement indicates no reasonable alternative.

If you are dismissed under this policy your employment will terminate on the date specified in writing. Your employment will NOT be suspended pending the outcome of any appeal procedure. Should an appeal reverse the decision to dismiss you, you will be reinstated with no break in service and any monies owing to you will be paid.

**Any of the above stages of disciplinary action may be omitted, depending on the seriousness of the misconduct.**

### **Serious Misconduct**

The following are some examples of serious misconduct, but the list is not exhaustive:

- Poor performance
- Poor timekeeping (repeated lateness or early leaving)
- Unauthorised and unreasonable absence from place of work
- Disruptive behaviour
- Smoking in any other than designated areas (see also Gross misconduct)
- Failure to maintain the required standard of dress and/or behaviour
- Contravention of safety and hygiene requirements
- Failure to follow the Company rules and procedures
- Failure to use/maintain Company equipment correctly
- Failure to carry out a reasonable instruction from a more senior member of Management

### **Gross Misconduct**

If you are found guilty of gross misconduct Shorefield Holidays Limited is entitled to summarily dismiss you. This means that you will be dismissed with immediate effect, without notice. Gross misconduct is any deliberate act by you that is detrimental to the good conduct of the Company's business.

Examples of gross misconduct include, but the list is not limited to:

- Theft from the Company, its employees, agents, customers or guests
- Fraud or deliberate falsification of records
- Receiving or accepting a gift or benefit from a supplier, customer, guest or employee which could be construed as a bribe or corrupt reward
- Actions constituting a criminal offence
- Misuse, abuse or deliberate damage to company property, including intellectual property, or that of other employees
- The supply or possession of alcohol or illegal drugs, or, in our opinion (the Company's/Manager etc) being under the influence of alcohol or illegal drugs on the company's premises or during working hours.

- Physical violence, actual or threatened or abusive behaviour
- Serious act of insubordination / or the deliberate disregard or refusal to carry out a reasonable instruction by a more senior member of Management
- Inappropriate use of internet, intranet and e-mail facilities
- Harassment or discrimination on any grounds
- Disclosure of confidential information
- Deliberate disregard or refusal to follow Company rules and procedures
- Deliberate disregard or refusal to follow Company procedures for regulated business, eg the sale of insurance or the sale of holiday homes
- Smoking in a non-designated area where this is likely to cause a risk to the health or safety of others
- Serious or repeated negligent acts in the performance of your duties
- Giving false or misleading information to the Company
- Persistent absence from the workplace without permission or reasonable excuse
- Covert recording of meetings
- Covert photography or videoing

Disciplinary proceedings shall not be affected or interrupted by the employee invoking the grievance procedure.

### **Conduct outside normal duties**

**Some conduct outside an employee's normal duties may prejudice the employee / employer relationship and lead to disciplinary investigation and action. An example would be conviction of a serious criminal offence or failure to follow any policy or procedure.**

### **Criminal Conviction/Conduct Outside Work**

If you are convicted on a criminal offence of any nature (including driving convictions) you must inform your Head of Department or HR immediately.

If you commit a criminal offence during your time off work to attend a sporting or other special event, for example being drunk and disorderly in a public place or being involved in football hooliganism, the Company reserves the right to take disciplinary action against you, even though the conduct has occurred outside work and in your own time. Depending on the circumstances of the case, it may amount to gross misconduct and could result in summary dismissal.

## **Appeal Procedure**

You have the right to appeal against any disciplinary action which is taken against you.

Your appeal must be made in writing to the H R Manager as stated on the warning letter, within 5 working days of the decision being communicated to you in writing and you should detail your reason(s) for appealing against the disciplinary action.

The appropriate person as specified on the disciplinary authorisation level chart, who will not have had any previous involvement in your case, will investigate your appeal. The appeal will be considered within 5 working days of the Company receiving your appeal letter. If it is anticipated that the appeal process will take longer than 5 working days from receipt of your appeal letter you will be informed of this and of the expected timescale.

If it is necessary to hold an appeal meeting, you will be notified of this in writing, and advised of your right to be accompanied at this meeting by a work colleague or a trade union representative. If additional issues or new evidence arise during this meeting, an adjournment may take place to allow for these to be investigated.

After considering your appeal, a decision may be taken to uphold the disciplinary action which has been taken against you, to reduce it or to overturn the findings of the disciplinary meeting. A more severe form of disciplinary action cannot be imposed. You will be informed of the outcome of the appeal and the reasons for the decision in writing, as soon as possible. The decision which is reached is final.

The employee may withdraw an appeal notice in writing at any time to the appropriate person.

## **Records**

All records relating to disciplinary action will be kept in accordance with the provisions of the Data Protection Act 2018. This procedure applies to all employees.

This procedure does not form part of your terms and conditions of employment.

## **GRIEVANCE POLICY**

The Company recognises that from time to time employees may wish to seek redress for grievances relating to their employment. The Company policy is to encourage free communication between employees and their Heads of Department to ensure that questions and problems arising during their employment can be aired and where possible resolved quickly and to the satisfaction of all concerned.

### **GRIEVANCE PROCEDURE**

#### **Informal Procedure**

Many work-place problems can be resolved quickly and easily by taking informal action. If appropriate, you should first raise your grievance on an informal basis with your Head of Department. He / she will listen carefully to what you have to say and will discuss the matter thoroughly with you. Your Head of Department may want to investigate your complaint further and you will be advised if this is the case.

