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and all
associated companies
that share the same conditions

EMPLOYEE HANDBOOK

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THIS HANDBOOK IS FOR GUIDANCE ONLY AND
DOES NOT FORM PART OF YOUR CONTRACT OF EMPLOYMENT

1. DISCIPLINARY RULES AND PROCEDURE

1.1 Introduction

The rules and procedure outlined below are for the purpose of promoting fairness and consistency in the treatment of employees whose behaviour and conduct are not satisfactory.

These procedures (formal and informal) will usually be adopted in the interests of fairness but they are not contractually binding and we may dismiss without following these procedures.

1.2 Informal procedure

In many cases, formal disciplinary procedures will only be used when informal discussion and informal oral warnings have been given and these have failed to produce the required improvement. However there will be cases where the allegation or complaint is so serious that formal disciplinary procedures are the only appropriate course of action. The formal procedures will only be used where necessary and it is hoped that the need for this will be rare.

The objective of the procedure is that action should be corrective rather than punitive, so the disciplinary actions will usually be implemented on a progressive basis. However, according to the nature and seriousness of the disciplinary offence, disciplinary action may be commenced at any stage of the procedure. For example, in some circumstances, a first offence will warrant a Final written warning. In cases of gross misconduct you will usually be dismissed without notice or pay in lieu of notice. During any probationary period, stages 1-3 of the procedure, as set out below, may be omitted.

1.3 Misconduct

The following offences are examples of the kind of behaviour which your employer will consider to be misconduct, which may result in formal disciplinary action being taken (however, this list is not exhaustive):

- Bad time-keeping
- Unauthorised absence
- Minor damage to employer's property
- Minor breach of employer's rules
- Failure to observe employer's procedures
- Rudeness to clients, colleagues and managers
- Abusive behaviour
- Unsatisfactory attendance
- Unsatisfactory sickness record
- Careless loss or damage of employer's tools or equipment
- Unauthorised use of employer's telephone
- Failure to wear protective clothing provided for your safety
- Unfitting behaviour
- Failure to carry out lawful instructions
- Unauthorised use of or access to the internet

1.4 Gross misconduct

The following offences are examples of the sort of behaviour which your employer will consider to be of gross misconduct (however, this list is not exhaustive).

- Theft or unauthorised possession of any property belonging to your employer or any fellow employee or of clients or customers.
- Serious damage to employer's property.
- Falsification of reports, accounts, expense claims or self-certification forms.

- Refusal to carry out duties or reasonable instructions.
- Intoxication by reason of drink or drugs.
- Illegal drugs in your possession on our premises.
- Serious breach of our rules.
- Fighting or other violent, dangerous or intimidatory conduct.
- Sexual, racial or other harassment of a fellow employee.
- Bullying of a fellow employee.
- Gross negligence or incompetence.
- Conviction on a criminal charge.
- Receiving any sentence of imprisonment.
- Bringing the Company into disrepute.
- Sending abusive, scandalous, obscene or defamatory communications of any kind including e-mail within the office or on the Internet or any other media.

Accessing or downloading any rude or obscene images or other material from the Internet or by email or otherwise being in possession of rude or obscene material or publications or images in any media at your place of work or during working hours.

1.5 General Principles

The objective of the formal procedure is to enable problems of alleged misconduct to be dealt with quickly, fairly and consistently.

Before any decision is made about disciplinary action there will be a full investigation to establish the facts. It may be necessary to suspend you, on full pay, while the investigation takes place. Suspension for these purposes is not a disciplinary sanction. Suspension will not normally exceed five days.

At all stages of the formal procedure, we will write to you: advising you of the nature and basis of the complaint and providing any documentation relevant to the complaint; and inviting you to attend a disciplinary hearing.

The time of the hearing will be arranged to allow you sufficient time to consider a response to the complaint and will be arranged to take place at a reasonable location.

You must take all reasonable steps to attend meetings. A meeting will only be re-arranged once if the employee is unable to attend due to unforeseen circumstances.

At the disciplinary hearing you will be entitled to state your case, ask questions and call witnesses.

You may, if you wish, be accompanied by a fellow worker or trade union official of your choice at any disciplinary or appeal hearing.

If you wish to exercise your right to be accompanied you must request that you be permitted to do so by speaking to the manager or director who is holding the hearing. At the hearing your chosen companion may address the hearing on your behalf but cannot answer questions on your behalf

If your fellow worker or trade union representative is unable to attend at the disciplinary hearing it will be postponed, provided that you propose a reasonable alternative time within 5 working days of the original date.

