



HEAPS + STACKS LTD

Employee Handbook
Updated: June 2021

Welcome!

I am absolutely delighted to have you onboard as part of the Heaps + Stacks team.

This employee handbook contains useful information regarding your employment and outlines the terms that you can expect from the company, but also highlights your obligations as part of the team.

This Handbook is non-contractual. As such they may be subject to amendment from time-to-time. The Company reserves the right to make reasonable alterations to these conditions of employment by individual letter or via email.

Your handbook should be read in conjunction with the contract of employment that you will have received prior to starting work as together the contract and the relevant contractual sections of this handbook form your contractual agreement with the Company.

Please take the time to read and understand the content and if you have any queries do speak to Keziah if you need any further clarity.

I wish you a wildly successful career with Heaps + Stacks and hope you fully enjoy your time working with us!

P.S if you have any questions please don't hesitate in asking.



About Us

As a boutique agency, Heaps + Stacks offer a highly personal service, with carefully considered production from design through to delivery, making sure to always achieve and astound clients and guests alike.

Heaps + Stacks client list spans across fashion, lifestyle and property portfolios amongst others, with the team of talented producers having executed concepts internationally for some of the world biggest brands: Facebook, Nike, Google and The Soho House Group to name just a few.

Website: www.heaps-stacks.com

Instagram: @Heaps_Stacks

MISSION + VISION

MISSION (where we are today)

To charm, connect and inspire people around the globe through the power of considered and eco-friendly experiences, reflecting iconic brands, a super-charged team, and local authentic collaborations that make us the go-to.

VISION (The future we intend to create)

To be one of the leading experience design agencies in the country with a global reach, high performing team and iconic and visual identity.

CORE VALUES – represent the basis for the development of our business



Workplace Principles

We are a small company that prides itself on promoting open and transparent communication at all times, with a work ethic that reflects a common desire to achieve success and share in the resulting rewards.

All staff are treated with respect and honesty and are encouraged to contribute positively at all times.

Hours and Days

Both your workdays and start/finish times may vary, depending on the requirements of the business but normally working hours are 9.30am-6pm and will be based in the studio in Vauxhall – unless stated otherwise.

It is expected that staff will be on site until the job is complete and there will be no early exit of any team members unless agreed before the event day.

WFH Or Wherever You Like

We believe in flexible working and we trust everyone in the team to work in the best environment for the job in hand. If a team member needs (or wants) to work from home, it's not only allowed, it's actively encouraged. Mostly it makes sense to do social and group things in the office and if you need to concentrate WFH - but feel free to do whatever works best for you. Just let your team lead know where you are (so they know when/where to expect you that week).

Flexi Time

Heaps + Stacks are pleased to offer flexi time for all employees. This means the team can start between 8-10am and finish between 5-7pm to give the team greater work/life balance and freedom (there's scope for more extreme slants on hrs too from time to time).

If you are intending to use your flexi time – please make sure you have no meetings booked in and that the wider team don't require you to be in the office for any other commitments.

5pm finish on Friday afternoons is available to Heaps + Stacks employees. Please make sure you have no meetings booked in and that the wider team don't require you to be in the office for any other commitments. Please also make sure your work flow is not going to be impacted and deadlines are still adhered to.

Breaks

Your breaks may fluctuate depending upon operational requirements but as a minimum will be in line with statutory requirements (which based on a normal office day is 1 hr per day, ideally to be taken at lunch time). Time will have been blocked into all employees' diaries as a reminder, but this of course is not a restricted time slot!

Please make sure you are being kind on yourself and giving yourself enough time away from your desk.



Out Of Hours Emails

Any emails out of Company working hours must be scheduled, we only send emails between **9am-7pm** during the working week. In case of emergency, please contact your team lead via phone.

Food Exchange Building Hours & Info

Please be aware that on Sundays there is no vehicle access to The Food Exchange from 5am-6pm unless prior notice is given to the CGMA team who will notify the security team at the gate.

Inside the building there is a Post Office (on the ground floor at the back) open until 12. This is also where our storage is.

The Buzzer

Press 6 to let people in!