After your grievance has been fully investigated, he / she will let you know that the matter has been dealt with and what action, if any, has been taken. If it is not appropriate to raise the grievance with your Head of Department, or in the absence of the Head of Department, you should raise the grievance with a member of the HR department.

#### **Formal Procedure**

If it is not appropriate to raise your grievance informally, or your grievance has not been resolved to your satisfaction through informal action, you should use the formal grievance procedure.

#### **Stage 1**

You should put your grievance in writing and send it to your Head of Department/HR Department. If your grievance involves your Head of Department then you should send your grievance directly to the HR Department.

Within 5 working days of receiving your complaint, your Head of Department/HR representative will arrange a meeting with you to discuss your grievance. He/she will listen carefully to what you have to say and will discuss the matter thoroughly with you. Your Head of Department/HR representative may want to investigate your complaint further and you will be advised if this is the case. If it is anticipated that it will take longer than the 5 days to fully investigate, you will be informed of this.

After your grievance has been fully investigated, he/she will advise you that the matter has been dealt with and what action if any, has been taken. This response

will be given to you in writing, within 5 working days of the meeting. If it is anticipated that the response will take longer than 5 working days from the meeting you will be informed of this and of the expected timescale.

## **Stage 2**

If your grievance is still not resolved or you are dissatisfied with the handling of your grievance at Stage 1, you should raise your grievance in writing to the HR Manager.

Within 5 working days of receiving your written complaint, the HR Manager will arrange a meeting with you to discuss your grievance.

He / She will listen carefully to what you have to say and will discuss the matter thoroughly with you.

The HR Manager may want to investigate your complaint further and you will be advised if this is the case. After your grievance has been fully investigated, they will advise you that the matter has been dealt with and what action if any, has been taken. This response will be given to you in writing, within 5 working days of the meeting. If it is anticipated that the response will take longer, you will be informed of this and of the expected timescale.

During all stages of the formal grievance procedure you will be provided with copies of notes as soon as they become available.

At any stage, the employee raising the grievance has the right to be accompanied by a work colleague.

## **Records**

All records relating to the grievance will be kept in accordance with the provisions of the Data Protection Act 2018.

This procedure applies to all employees.

This procedure does not form part of your terms and conditions of employment.

## **HARASSMENT POLICY**

The Company aims to provide a working environment free from harassment.

Harassment is a particular form of discrimination that may involve inappropriate actions, behaviour, comments or physical contact that causes offence and affects an individual's dignity at work. Harassment may make the recipient feel threatened, humiliated or patronised and creates an intimidating working environment.

Shorefield Holidays Limited is opposed to harassment in **any** form and will not tolerate harassment during the course of employment, at office social events (whether organised by Shorefield Holidays Limited or not) or at informal events involving employees, customers or other work-related contacts.

### **HARASSMENT PROCEDURE**

Incidents of harassment are generally very sensitive and are often complex in nature. Because of this, a special procedure for handling complaints of harassment has been developed.

The aim of this procedure is to stop the undesirable conduct and prevent a recurrence.

### **Forms of Harassment**

Harassment is defined by the **impact** on the recipient and **not** the **intention** of the harasser and may involve a single incident or persistent behaviour that extends over a period of time.

Harassment can affect: Confidence, morale, performance and health, not only for the individual being harassed but also the rest of the Company.

Harassment can take many forms including sexual harassment, racial harassment, bullying, intimidation, "mobbing", and victimisation.

Sexual harassment may take the form of requests for sexual favours, unwelcome or offensive contact of a sexual nature, leering, or lewd pin-ups in the workplace. This can affect both male and females and come from any gender that may be other colleagues or more senior employees.

Racial harassment can be treatment afforded to an employee because of that person's racial origins, insults and racist comments based on colour, race,

nationality or ethnic origin. This may take the form of comments or actions, name calling, displaying racially offensive material or jokes of a racial nature.

Bullying can range from extreme forms of violence and intimidation, threatening behaviour, swearing and shouting, humiliating the victim in front of others to the less obvious, such as “sending someone to Coventry” (a term widely used for refusing to speak to and ignoring an individual) and managing by intimidation or threat.

Harassment can also occur if employees use the internet or e-mail to store or distribute abusive or offensive material.

The results of harassment can be increased absenteeism, poor performance, low morale, high labour turnover, which may be caused by fear, stress and anxiety. This can affect the whole Company and productivity.

### **Informal Procedure**

The informal procedure may be appropriate for resolving complaints where you feel that the harassment is of a low level of severity and is causing you minor offence.

If you believe that you, or others, have been harassed, you should, if you feel able to:

- Inform the individual responsible that their behaviour is unwelcome or unacceptable and ask them to stop.

**or**

- Discuss the situation with your Head of Department, or a member of the HR Department, and ask that an informal approach be made to the person(s) causing the offence.

**You are encouraged to keep a record of all incidents**, the actions you have taken to stop the harassment and also details of any requests for assistance that you have made.

If the behaviour continues, you should contact your Head of Department or HR Department, to try and resolve the complaint formally through the Grievance Procedure.

## **Formal Procedure**

The formal procedure may also be more appropriate in instances of serious complaint or where an attempt at informal resolution has not been successful.