You may request an adjournment of a disciplinary hearing if you wish. We will grant such requests provided that you have a good reason for requiring an adjournment and it will not result in unreasonable delay. We will also be entitled to adjourn a disciplinary hearing if necessary.

Following the disciplinary hearing, you will be notified in writing of the Company's decision together with your right of appeal if you are not satisfied with it. See below regarding the right of appeal and the procedure that applies to appeals.

Strict confidentiality will be maintained throughout.

1.6 Recording of formal procedures

A note will be made of all formal disciplinary meetings and oral warnings and given to you. You will be asked to sign a copy to confirm that the note is a true record of the meeting and that you have received the warning. This copy will be kept on your personnel file. Similarly you will receive a duplicate copy of written warnings to sign and this will be kept on your personnel file. If any decision is made in your absence copies of any notes and of any written warning or dismissal decision will be sent to your last known address by first class post.

1.7. Procedures for misconduct

Stage one - Verbal warning

If conduct does not meet the required standards and the offence is minor you will be given an oral warning. This will be given in less serious cases by a Director and confirmed to you in writing. This will contain a summary of the incident or relevant circumstances. The warning will set out improvements in conduct that are required to be achieved and maintained and the duration of the warning, and your right to appeal. You will be warned that the consequences of future repetition are further disciplinary action. A copy of the warning shall be kept in your personnel file. If your conduct afterwards is satisfactory the warning will be treated as spent after a specified period starting with the day that the warning is given to you, after which it will lapse and be disregarded in any future disciplinary procedures.

Stage two - First written warning

If the offence is more serious or if you have repeated misconduct when a prior disciplinary warning is outstanding you may be given a first written warning. This will be given by a Director and confirmed to you in writing. This will contain a summary of the incident or relevant circumstances. The warning will set out improvements in conduct that are required to be achieved and maintained and the duration of the warning, and your right of appeal. You will be warned that the consequences of failure to respond as required are further disciplinary action. As with an oral warning, if your conduct afterwards is satisfactory the warning will be treated as spent after a specified period starting with the day that the warning is given to you, after which it will lapse and be disregarded in any future disciplinary procedures.

Stage three - Final written warning

If the offence is sufficiently serious, or there is a failure to improve during the currency of a prior disciplinary warning, you may be given a final written warning. This will be given by a Director and confirmed in writing. This will contain a summary of the incident or relevant circumstances. The warning will set out improvements in conduct that are required to be achieved and maintained and the duration of the warning, and your right of appeal. This warning will state that if you commit a further offence of misconduct your employment will be terminated. As with an oral warning and a first written warning, if your conduct afterwards is satisfactory the warning will be treated as spent after a specified period starting with the day that the warning is given to you, after which it will lapse and be disregarded in any future disciplinary procedures.

Stage four - Dismissal or other serious steps

This stage will normally result from your failure to act upon the requirements of behaviour and conduct made in the previous stages of the warning procedure. However it may arise simply due to an act of gross misconduct. Dismissal will usually take effect immediately so that you will not be required to work any notice period. However in some circumstances your employer may not decide to dismiss you, but may consider another serious sanction such as demotion as an alternative to your dismissal.

The decision to dismiss will usually only be taken by a Director and you will be provided as soon as reasonably practicable with written reasons for dismissal, the date of termination of employment and the right to appeal.

If some sanction short of dismissal is imposed, you will receive details of the misconduct and will be warned that dismissal could result if there is not satisfactory improvement and will be advised of your right of appeal.

1.8 Length of warnings

A warning will usually apply for a specified period taking into account the seriousness of the matter, after which it will lapse and be disregarded in any future disciplinary procedures. The period will usually be 6 months however we may specify a shorter or longer period depending upon the seriousness of the misconduct involved in giving rise to the warning being given to you.

1.9 Appeals Procedure

You have the right to appeal against a disciplinary decision, arising from the procedures set out above.

If you want to appeal you should put your request in writing, setting out the grounds of appeal, within 5 working days of the next working day after you receive written confirmation of the decision, to a Director.

The appeal will be heard by another Director or the Board of Directors. As at the disciplinary meeting you have the right to be accompanied by a work colleague or trade union official and to have the hearing postponed.