Deliveries

Its sometimes quite difficult delivering to the Food Exchange and would suggest not delivering anything which my arrive over the weekend (as they won't be able to get in). Best practices is as follows;

1. Deliver the package (and add a job ref into the address info)
2. When things arrive in the office whoever is in will post a picture of the item on the Slack channel called "deliveries"
3. When the owner of that Item comes in they need to sort and tidy boxes and check they have what they need, get rid of any extra boxes
4. If the package has arrived but you cannot find it; ask Sarah to post on Workplace (the building chat) to see if she can find it and also check downstairs by the front door

Feedback

Good feedback is the key to improvement

In order to improve, you have to know what you are already doing well, and what you can be doing better. Giving feedback isn't easy. Then again, receiving it isn't always a lot of fun, either. But it's essential to improving, so we make a point of doing it regularly.

We encourage you to feedback in your monthly 1-2-1s so you can let us know what we could do better at and what you think were a doing right.

During the same conversation we will let you know what you need to do to level up and of course what you are doing which is brilliant also!

The first time might be awkward but will soon get great results and you'll see what we do it!



Performance reviews will be every 6 months. Details on this process is logged in full on a separate document but is based on the 4 areas reviewed for the bonus system. DO WE TAKE THIS WHOLE BIT OUT?

360 Review/6 month appraisal

360-degree feedback is a system for employees to receive confidential and anonymous feedback from those who work around them. This gives employees a clear overview of how their behaviour in the workplace is perceived by others.

Direct team members, managers, colleagues and any direct reports will be asked to give feedback on the recipient. This provides a wider range of perspectives than just getting feedback from their manager. The employee receiving feedback will also respond to the feedback themselves, to give the full 360-degree view. This can highlight any gaps between how the individual feels they perform themselves, versus how they are perceived by others.

The depth of this feedback provides real insight into how those around you see you as a person. Strengths and weaknesses are highlighted, alongside any potential areas for development, which can then feed into the creation of a strong and effective personal development plan.

Annual Surveys

Heaps + Stacks conduct annual anonymous employee satisfaction surveys with the office manager in January and online via an anonymous form in July. The points raised within the surveys are then actioned to improve the performance and running of the company.

Our Clients

Ultimately, we work for our clients. They are the ones paying the bills, and we always act in their best interests, and they know that too. Trust between them and us is absolutely essential to developing a long-term partnership with them.

Too often, agencies see the client as an inconvenience, rather than being their *raison d'être*. We believe that it's not sufficient just to manage their accounts, we need to understand their business and help them achieve their goals.

The results can be spectacular – here are a few quotes from our clients:

- *Its literally such a dream to work with you – Soap & Glory*
- *Thank you for bringing my vision to life – I am so thankful to work with such a talented group of women – COS*
- *This Truly was not just any event – M&S*

Working Wellness Guide

The events industry is a notorious stressful and demanding place – so we try to be conscious of this and look out for each other! Below we have gathered a few ways to do so but this is just the beginning - please do shout if you have any more ideas about how to implement more wellness across the team;



ME TIME

At 1pm every day (Monday - Friday) there'll be 1 hour of sacred time or 'Me Time'. No meetings, no Slacks, no emails to be sent internally. This should be in everyone's calendars and please do your best not to communicate with anyone during this time (unless it's super urgent!)

MEETING FREE FRIDAYS

From Friday at 2pm, there will be no meetings. This will help you to start simmering down before the weekend and actually be able to enjoy it and switch off!

HOLIDAY

Make sure you are taking some of the holiday allowance each month or quarter. Even though we are working from home (at time of writing) and in our home comforts, we still need to actually have the time to fully switch off and rejuvenate, get ourselves back to working at 100%.

MEETINGS ON THE MOVE

We need to all do our best to try and have meetings on the move, take it outside, walk and talk, walk around your flat or house! We all need to do more to move and take some time away from our screens. Always feel free to take walking meetings with teammates too!

WELLBEING EVENTS/TRAINING

We will have regular wellbeing talks and activities ... watch this space!

FLEXI TIME AND TIME IN LIEU

If you've got time in lieu the likelihood is you've done a late night or early morning – make sure you use this soon after to maintain the balance and get some rest.