- If you believe that you have been subjected to harassment, you should put your complaint **in writing** to your Head of Department or the HR Department.
- Your complaint should include all relevant details, including any documentary evidence, names of witnesses and any action which has been taken to date. It is in the best interests of all the parties that a complaint of harassment is raised as early as possible, when details are still clear in your mind. **All complaints will be handled, as far as possible, in a confidential and timely manner.**
- Within 5 working days of receipt of the written complaint or as soon as reasonably practicable, your Head of Department or the HR Representative will instigate an investigation. The investigation, which (if reasonably practicable) will be conducted by someone who has not had any previous involvement in the matter and may include interviewing you, the alleged harasser and any witnesses.
- During the investigation, it may be appropriate to keep you and the alleged harasser apart and a decision may be taken to suspend on full pay, or temporarily transfer, one or both parties, pending the resolution of the complaint.
- If, following investigation, the complaint is found to be substantiated, immediate and appropriate action will be taken to stop the harassment and prevent any recurrence. A decision may be made to initiate the disciplinary procedure.
- You will be informed of the outcome of the investigation.
- **Where disciplinary action is considered appropriate, a disciplinary interview will be arranged, and the matter will be dealt with in accordance with the Disciplinary Procedure.**

The Company will take all complaints seriously, and no employee who makes a complaint in good faith, or participates in an investigation of a complaint, will be victimised for doing so.

Complaints that are not made in good faith and involve deliberate misuse of the above procedure will result in disciplinary action being taken against the complainant.

## **CAPABILITY POLICY & PROCEDURE**

This policy is designed to maintain satisfactory performance standards and encourage improvement where necessary.

The procedure will be instigated where there is 'failure to carry out your duties to a satisfactory level due to a lack of ability, lack of training or lack of experience'. It is also recognised that during your employment, your capability to carry out your role may deteriorate either due to job changes which you have failed to keep pace with or you may change (commonly due to health reasons) and you can no longer cope with the work. These issues will be addressed (at least initially) through the capability procedure.

Initially, should there appear to be capability issues with an employee, the Company will instigate informal procedures whereby a discussion/job chat will be had between yourself and your Manager and the issue identified will be documented. In addition to this, future requirements will be detailed and the timescale for improvement noted.

**Management note** – Please complete Job Chat (capability) form and return to HR

The formal procedure will be instigated for more serious cases, or in any case where informal discussions as detailed above have not resulted in a satisfactory improvement.

**Management note** – Where the case is sufficiently serious to omit the informal stage, please contact HR for further guidance prior to any meeting with a member of staff

If no improvement has been made, an investigation will be carried out into the matter and a decision made as to the requirement to hold a formal disciplinary hearing (Stage 1)

If a hearing is to take place, you will receive a written invitation to this formal hearing which will clearly detail the required standards that are considered not to have been met. You will be given at least 48 hours' notice of the hearing and have the right to be accompanied by either a trade union representative or a work colleague.

Following the hearing, if appropriate to do so, a verbal warning will be given which will remain on your file for a period of 6 months. Targets for improvement and timescales will be detailed in a follow up letter/ the outcome letter.

At the end of the review period, if your manager is not satisfied with the improvement then a further formal hearing (Stage 2) will be held and if appropriate a first written warning will be issued which will remain on your file for a period of 9 months. Targets for improvement and timescales will be detailed in a follow up letter.

At the end of the review period, if your manager is not satisfied with the improvement then a further formal hearing (Stage 3) will be held and if appropriate a final written warning will be issued which will remain on your file for a period of 12 months. Targets for improvement and timescales will be detailed in a follow up letter.

At the end of the review period, if your manager is not satisfied with the improvement then a further formal hearing (Stage 4) will be held and if appropriate you may be dismissed.

You have the right to appeal the outcome of any stage of the formal procedure and should you wish to do so, you should appeal in writing, clearly detailing the grounds for your appeal within 5 working days of the notification of the meeting decision. Further details will be advised in your decision letter.

Employees will not normally be dismissed for performance reasons without previous warnings. However, in serious cases of gross negligence, or in any case involving an employee who has not yet completed their probationary period, dismissal without previous warnings may be appropriate.

At each stage, consideration will be given to whether the unsatisfactory performance is related to a disability and if so, whether there are reasonable adjustments that could be made to the requirements of the job or other aspects of the working arrangements.

If you have difficulty at any stage of the procedure because of a disability or wish to inform us of any medical condition you consider relevant, you should speak with your Manager.

This policy does not form part of the terms and conditions of your employment.

## **CONDUCT WHILST ON COMPANY BUSINESS POLICY**

As a rule, what employees do after normal working hours and off Company premises is a personal matter and does not directly concern the Company. However, there are some exceptions to this rule.

The Company will become involved where incidents occur:

- at office parties, office drinks events or other work-related social occasions or gatherings, whether organised by the Company or by employees themselves
- at social occasions, lunches or gatherings organised by the Company's customers or clients where the employee has been invited in their capacity as an employee of the Company
- at work-related conferences and training courses
- whilst the employee is working away on business on behalf of the Company.

On these occasions, employees are required to adhere to the following rules:

- alcohol should be consumed only in moderation, regardless of whether the Company has provided or paid for the drinks
- it is strictly forbidden for any employee to use illegal drugs
- employees should behave in an appropriate, mature and responsible manner, taking into account that they are representing the Company
- employees should not use abusive, offensive or inappropriate language
- employees should not behave in any way that could bring the Company's name into disrepute
- employees must take specific action to ensure they are well within the legal limits if they are driving and if driving a company vehicle, employees must not drink and drive at all.