The appeal hearing will be conducted within a reasonable period of the appeal being lodged. In the absence of the directors the appeal will take place within a reasonable time of their return.

The outcome will either be:

- to reject the appeal and confirm the original disciplinary action;
- uphold the appeal and reduce or revoke the original disciplinary action.

The result of the appeal will be confirmed in writing within 10 working days of the hearing.

The decision at the appeal stage is final.

1.10 Senior Staff

In relation to managers, the formal procedures will also be carried out by a Director and the appeal will lie to another Director or the Board of Directors. Should an issue arise or complaint be made against a Director, the procedure will be carried out by the remaining directors.

2. EQUAL OPPORTUNITIES POLICY

2.1 Commitment to equal opportunities

We are committed to the principle of equal opportunities in employment and are opposed to any form of less favourable treatment or financial reward through direct or indirect discrimination, harassment, victimisation to employees or job applicants on the grounds of race, religion or belief, creed, colour, ethnic origin, nationality, marital/parental status, sex, any gender reassignment, sexual orientation, age, HIV positive/AIDS status or disability.

2.2 What is discrimination?

Direct discrimination occurs where someone is put at a disadvantage on discriminatory grounds for a reason related to one or more of the grounds set out in the commitment statement in the paragraph above. Direct discrimination may occur even when unintentional.

Examples

A woman with young children fails to obtain a job because it is feared that she might be an unreliable member of staff.

A Sikh applicant for a senior post is not appointed because he might not 'fit in' with the existing (all white) team.

A person is subjected to sexual innuendo or other offensive conduct of a sexual nature at work.

Indirect discrimination occurs where the individual's employment is subject to an unjustified condition which puts them at a disadvantage because of, for example, their sex or race, although on the face of it the condition or requirement is 'neutral'.

Examples

A requirement for GCSE English as a selection criterion. This would have a disparate adverse impact on people educated overseas and may not be justified if all that is needed is to demonstrate a reasonable level of literacy.

Full-time work - this would have a disparate adverse impact on more women with small children as they are generally accepted as taking the primary childcare role. It may not be justified if our business needs can still be met by more flexible working arrangements.

Victimisation occurs where an individual is treated less favourably than colleagues because he/she has taken action to assert their statutory rights or assisted a colleague with information in that regard.

Harassment is unsolicited and unwelcome workplace behaviour that adversely affects the dignity of the recipient or creates an intimidating, hostile, degrading, humiliating or offensive environment. Such conduct is commonly related to one or more of the grounds set out above and may amount to unlawful discrimination. Please refer to the section referring to Harassment at work set out below.

We are committed to ensuring that all our staff and applicants for employment are protected from all forms of unlawful discrimination in employment.

2.3 Employment Practices

It is the duty of all employees to accept their personal responsibility for adhering to the principles of equal opportunity and maintaining racial harmony. Your employer will actively promote equal opportunities throughout the organisation to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

2.4 Monitoring and Review Arrangements

We will regularly monitor its policies to ensure that your employer pursues an effective policy of equal opportunity.

2.5 Grievance and Disciplinary Procedures

We will ensure that any employee who feels that he or she has been treated unfairly or subjected to direct or indirect unfair discrimination can raise the matter through the appropriate grievance procedure through which every effort will be made to secure a satisfactory resolution. We will ensure that any employee making a complaint of unfair discrimination will be protected from any victimisation in any form and will continue to treat unfair discriminatory conduct by any member of staff as a disciplinary offence.

2.6 Training

We will train, develop and promote on the basis of merit and ability and will seek to encourage employees and applicants from all races.

2.7 Rehabilitation of Offenders

It is our policy not to discriminate against anyone who has a spent conviction under the Rehabilitation of Offenders Act 1974. Under that Act it is unlawful to refuse, to engage or to dismiss on the grounds of a spent

conviction. A conviction becomes spent after a period of time that runs from the start of the sentence. It is our policy to comply with this Act.

2.8 Equal Pay

We acknowledge that men and women are entitled to be paid equally without any bias on the grounds of sex. All reasonable steps will be taken to ensure that male and female staff receive equal pay for the same work and for work rated as equivalent and for work of equal value.

We will review existing and future pay policies and structures and continue to monitor the impact of such policies and structures.

We hope to minimise the possibility of bias on the grounds of sex arising in its pay structures and will accordingly fairly pay all our employees, justly rewarding everyone for their contributions to the Company's continuing success.