Flexi time also means you can catch that morning or evening gym class or theatre show without too much rushing too! So feel free to use it!

LET US KNOW HOW YOU FEEL!

If we don't know how you feel it's hard for us to help! Do always feel free to chat/email/text/etc anyone in the team you feel comfortable chatting to and we can always come up with solutions to help any stresses or anxieties – as that's no good for anyone!

Medical Appointments During Work Hrs

Team should make their best attempts to arrange appointments outside of working hours, or, if not possible, during lunch break or using flexi time to make up the time. If you are not able to do that, the company reserves the right to potentially refuse the request if it is non-urgent as to not interrupt workflow/client comms!

Holidays

The holiday year

The holiday year is from 1st of January to the 31st December.

Your holiday entitlement depends upon your length of service and how many days per week you work and you can take it in full weeks or just days, but please note that you must take at least four weeks' holiday in a complete holiday year if you are full time.

You are only able to take two weeks holiday at a time unless agreed with your line manager.

Holidays may only be carried over in exceptional circumstances.

Heaps + Stacks offer employees their birthday day off as an extra holiday day per year, to be used within 2 calendar weeks of your birthday date.

After an employee has completed two years working at Heaps + Stacks they are entitled to one day extra holiday per year for each additional year of service, capped at a maximum of 27 days holiday per year.

Booking Holidays

Please try to book your holidays with us as soon as you can to give us the maximum notice possible so we can arrange cover if required.

It's important that you check with your line manager who must agree to your request before you confirm any bookings especially during periods of operational pressure.

Holidays will be considered on a first come, first served basis.

Holidays are booked through our online system and we require 2 weeks notice as a minimum. Confirmed holiday dates must then be added to the calendar and shared with all team members.

Christmas / New Year

Where possible we would like our team to have a substantial Christmas holiday and we don't ask the team to come into the office over the break.

Please be aware you will need remaining holiday days to allow for your time off over Christmas, to cover the period to New Year. This is usually 4 days depending on the way the year falls, excluding bank holidays.

There may be scope to take a few days off either side of the Christmas holidays off but where possible, the team should stick to the allotted Christmas holiday period to make sure the remaining team left in the office are well supported. This will be based on a first come first serve basis - with the 2 weeks maximum holiday in a row (unless agreed prior, with their line manager).



How To Book Holiday

How to complete a leave request: tinyurl.com/y69b4akd

Where to access the Xero Me App if you wish to access the portal on your mobile device: tinyurl.com/y5lzw3r

Heaps + Stacks Long Term Employment Benefits

After three years of service with Heaps + Stacks, employees are entitled to a one off, £1000 bonus, which shall be paid at the end of the month when you attain three years continuous service and be subject to deductions for tax and national insurance.

After five years of service with Heaps + Stacks will offer employees the opportunity to take a one month fully paid sabbatical, subject to the needs and requirements of the business. In the event you are proposing to take a sabbatical, please discuss this with Keziah Wildsmith at the earliest possible opportunity so that any request can be accommodated. , employees are entitled to one month's paid holiday on top of their normal allowance which you can take as consecutive four weeks.

Payment In Lieu Of Holidays

If you leave the Company, you may be due a payment in lieu of outstanding holiday. This will be calculated on a pro-rata basis of your accrued but untaken leave at the rate of 1/260 of your basic salary.

Time off in Lieu

The very nature of the events industry dictates that the working hours may often be long, irregular and involve weekend working from time to time. Here at Heaps + Stacks we value the flexibility and co-operation of the team to operate under these circumstances, but also recognise that we need to ensure a fair work-life balance.

We have a clear policy relating to time off in lieu (TOIL), to ensure that employees are able to take time off at a point that suits them.