Improper conduct or other unacceptable behaviour will not be tolerated and is a serious disciplinary matter. This includes excessive drunkenness, the use of illegal drugs, unlawful or inappropriate discrimination or harassment, violence such as fighting or aggressive behaviour and serious verbal abuse or the use of other offensive or inappropriate language. Any employee who is found to have breached these rules, or who otherwise brings the reputation of the Company into disrepute, at such an event will be subject to disciplinary action under the Company's disciplinary procedure. Depending on the circumstances of the case, such behaviour may be treated as gross misconduct and could render the employee liable to summary dismissal.

Where the employee's off-duty conduct seriously undermines the trust and confidence that the Company has in the employee, whether at a work-related social occasion or otherwise, under the Company's disciplinary procedure this could result in the employee's dismissal. For example, if the employee commits a criminal offence outside employment, the Company will examine whether there is an adverse connection between the criminal offence and the employee's employment.

The Company will then consider whether the offence is one that makes the employee unsuitable for his type of work or unacceptable to other employees, taking into account length of service, status, relations with fellow workers and the effect on the Company's business and reputation subsequent to a charge or conviction.

Please see the section on personal relationships at work policy for the Company's policy on employees embarking on a personal relationship with a work colleague.

## **CONDUCT OUTSIDE WORK POLICY**

Normally the Company has no jurisdiction over employees outside working hours. However, if your activities outside work adversely affect the Company then they will become an issue. The following will result in disciplinary action:

- Bringing the name of the Company into disrepute;
- Adverse publicity;
- Actions that result in loss of faith in the Company, resulting in cancelled bookings:
- Actions that result in loss of faith in the integrity of the individual (this includes harassment, bullying and any other inappropriate behaviour)
- Adverse comments relating to the Company on social media sites

The detriment suffered by the Company will determine the level of misconduct and most suitable disciplinary stage considering the circumstances. Your employment could be terminated if your actions cause extreme embarrassment or serious damage to the reputation or image of the Company.

Disciplinary action will only be taken after the Company has fully investigated the facts. The rules and procedures covering disciplinary hearings and appeals will still apply.

## **ENVIRONMENTAL POLICY**

Shorefield Holidays Limited is committed to leading the industry in minimising the impact of its activities on the environment. The Company supports the International Chamber of Commerce Business Charter for Sustainable Development which seeks to establish conditions for economic growth that protect the environment. The Company believes that development and conservation should reinforce each other in pursuit of sustainable growth. The 10 key points of our strategy to achieve this are:

1. Minimise waste by evaluating operations and ensuring they are as efficient as possible.
2. Minimise toxic emissions through the selection and use of its fleet and the source of its power requirement.
3. Actively promote the maxim “reduce, reuse, recycle” both internally and amongst its customers and suppliers.
4. Source and promote a product range to minimise the environmental impact of both production and distribution.
5. Meet or exceed all the environmental legislation that relates to the business.
6. Use an accredited programme to offset the greenhouse gas emissions generated by our activities.
7. Accept responsibility and take remedial action for any harmful effects that the business has on both the local and global environment and is committed to reducing them.
8. Measure the impact of the business on the environment and set targets for continuous improvement.
9. The Company will implement a training programme for its staff and customers to raise awareness of environmental issues and enlist their support in improving the Company’s performance.
10. The Company will encourage the adoption of similar principles by its suppliers.

## CORPORATE SOCIAL RESPONSIBILITY POLICY

Since the founding of the company in 1958, Shorefield Holidays has embodied the true spirit of corporate social responsibility, and we believe that it is essential for the company and its employees to maintain high ethical standards in all our dealings, both within the company and with other organisations and individuals.

We believe that this will allow us to meet our business objectives fairly, upholding our reputation in the marketplace. We are proud members of the BH&HPA and we are authorised and regulated by the FCA.

We also ensure that we live up to our responsibilities in a wider social context and this is built around three core areas; **Our employees, the local community and the environment.**

We have clear policies, procedures and more importantly a work ethic that ensures these responsibilities are maintained always.

**Our employees** – We take seriously our responsibility to protect, support and develop our employees. Our efforts are focused on staff welfare, training and development.

We have 5 key beliefs and values:

Create the fun; make it right; believe to achieve; have sunshine in your heart; keep it light.

The creation of the Dr Pollock training academy ensures that learning and development is at the heart of our business.

**The local community** – Each year all our staff can take one day's paid leave for voluntary work, in the local community, many charities and charitable organisations who have close ties to our employees have benefitted from this.

As an employer we support local charities, such as **Naomi House & Jackspace**, who provide hospice care for children; **Wave 105 Cash for Kids**, who support disadvantaged children across our region; and **MacMillan** who support those with cancer.

From 2019, we will work with **Pennies from Heaven**, to add further to our charitable endeavours.

We run events throughout the year seeking to raise funds for these and other local charities.

**The environment** – We recognise a responsibility to protect our immediate and wider environment, and to ensure we leave as small an ecological footprint as possible.

We are proud to have held the David Bellamy Conservation Gold Award for over 20 consecutive years, we focus on preserving the unique biodiversity of each park. We are passionate to reduce and remove plastic usage across all our operations, being so close to the coast the impact of plastic is clear to see, and we organise local beach cleans with our employees.

We look to reduce our carbon footprint, through initiatives such as; biomass boilers, electric vehicle charging points, and energy saving systems in our accommodation.

We are individually and collectively accountable for maintaining our corporate social responsibility commitments, and we encourage participation across the entire company and with our partners and suppliers, to ensure our actions are socially, ethically and environmentally responsible.