2.9 Harassment at work

Harassment is unsolicited and unwelcome workplace behaviour that adversely affects the dignity of the recipient or creates an intimidating, hostile, degrading, humiliating or offensive environment. Such conduct is commonly related tolerated to one or more of the grounds set out above Harassment may amount to unlawful discrimination.

We are committed to ensuring that no harassment or victimisation at work, whatever the motivation, is overlooked or condoned. Such behaviour can range from extreme forms such as violence or bullying to less obvious actions like practical jokes and ridiculing colleagues or subordinates.

Conduct becomes harassment if it persists and it has been made clear that the recipient regards it as offensive, although a single offensive act can amount to harassment if it is sufficiently serious.

Harassment may not be intentional. It may result from nicknames, teasing or name calling, even if this is carried out without malicious intent

Any form of harassment will be considered a potential disciplinary matter.

Examples of harassment include, but are not limited to:

- Unwanted physical contact, or conduct that is intimidatory, or physically or verbally abusive. Harassment can also be non-verbal, for example, staring or gestures;
- Suggestions that sexual favours may further a person's career, or that refusal may hinder it;
- Sexual advances, propositions, suggestions or pressure for sexual activity at or outside work;
- The display or pictures, objects or written materials that may be considered pornographic or offensive to particular ethnic or religious groups.
- Conduct that denigrates or ridicules a worker because of his or her sex, race, sexual orientation, disability, religion or age, insults about appearance or dress;
- Insensitive jokes or pranks
- Shunning an employee, for example by deliberately excluding him or her from conversation.
- Jokes about race.
- Offensive names used.
- References to people by offensive racist descriptions.

A situation of harassment may be resolved informally, by talking directly to the person who is responsible for the harassment. However if you believe you are the subjects of harassment you should make a formal complaint to your manager or if the complaint is about your manager to the next level of management. Your complaint should be set out in writing, setting out details of the unwanted conduct. These details should include the name of the

harasser, the nature of the harassment, the date(s) and time(s) the harassment occurred, the names of any witness and any action taken so far to attempt to stop the harassment.

Depending on the seriousness of the allegation, the alleged harasser may be suspended on full pay while the matter is being investigated under your employer's disciplinary procedures.

A formal complaint of any form of harassment will be fully investigated. The alleged harasser will be informed of the complaint, and we will endeavour to ensure that a worker of the same sex as the complainant conducts investigation into sexual harassment. If relevant, as part of the investigative process, witnesses will be interviewed. As far as possible confidentiality will be maintained throughout the investigative process. Neither complainant nor alleged harasser will be victimised in any way. However, the making of a malicious complaint, which you know to be false, may itself result in disciplinary action against you because it would be regarded as misconduct.

As part of the investigation the person conducting the investigation may want to interview you or the alleged harasser.

Where an employee is found to have harassed another employee, we will decide the appropriate action (if any) in the light of all the evidence. The findings will be dealt with under the disciplinary procedure. Consideration will be given as to whether the harasser should be dismissed (in serious or repeat cases). Even where a complaint is not upheld, consideration will be given as to how the ongoing working relationship between the alleged harasser and the employee should be managed. This may involve a change in the duties or reporting lines of either party.

The aim throughout is to resolve the complaint of harassment sensitively, impartially effectively and quickly.

Where a harasser is retained in employment, we will monitor the situation to ensure that the harassment has stopped. It is a disciplinary offence to victimise or retaliate against an employee who has, in good faith, made, supported or assisted in the making of a complaint of harassment. There will be no victimisation of any employee for making or supporting or assisting a complaint of harassment -even if the complaint is not upheld - provided the action was taken in good faith.

3. GRIEVANCE PROCEDURE

3.1 Grievance

In order to ensure that you have every opportunity to raise any grievances which arise out of your employment and to ensure that these grievances are properly heard and resolved we have adopted this grievance procedure.

You should not hesitate to use this procedure which recognises the fact that, whilst we encourage good working relationships, there may be certain circumstances due to pressure of work, or otherwise, in which misunderstandings or grievances may arise concerning decisions of management or other specific situations.

This procedure will usually be adopted in the interests of fairness but is not contractually binding.

The steps set out in the following procedure should be taken promptly unless there is a good reason for delay. The time limits in this procedure may be extended if it is reasonable to do so.