- TOIL must be used within 30 days from the date it was earned and cannot be banked beyond that period, unless there are mitigating business circumstances (excluding any holiday days during this 30 day period). In this event and with the agreement of your line manager you may carry the TOIL for a further 15 days.
- All TOIL must be agreed in advance with your line manager and can only be accrued from live jobs on site and not from office work.
- Any extra hours on site outside of normal working hours can be claimed as TOIL. This is not however the case in the office and you will need to manage your workloads accordingly.
- As far as is reasonably and operationally possible if you have worked a late shift, then you will not be required to work the early shift the following day, but please be aware there may be rare occasions when this cannot be avoided.
- If you are required to stay away over night away from home you will earn 0.5 days for each night spent away from home.



- TOIL can only be taken 2 days consecutively max of will create too much of a strain on the rest of the team.
- There will of course always be unusual situations also which crop up which aren't covered in the points above – at the point will review with your line manager and/or Keziah.

Pay

Pay day is the last day of the month and your rate of pay will be included in your employment contract. Any changes will be discussed and then confirmed to you in writing.

Weekend Pay (on site only)

When you are required to work weekends on live jobs off site, you will be paid at your normal hourly rate (or an hourly rate calculated in accordance with your monthly salary divided by the number of days in that month, divided by 7.5 hours) in place of receiving time in TOIL, unless otherwise agreed with Keziah. You must record your hours in the time in lieu sheet so they can be added to your pay roll. ***This does not apply to work within the office (as we don't want to encourage people to work long hrs!)***

Bonuses

NEW BIZ MEETING BONUS: £100 if you book in an intro meeting/call (even if nothing comes of it shows great willing which should be rewarded!).

NEW BIZ EVENT SIGN OFF: If you bring in a job 4% of the total value of the event budget (i.e. bring in a 20k job get £800) - this means bringing in a job from a new client that's not worked with Heaps + Stacks previously.

PERFORMANCE BONUS: Performance per job is based on a combination of factors listed below

Bonus will be scored on (one point each):

1. Outstanding Creative / pushing the limits and doing something different
2. Quality of what's produced - (inc sustainability and use of materials)
3. Appropriate use of cash – saving money where appropriate but also allowing enough money to gain the quality we require
4. Account Management – creating a joyful and stress free experience for the client to ensure repeat business

Scoring:

- 2 points - bronze £100
- 3 points - silver £200
- 4 points - gold £300

How it will work:

1. Send over *all* wrap docs, and reconciled budget to KW and she will score against the 4 categories
2. SH will log
3. They will be paid out in 6 month increments (June and December).

These are of course discretionary and not a fixed entities like salary, but if the business is performing well and you are also performing across all of your jobs and responsibilities these are what we'd like to offer.



Team Trips + Culture

Trips - Heaps + Stacks offer a monthly culture trip to relevant events or exhibitions – these are free and non-compulsory outside of work hours but are simply to aid creative!

Training – Heaps + Stacks are proud to offer training to all employees. Interest in training days/ courses can be sent to Keziah for approval for the maximum value of £500 per year. Group training days for all employees are also offered with varying themes and topics being covered. These are compulsory unless otherwise agreed with Keziah.

Team lunches – when possible, Heaps + Stacks meet as a team to enjoy lunches/breakfasts as a company, whether at a new café or restaurant or delivery to the office. This is sometimes combined with a culture trip, training day or full company catch up.

Bike To Work Scheme - Heaps + Stacks offer the 'Bike To Work' Scheme - please email keziah@heaps-stack.com to find out more.

Volunteering - Heaps + Stacks employees volunteer 3 days per year on company time, and the company donates £10,000 to charities every year.

Good Egg - The Good Egg awards happens once a month! This is a chance for all the team to vote on who they think deserves a little reward for excelling in the work they are doing or have gone the extra mile!

The prize each month is £40 to spend on getting a nail treatment from a salon of the winner's choosing. This must be used as soon as possible to stop a back log and can be bought using a gold card or on expenses.

The person who has won Good Egg the most over the year will then win a prize for them and a friend to spend a night, with treatments, at Limewood spa resort.

Sustainability

We are a sustainability-conscious company who are proud to make steps to cut down our impact on the environment. Therefore we have the guidelines below to ensure that we take steps to fulfill our pledges.

In the office

Boxes - We reusable boxes and protective packaging from postal boxes that get delivered to our office.

Bins - We only have recycling bins within the office, this is to get our team up from their desk and moving, we also have a compost bin within our office to recycle our food.