## EMPLOYMENT OF RELATED PERSONS POLICY

The purpose of this policy is to provide guidance to all staff regarding personal relationships within the Company, in order to avoid any actual or potential conflicts of interest or misuse of authority.

### Definition of Related Persons

In the context of this policy, a personal relationship is defined as:

- a family relationship;
- a business/commercial/financial relationship;
- a romantic/sexual relationship.

The above definitions are examples of personal relationships which may give rise to conflicts of interest in the workplace, however personal relationships are not restricted to these examples and anyone who considers that they are in a potential conflict of interest should declare it as outlined in the policy below.

In any company, there may be occasions when relatives may be employed by that company. Problems may arise where partners or relatives work together in a direct line management relationship, or where there is some form of authority exercised by an individual over a relative. Examples include appointing, managing, appraising or disciplining the other person. In such circumstances there is potential for division of loyalty or allegations of favouritism which must be avoided. As a result, relatives **may** only be hired if they **will not** be employed in positions where one has supervisory responsibility for the other or make employment decisions relating to the other, or exercises authority over the other. This includes all staff and Directors of the Company (unless the relative has been employed prior to 2015 by the Company).

**There may be occasions where employment of relatives in same locations will enhance the business offering. However, any deviation from this Policy is at the discretion of the Directors only.**

No member of staff may be involved in a recruitment process where a relative is a candidate. Applicants for employment will be asked to state if they know anyone who is employed by Shorefield Holidays Limited. The existence of a relationship between an applicant and an employee will not bar anyone from applying for a position at Shorefield Holidays Limited, but relationships must be declared at the outset.

If a member of staff believes they have been placed in a difficult situation because they are required to work with a relative or because of colleagues working with a relative, they have a responsibility to raise the issue with their line manager. There

may be occasions when members of staff receive/have access to confidential information regarding a relative.

As with any data, this information must be treated as strictly confidential in line with the Data Protection Act. Managers should make every effort to avoid a situation where a conflict of interest could arise.

If a relationship is formed at work, this should be declared to the HR Department, so advice can be given on fair working.

Employees who currently have a pre-existing relationship that comes within this guidance and has not already been disclosed should inform the HR department as soon as possible. The matter will be treated sensitively and confidentially.

Employees involved in personal relationships at work should always exercise due regard for the professional nature of the workplace and behave in a professional manner, paying consideration to colleagues, guests and clients.

Where either a personal relationship as defined above, or failure to comply with this policy (following investigation), results in an unfair advantage or disadvantage to either of the parties to the relationship the matter will be considered seriously by the Company. This includes investigation of the above in accordance with the Disciplinary procedures.

The Company reserves the right to transfer either one or both employees to a job in another department or park (on a temporary or permanent basis) where one employee reports directly to the other.

#### **Employment of current or previous Holiday Home Owners Policy (from 01.01.15)**

As of 1<sup>st</sup> January 2015, the Company have taken the decision that any previous or current holiday home owner will no longer be employed by Shorefield Holidays Limited as it is a potential for conflict of interest between the two parties. This does not affect any employee in full time employment prior to 1<sup>st</sup> January 2015.

#### **Employment of current or previous Suppliers Policy (from 01.01.15)**

As of 1<sup>st</sup> January 2015, the Company have taken the decision that any previous or current supplier to Shorefield Holidays Limited will no longer be employed by Shorefield Holidays Limited as it is a potential for conflict of interest between the two parties. This does not affect any employee in full time employment prior to 1<sup>st</sup> January 2015

## **SEVERE WEATHER & TRAVEL DISRUPTION POLICY**

The Company acknowledges that employees may occasionally have problems travelling to and from work due to either severe weather conditions or major disruptions to public transport and or road networks. Whilst the Company is committed to protecting the health and safety of its employees it must also ensure that its business is not unduly disrupted by external factors. This policy therefore sets out your duty to attend for work during severe weather conditions or where there are major disruptions to public transport and or road networks and the relevant procedures you must follow.

### **Duty to Report for Work**

It is your obligation to report for work regardless of the situation. You should therefore make every effort to attend work in all circumstances. When severe weather conditions occur or where there are major disruptions to public transport and or road networks, you should take steps to obtain advice on the position from the appropriate external agencies and allow extra time for your journey, making alternative travel arrangements where appropriate. You will still be expected to attend work on time. Unjustified or unacceptable absence or lateness may give rise to disciplinary action under the Company's Disciplinary Procedure.

### **Accepted Absence or Lateness**

If you are unable to attend work or are going to be delayed by the weather conditions or where there are major disruptions to public transport and or road networks, you should contact your line manager as soon as possible to discuss the position. If your line manager is unavailable, you should speak to an alternative manager.

Where the Company accepts that you have used your best endeavours to attend work, but you have been unable to do so, or you are late because of the severe weather conditions or the major disruptions to public transport and or road networks, your line manager will discuss the options with you. At the Company's discretion, you may be required or permitted to:

- Make up the time at a later date
- Take any absence from work as part of your annual leave entitlement
- Take any absence from work as special unpaid leave (in this case, your pay will reduce accordingly to take account of the hours/days you have not worked)
- Work from home or otherwise work remotely (Financial Director's permission must be obtained)

The Company may base its decision on your individual circumstances, for example, the distance from your home to your place of work, your mode of transport and how viable it is for you to work from home, and on the needs of the Company.