You have the right to be accompanied at a grievance hearing where the grievance is one which involves your employer's duties in relation to you. For example, where your grievance alleges a breach of your employer's contractual duties towards you or a failure to prevent bullying or harassment or failure to safeguard your rights as a disabled person. If in doubt you should request that you be accompanied and your employer will not unreasonably refuse your request.

Stage 1

If you have a question or grievance which concerns you personally and directly and which needs to be resolved, you should discuss the matter informally with a Director.

Stage 2

If after a matter having been raised at Stage 1 it cannot be resolved informally or you consider that you have not been treated fairly or otherwise that the outcome is not satisfactory then you may raise the matter in writing with a Director.

The written grievance should contain a brief description of the reasons for your complaint including any relevant facts, dates and names of individuals involved. In some instances we may need to ask you to provide further information.

You will be invited to a grievance meeting, which will normally take place no more than two weeks after we have received your written grievance.

You may, if you wish, be accompanied by a fellow worker or trade union official of your choice at any grievance meeting.

We will carry out such investigation as is considered appropriate, prior to the grievance meeting.

You must take all reasonable steps to attend the meeting.

After the initial grievance meeting your employer may carry out further investigations and/or hold further meetings, as appropriate.

A decision will be made and given to you in writing within one week of the grievance meeting or otherwise as soon as is reasonably practicable. You will be informed of your right of appeal. This decision will be recorded on your personnel file.

3.1 Appeals Procedure

You have the right to appeal against a grievance decision, arising from the formal procedure.

If you want to appeal you should put your request in writing, setting out the grounds of appeal, within 5 working days of the next working day after you receive written confirmation of the decision. The appeal request should be sent to the Director.

Where practicable this will be held by someone more senior than the person who conducted the grievance meeting(s) and, if this is not possible, then someone at the same level (either the other Director or the Board of Directors).

You may, if you wish, be accompanied by a fellow worker or trade union official of your choice at any appeal hearing.

The appeal hearing will usually be conducted within two weeks of the appeal being lodged.

The outcome will either be:
to reject the appeal and confirm the original decision;
uphold the appeal and make a different decision.

The result of the appeal will be confirmed in writing within 10 working days of the hearing.

The decision at the appeal stage is final.

3.2 Senior Staff

In relation to managers the formal procedures will also be carried out by a Director and the appeal will lie to another Director or the Board of Directors. Should an issue arise or complaint be made against a director the procedure will be carried out by the remaining directors.

4. E-MAIL AND INTERNET POLICY STATEMENT

4.1 Introduction

This document sets out the policies and restrictions for the use of the Company's electronic mail (e-mail) and Internet systems. All employees must comply with the Company's policy.

The e-mail and internet systems are provided by the Company at the Company's expense in order to assist employees in the carrying out of the Company's business. An e-mail is as legally effective as a paper document.

Where an employee is provided with an encryption key or mail access password, the employee must take great care of the key or password and inform a director immediately if he or she knows or suspects that anyone else knows the key or password. Keys and passwords should be changed regularly in accordance with Company guidelines. **FAILURE TO COMPLY WITH THIS RULE IS A SERIOUS DISCIPLINARY OFFENCE.**

For the purposes of this document, any information entered into a form on a Web page is to be considered an e-mail to the proprietor of the Web page.

The Company reserves the right to monitor and/or electronically scan emails for obscene, indecent, racist or illegal remarks.

Note that copies of both incoming and outgoing messages may be automatically archived and monitored at any time.

4.2 Acceptable / Unacceptable Internet Use Policy

Acceptable Internet Usage

- 1) Use of the internet by employees is permitted and encouraged where such use supports the goals and objectives of the business.
- 2) However all employees must ensure that they:
 - comply with current legislation
 - use the internet in an acceptable way
 - do not create unnecessary business risk to the company by their misuse of the internet

Unacceptable Internet Usage

In particular the following is deemed unacceptable use or behaviour by employees:

- undertaking deliberate activities that waste staff effort or networked resources which includes use of social networking sites and private emails
- visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- using the computer to perpetrate any form of fraud, or software, film or music piracy
- using the internet to send offensive or harassing material to other users
- downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence
- hacking into unauthorised areas
- publishing defamatory and/or knowingly false material about [business name], your colleagues and/or our customers on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format
- introducing any form of malicious software into the corporate network

4.3 Company Owned Information Held On Third-Party Websites

If you produce, collect and / or process business related information in the course of your work, the information remains the property of the Employer. This includes such information stored on third party websites such as webmail service providers and social networking sites, such as Facebook and LinkedIn.