Sustainable Projects - For our projects, we offer our clients sustainable options and when ordering project items from suppliers we ensure that we are always asking for the recyclable options.

Gifts – To save on carbon emissions and costs for physical gifts, when gifting to our clients we use more trees where we plant a tree for them, where we do buy gifts for our clients, we ensure that they are local to them and from an independent small business.

Amazon – When ordering from Amazon, we order once a day and buy items in bulk rather than ordering many items throughout the day.

Onsite

Hot drinks - All hot beverages bought on site must be in re-usable cups. It is the responsibility of each team member to bring their company-provided cup to events and keep them on their person. Without your cup, hot drinks will not be provided on the company.



Water - A large water container will be present at all events for re-filling water bottles. Each member of the team must take responsibility for their bottle and bring this to site. They can be hired from <http://www.getsethire.co.uk/water-cooler.html>

Food Waste - Prior to any event where it is known there will be food involved, we ask the client if they would be happy for us to organise one of the below charities to pick up what would otherwise go to waste:

<https://olioex.com/>
<https://toogoodtogo.co.uk/en-gb>
Felix Project

Floral Waste – On large jobs, to avoid flowers going to waste, please offer them to be collected on this website <https://bouquetforaday.com> or <https://www.floralangels.com/>

Recycling - We use a company called Clearitwaste to pick up all of our leftover rubbish from an event. They take all waste, separating and re-cycling it at their own site. This is priced by the amount we fill a vehicle, as per the below:

1/4 a load @ £95
1/3 a load @ £125
1/2 a load @ £175
2/3 a load @ £225
3/4 a load @ £265
Full load @ £325
+ VAT
+ Out of hours costs:
Weekends and weekdays after 5pm charged @ £50
Weekends past 6pm
Weekdays past 11pm charged @ £75

Returns And Charity – Any items that can be returned for a refund or given to charities or local schools should be organised by the job lead. This not only saves on storage space but also allows items to go to a second home and avoid being put into landfill

Crew – Connection crew provide trained work people who were formally homeless. <http://connectioncrew.co.uk/>

Seasonal Food - Especially during the summer, we try and keep our food seasonal, so we are supporting UK businesses and not flying food around the world when we have great stuff on our doorsteps! You can see seasonal veg [here](#)

More suppliers can be found in the Database which is on Dropbox H+S > TEAM > SUPPLIER DATABASE.
We strive to make at least 50% of our supplies come from local suppliers each year.

Promotions

We have an Employee Promotion Policy which applies to all employees who qualify for promotion. Employees may be promoted only after their six-month probation period ends and if they are not under a performance improvement plan.

“Promotion” may be a move to a position of higher rank, responsibility and salary. Often, employees may advance to positions that don't come with higher managerial authority. Instead, these advancements may be a career or role change that helps employees develop and grow.

Employees may be promoted within the same or another department. To find out more about employee promotion, revert to our Employee Promotion Policy on Dropbox.

Company Sick Pay Scheme

You should be aware that Company sick pay is discretionary and as such Heaps + Stacks retains the right to withhold sick pay in certain circumstances. Company Sick Pay does not automatically mean you have the right to take up to the stated amount,

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Registered Office: Studio 2.06, Food Exchange, New Covent Garden Market, London, SW8 5EL



this discretionary scheme is in place to cover genuine sickness and Heaps + Stacks reserves the right to request a Doctors certificate should there be any question over the validity of your absence.

Company sick pay is the difference between statutory sick pay (SSP) and your normal salary. Your eligibility will depend on your length of service. In all cases, the amount of company sick pay detailed below is for each consecutive 12-month period.

Under 3 months	0 Weeks
3 – 12 months	Up to 4 Weeks
1 – 3 years	Up to 8 Weeks
3 – 5 years	Up to 12 Weeks

Absence From Work

There may be occasions when you are not fit enough to attend work or are unable to attend work for other reasons. On these occasions, you are required to follow the correct absence reporting procedures laid down by the Company.

- You must notify your line manager by 10am on the first day of absence and continue to keep them informed of your progress and likely return to work.
- If you are absent for more than seven days, send a completed medical statement to your line manager before you return to work.