### **Leaving Work Early**

If severe weather conditions or where there are major disruptions to public transport and or road networks which occur during the working day which will cause problems for you in travelling home, your line manager will decide whether to allow you to leave work early, and to make up the time at a later date if necessary. The Company will again base its decision on your individual circumstances and on the needs of the Company.

### **Health and Safety**

The Company is committed to protecting the health and safety of all its employees and this includes during severe weather conditions or where there are major disruptions to public transport and or road networks and therefore the Company will aim to adopt a reasonable approach to the situation. You also have a duty to take reasonable care for your own health and safety and that of other persons who may be affected by your acts or omissions. This includes taking extra care when travelling to and from work in severe weather conditions and allowing more time for your journey, including making alternative travel arrangements where appropriate.

## **DOMESTIC EMERGENCIES POLICY**

The Company recognises that employees will occasionally experience unforeseen emergencies at home, such as a fire or a burglary for example. This policy is intended to allow those who experience genuine domestic emergencies to take a reasonable amount of **unpaid** time off during normal hours of work, to deal with that emergency. This policy does not, however, apply to dealing with planned domestic issues, such as school holidays/inset days, routine house or appliance repairs, house refurbishment, the installation of new appliances, the delivery of furniture or other goods, house valuations etc.

In the event of an emergency occurring while you are at work, you must immediately inform your line manager of the nature of the emergency and seek their express permission to leave work early.

In the event of an emergency occurring outside your normal hours of work, you must contact the Company and speak to your line manager at the earliest possible opportunity and as close to your normal start time as possible. If you are unable to speak to your line manager personally, you should speak to the HR Department. You should give details of the nature of the domestic emergency, the reason for your absence and how long you think you will need to be absent from work. The Company envisages that the amount of leave granted will be one or two days at most. The Company will only exercise its discretion to grant you enough time off to help you resolve the immediate crisis. In many cases, this may be less than one day. Once the immediate crisis has been taken care of, you are expected to return to work.

If you require further time off, you should speak to your line manager about the possibility of taking such time as part of your annual leave entitlement.

You have no contractual right to be paid for approved absences relating to time off for dependants and / or domestic emergencies.

The Company reserves the right to ask you to provide supporting evidence of the domestic emergency on your return to work. It is a serious disciplinary offence to dishonestly take time off to deal with an emergency. Any offence will be dealt with in accordance with the Company's disciplinary procedure and, depending on the circumstances, could amount to gross misconduct rendering you liable to summary dismissal.

If you believe you have been unreasonably refused time off to deal with an emergency by your line manager, the HR Manager shall be responsible for determining your request. Their decision shall be final.

# **SPORTING AND SPECIAL EVENTS POLICY**

## **Introduction**

The aim of this policy is to set the rules for employees on what is expected and what concessions may be granted when a major sporting or other national special event is taking place, for example the Olympic Games, the World Cup or a wedding or funeral of national significance.

The Company recognizes that some employees may wish to take time off work at or around the time of such major events. Any concessions granted to employees and/or flexibility in working hours implemented for the duration of a sporting or other special event will be temporary measures implemented at the Company's discretion and are a special privilege, not a contractual right, for employees.

## **Time Off Work**

If you wish to take time off work at or around the time of a sporting or other special event, you should apply in advance for annual leave in the normal way as set out in the Company's holiday's policy. When dealing with competing requests for annual leave, the Company reserves the right to introduce a first come, first served basis as a fair criterion for selection and therefore you should make your request well in advance of the event as it may not be possible to grant all annual leave requests.

However, in the case of sporting or other special events, the Company may, at its discretion and dependent on the operational requirements of the business and the need to maintain adequate staffing and management levels at all times, also consider late requests for time off work.

## **Flexibility in Working Time**

During sporting or other special events, the Company may, at its discretion and dependent on the operational requirements of the business and the need to maintain adequate staffing levels at all times, permit flexibility in start and finish times for employees who wish it for the duration of a designated event. This could involve, for example, taking a longer lunch break or starting work later or finishing work earlier to enable you to watch the event at home or elsewhere. This will be on the basis that, if you seek such flexibility, you must:

- Obtain your line manager's permission in advance for any temporary variations in your normal working hours; and

- Agree to make up the lost time at a time designated or approved by your line manager.

If you work on a shift system, you may also request a shift swap with a colleague, subject to your line manager's permission and health and safety requirements.

Although flexibility in working time will be granted whenever possible, you must accept that there may be operational business reasons why it cannot be granted and, if this is the case, you will be required to continue to work according to your normal working hours.

### **Unauthorised Absence**

Levels of attendance at work are monitored and if you are absent from work without permission on the day of a major sporting or other special event, and you do not subsequently provide an acceptable explanation for your absence, you will be subject to formal disciplinary action. Un-authorized absence without good reason is a serious disciplinary offence. Depending on the circumstances of the case, it may amount to gross misconduct and could result in summary dismissal.

Disciplinary action may also be taken if, following authorized annual leave on the date of a major sporting or special event, you fail to turn up for work at your normal start time on the following working day.

### **Facilities for Watching the Event at Work**

The Company may, at its discretion, provide access to a television in a designated communal area if a major sporting or other special event is being televised during working hours. You must still obtain permission from your line manager to watch the event at work and your line manager may limit the amount of time you can watch for. Time off to watch the event will be granted only where it does not cause any disruption to your work or inconvenience to the Company's clients or customers or other staff. Where you are permitted to watch the event on television at work during your normal working hours, you may, at the Company's discretion, be required to make up the lost time at a time designated or approved by your line manager.