4.4 Confidential Information

Employees are required to use the e-mail and internet systems responsibly and to exercise a greater level of caution when transmitting confidential information. E-mail can be intercepted by unauthorised third parties and employees should consider whether it is appropriate to send certain confidential information via e-mail. Confidential information should never be transmitted to a recipient by e-mail unless that recipient has already agreed that e-mail should be used, unless a secure level of encryption is employed. The level of encryption can be agreed with recipient, and details of the process can be obtained from the Company.

Confidential information, including, for the avoidance of doubt, customer data bases or data from any customer data bases must never be transmitted to outside individuals, or organisations who are not authorised by the Company to receive such information.

Employees should also take care when sending messages, whether confidential or not, to ensure that they are sending them to the correct address and should take care when sending messages to an address contained in a list. This includes selecting the "Reply to all" option in any e-mail package.

Also to assist in the protection of confidential information employees should never access their e-mail system in the presence of unauthorised persons or leave their terminal showing messages.

4.5 Privileged Communications

Privileged communications from any source should not be disclosed to any person without the express authorisation of the sender and should never be disclosed to anyone outside the Company.

4.6 Copyright Information

Use of the e-mail or Internet system to copy or transmit copyright information without a licence from the copyright owner is strictly prohibited. As well as program and data files, this will include many pictures, photographs, sound and video clips as well as extracts from books, articles, etc. EMPLOYEES SHOULD ASSUME THAT ALL MATERIAL IS COPYRIGHT UNLESS THEY ARE SURE THAT IT IS NOT. The absence of a © symbol or copyright notice is irrelevant.

4.7 Attached Files

Files attached to incoming e-mails should not be opened unless appropriate virus-checking measures have been taken. (We can provide details of current best practice). No file should be sent outside the Company unless the sender is sure that it does not contain a virus.

Files should not be downloaded from the internet unless the employee is specifically permitted to do so, and the file should be checked, used, notified and stored in accordance with Company policy.

4.8 Important Notes

E-mail is not instantaneous. It can take anything from a few seconds to a few hours for an e-mail message to be delivered. If an employee needs to speed up the delivery of a specific e-mail (or prevent an e-mail from being sent) he or she should contact the IT Operations Department as soon as possible.

E-mail is not guaranteed to be delivered. Although the system is fairly reliable, there are many reasons why an e-mail may not be delivered. Usually (but not always) the sender will receive notification that an e-mail has not been delivered within 24 hours. An employee who needs to guarantee that a message is delivered should use fax, recorded delivery postage or courier.

Because e-mails tend to be sent quickly and are short, their contents can easily be misunderstood: a one-word reply to an e-mail intended to be witty and sarcastic can be read as withering criticism. E-mails have been known to cause serious misunderstandings, and senders should always consider the recipient's reaction before they press the "send" button.

4.9 Misuse / Sanctions

Misuse of the e-mail system or internet by transmission of any material in any of the following categories will constitute gross misconduct:

- defamatory;
- offensive or obscene;
- untrue or malicious;
- of a political nature;
- in breach of copyright;
- unauthorised disclosure of Confidential Information to outside individuals, or organisations.

Where it is believed that an employee has failed to comply with this policy, they will face the company's disciplinary procedure. If the employee is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal. The actual penalty applied will depend on factors such as the seriousness of the breach and the employee's disciplinary record.

Generally

Employees should take particular care when drafting e-mail messages to ensure that the content cannot be misunderstood. Employees should bear in mind that messages may be read by others, disclosed to third parties or used in court in connection with any litigation. Messages should be drafted in a courteous, professional and businesslike way. Although e-mail messages tend to be written less formally than other business correspondence, this does not relieve the sender from responsibility for the contents.

We reserve the right to retrieve the contents of messages for the purpose of monitoring whether the use of the e-mail system is legitimate, to find lost messages or to retrieve messages lost due to computer failure, to assist in the investigation of wrongful acts, or to comply with any legal obligation.

5. TELEPHONE MONITORING POLICY

5.1 Telephone Call Monitoring

Employees should be aware that there will be times when your telephone calls may be monitored and recorded for training and quality control purposes. Monitoring and recording will only be done by Managers within the Company.

6. COMPANY DRESS CODE

6.1 Company Dress Code

The company operates a professional business dress code Monday through to Friday.