Similarly, the Company may, at its discretion, vary its policy on the use of the Internet during a major sporting or other special event to allow you to watch the event on the Company's computers. You must again still obtain permission from your line manager to watch the event at work and they may limit the amount of time you can watch for. As streaming live events may also have an impact on broadband speeds for other staff, the Company may place a limit on the number of employees who can watch on their computers at any one time.

Any abuse at any time of the privilege of watching the event at work will result in it being withdrawn, for example the use of discriminatory or offensive language or rowdy behavior.

Employees may not listen to radios without the Company's prior permission.

### **Drinking or Being Under the Influence of Alcohol at Work**

Where the Company has provided access to a television in a designated communal area at the time of a major sporting or other special event, you are not under any circumstances permitted to bring alcohol with you to consume while watching the event. Under the terms of the Company's alcohol and drugs policy, no alcohol must be brought onto Company premises at any time.

Action will also be taken under the Company's disciplinary procedure if misconduct takes place at work as a result of drinking, or if you are found, in our opinion (the Company's/Manager etc) to be under the influence of alcohol whilst at work.

Incapacity or misconduct caused by, in our opinion (the Company's/Manager etc) an excess of alcohol or drugs at work is a potential gross misconduct offence under the Company's disciplinary procedure and you are therefore liable to be summarily dismissed.

See the Health & Safety Handbook for the policy related to Alcohol and Drugs

## **MATERNITY PROCEDURES**

Maternity rights are extremely complex. Below we have given a brief outline of the main points. Regardless of length of service or hours worked the employee has the right to paid time off to attend ante-natal care. This includes visits to the Doctor, Clinic, Hospital, but not fertility treatments or relaxation classes.

Your Line Manager/HR Manager has the right to ask for evidence of pregnancy in the form of an appointment card and medical certificate of pregnancy (MAT B1 form). You will also be required to provide proof of paternity to attend antenatal appointments.

The Company wishes to ensure the health and safety of both you and your unborn child. Legislation on health and safety is making us all more aware and knowledgeable about dangers to our health and the possible action that can be taken to prevent problems. However, we cannot assume to know everything and would strongly urge you to discuss with your doctor or GP, the type of physical activity undertaken as part of your job.

### **Ordinary Maternity Leave**

Regardless of length of service or hours worked, a pregnant woman is entitled to Ordinary Maternity Leave during which all the terms of her contract except normal pay continue as if she were on holiday. This means her holiday entitlement continues.

The leave can start at the time determined by the woman but must not be sooner than the 11<sup>th</sup> week before the expected week of confinement. She must therefore notify her employer 21 days beforehand, that she wishes to exercise this right.

The leave will begin automatically if: the woman gives birth, or she goes sick with a pregnancy related reason on or after the 6<sup>th</sup> week before the expected week of childbirth.

The leave ends: 26 weeks after if commenced or, two weeks after the birth, if later. The two week period is called Compulsory Maternity Leave.

### **Additional Maternity Leave**

If at the beginning of the 11<sup>th</sup> week before childbirth the woman has twenty-six weeks continuous service, then she may take additional maternity leave.

This means the woman has the right to return to work within 26 weeks after the beginning of the week in which she gives birth.

The employer is entitled to ask the woman if she intends to return to work. To do this the employer must make the request in writing no earlier than 21 days before the end of her Ordinary Maternity Leave asking for the date the birth took place, explaining the calculation of when her Maternity Leave ends. Included will be a statement that failure to reply within 21 days will cause her to forfeit her protection against dismissal etc.

### **Statutory Maternity Pay (SMP)**

The Company pay SMP in line with current legislation. As this is continually being updated, the information is available on request from the HR department.

### **SHARED PARENTAL/PATERNITY/ ADOPTIVE LEAVE AND PAY**

The Company recognises its statutory responsibilities and will follow all guidelines relating to the above leave and pay legislation.

As this is continually updated the information is available on request from the HR department.

## **FLEXIBLE WORKING POLICY**

Shorefield Holidays Limited recognises that a sensible balance between employees' personal and working lives is vital. This is because of the potential impact it can have on employees' health and well - being and their effectiveness in and out of work. Employees have a statutory right to request to work flexibly and to have their flexible working application dealt with in a reasonable manner. To make a request under the statutory right, you must have worked for the Company for a continuous period of 26 weeks at the date of application. You must also not have made another request to work flexibly under the statutory right during the previous 12 months.

The Company will consider any requests for a change to working patterns or arrangements from an employee. The need for flexible working will be balanced with the ability to meet organizational objectives and provide a service without adversely impacting upon the operation, colleagues or customers. Possible requests could include, but are not limited to, working reduced hours, changing when hours are worked, compressing contracted hours into fewer working days a week, job sharing, working from home or another location and extended leave.

Employees should initially speak to their managers about their situation and then put such requests in writing to them, including details of the reason for their application, the potential effects this may have upon the business, and suggestions for how these effects may be dealt with. A meeting with the employee will be arranged within 28 days of them receiving this letter and a written decision including the reasoning behind it will be provided to the employee within 14 days of this meeting. If the Company accepts the request and does not deem a meeting necessary, the written decision will be provided within 28 days of receiving the request letter. The only exception to these timings will be if the letter is received in the absence of the manager who would normally deal with this, in which case reasonable timings will be agreed between employer and employee.

The Company will not consider any change that would contravene the law e.g. the Working Time Directive.

Concerns regarding this process should be raised with the HR Department.

If the employee chooses to appeal this decision they should put it in writing to the HR Manager within 14 days of receiving the written decision from the Company, stating their reasons for appealing it. A meeting to discuss this will be held within 14 days of receiving the appeal letter, and a further written decision will be provided to the employee within 14 days of the appeal meeting.

Where your request is accepted, unless otherwise agreed, it constitutes a permanent change to your terms and conditions of employment. This means you do not have the right to revert to your previous pattern of working at a future date.

If the Company is uncertain of the potential effects of a change to working arrangements, it may choose to trial it for a limited period of time to allow for proper consideration. In this case a decision will be given at a time agreed between employer and employee.

### **Grounds for Refusal**

The Company may refuse your flexible working application on one or more of the following business grounds (however this list is not exhaustive):

- The burden of additional costs
- The detrimental effect it would have on the Company's ability to meet customer demand
- The Company's inability to reorganise work amongst existing staff
- The Company's inability to recruit additional staff
- The detrimental impact it would have on quality
- The detrimental impact it would have on performance
- The insufficiency of work available during the period when you propose to work
- The Company's planned structural changes

In refusing an application the Company will provide details relating to why the particular ground applies in the circumstances. Each request for flexible working will be dealt with individually, taking into account the likely effects the changes will have on the Company, the work of the department in which you are employed, your work colleagues and the circumstances of the case. This means that if the Company agrees to one employee's request, this does not set a precedent or create a right for another employee to be granted the same or a similar change to their work pattern. For example, having approved one flexible working request, this may mean that the business context has changed, and this may be taken into account when considering a second request from another employee against the above business grounds.

### **Working from Home**

Working from home is not permitted unless prior approval has been given by the Finance Director.

## **RECRUITMENT POLICY**

Shorefield Holidays Limited is a rapidly growing organisation that constantly needs to attract new recruits to fill new positions and to replace leavers.

The Company always aims to employ the best candidate for each position, whether filled by an internal or external applicant.

It is Company policy not to give further feedback to unsuccessful candidates.

As a customer focused organisation, our aim is to recruit people of all ages to ensure we select the best person for each position.

Where we are unable to source suitable applicants locally, we actively encourage applicants from overseas. All applicants will be selected on their ability and experience.

All recruitment procedures must adhere to the Company's Equal Opportunities Policy.

## **RE-EMPLOYMENT POLICY**

Shorefield Holidays Limited will carefully consider the re-employment of applicants who have previously worked for the organisation.

The HR Manager / Board of Directors must approve any re-employment of ex-employees before an offer of employment is made.

Leaving forms will be a vital source of information to the HR Manager and Directors; therefore, it is essential that the form be completed with total accuracy.

# **TERMINATION OF EMPLOYMENT**

## **Redundancy**

A redundancy situation arises where the work for a particular role has ceased or diminished; normally as a result of Economic, Technical or Organisational change. The Company will endeavour to consider all reasonable steps to avoid compulsory redundancies. If a redundancy situation arises, the following steps will be considered to prevent compulsory redundancy:

- Reduction, or a freeze on extra hours
- Restrict recruitment
- Investigate measures such as lay-off or short time working (without pay) other than Statutory Guarantee Pay);
- Investigate whether there are opportunities for redeployment to other departments within the Company
- Explore other methods by which desired cost cuts could be achieved
- Explore whether there are any other options available in order to avoid redundancy
- The Company will seek to find volunteers as the first step, but reserves the right to refuse particular volunteers if the needs of the Company require it

In the case of compulsory redundancy, the Company will ensure that employees are fully consulted both individually and if necessary collectively. A selection criterion will be adopted, and alternative work will be considered if any is available. The Company will make sure you are given every opportunity to put forward any views of your own during consultation.

## **Resignation**

You must inform the Company in writing of your wish to terminate your Contract of Employment. The period of notice as stated in your Contract will begin from the date of this notification.

## **Retirement**

The Company does not operate a compulsory normal retirement age. Instead, it operates a flexible retirement policy that permits employees to voluntarily choose to retire at any time. Employees should advise their line manager as early as possible of their wishes in relation to retirement and they are required to give the period of notice of termination of their employment as set out in the Contract of Employment.

## **REFERENCES POLICY**

The purpose of employment references is to provide a potential employer with enough information (along with the selection process) to determine an individual's suitability for a role. As a result, the Company can expect to be asked to act as a referee for employees from time to time. Below is our policy which sets out what to do when presented with such a request:

You should be aware that there are various legal issues involved with the writing of references. For example, whilst the Data Protection Act 2018 stipulates that employees (or ex-employees) are not entitled to view references written on their behalf where they make their request for disclosure to the author, the employee may still be entitled to request to see a copy of the reference from its recipient and those who give them still owe a legal duty of care in writing them to both the employee and the reference recipient. In practice, this means that the referee must only provide content which is true, accurate and fair to the best of their knowledge and belief and which does not give a misleading overall impression. If this does not happen, the employee or ex-employee may bring a claim against both the Company and the referee. This may be for negligence or even for alleged discrimination, such as victimisation because of sex and race. The reference recipient may also bring a claim for negligence if they suffer financial loss or damage because of an inaccurate or misleading reference.

As a result, this means that all reference requests must be given directly to the HR Department who will respond to them.

**Under no circumstances should anyone else in the Company give an employee reference on behalf of the Company.**