You are expected to do everything you can to facilitate a quick return to work.

During any absence, you should not work elsewhere or carry out activities inconsistent with your condition and which may delay your return to work. This means for example, restricting activities such as sports, social activities, home improvements or working for a family business.

You should be aware that disciplinary action may be taken and/or the Company sick pay scheme suspended for any employee whose level of attendance is unacceptable, or where the circumstances of the sickness absence give cause for question, examples may include but are not limited to the following:

5. If the absence procedures are not followed
6. Where absence is short term but regular
7. If the illness or injury is self-inflicted

Reasonable Adjustment

If you have or develop health problems which prevents you from carrying out any part of your job, you must discuss this with your line manager. In these circumstances there may be an opportunity, temporarily or permanently, to rearrange hours of work or the scope of your job.

Your continued co-operation is important under these circumstances.

Flexible Working

The term “flexible working” covers a number of possible changes that we will consider as possible changes to your working arrangements, such as: reduction or variation of working hours, reduction nor variation of the days worked, and/or working from a different location, including your home address, working for a set number of days or hours per week or per year, job sharing, and working flexi-time.

To be eligible for a flexible working request, (i) you must be an employee and (ii) have worked for us continuously for 26 weeks when the request has been made, and (iii) not have made a formal request to work flexible during the previous 12 months.

We would recommend that prior to making any formal flexible working request, you speak informally to your line manager to discuss your requirements. If you then wish to make a formal request, you must submit an application to the company which must

- be in writing
- state that it is an application for flexible working
- explain the reasons for your request
- specify the change you are applying for, providing as much information as possible
- specify when you would like the change to start
- explain what effect, if any, you think the change may have on the business and how that effect may be dealt with, in your opinion.

You should submit this application to your line manager who will aim to consider and provide a decision to you within 3 months of receiving it. In most cases, your line manager will meet with you to discuss your application before making a decision. Any decision will be communicated to you in writing and if accepted, you will be asked to sign and return a letter confirming the new changes to your terms and conditions. If your request is rejected, you have the right to appeal, which must be in writing, set out the grounds under which you appeal and submitted within 14 days of the date of rejection.

In some cases, we may request that your new working arrangements be for a trial period so that the impact on you and the business can be tested before the new working arrangements are fully implemented.

Statutory Arrangements

Statutory sick pay (SSP)

The Company will pay SSP to eligible employees for up to 28 weeks during a period of absence. The amount paid is subject to income tax and National Insurance deductions. The working week is Monday to Saturday for the purposes of calculating SSP, irrespective of your normal working week.



Maternity/Paternity/Adoption Benefits

You are entitled to certain statutory maternity, paternity and adoption benefits that are contractual.

Maternity/Adoption Leave

Statutory Entitlement

All employees, regardless of service, are entitled to ordinary maternity/adoption leave of up to 26 weeks which can be followed by up to 26 weeks of additional maternity leave.

The total maternity/adoption leave period is a maximum of 52 weeks.

Maternity leave may start at any time after the 11th week before the week the baby is due (expected week of childbirth).

Adoption leave cannot begin earlier than 14 days before the date of placement. You can either choose a specific date or start your adoption leave on the date of placement.

Before starting your leave you will be asked to give a date when you expect to return work. If this changes you must give your line manager eight weeks' notice of your return.

Maternity/Adoption Pay

Statutory Entitlement

Eligible employees are entitled to 39 weeks Statutory Maternity Pay (SMP) or Statutory Adoption Pay (SAP). To qualify for SMP or SAP you must:

- Have been continuously employed for at least 26 weeks by the end of the 15th week before the expected date of childbirth or the matching week for adoption
- Have stopped work and begun maternity/adoption leave
- Have average weekly earnings at or above the lower earnings limit (LEL) This is set every year by the government.

And in the case of SMP only:

- Still be pregnant at the 11th week before the expected date of childbirth or have given birth.

SMP is paid at the rate of:

- First 6 weeks – 90% of average earnings
- Next 33 weeks – the lower of 90% of average earnings or SMP flat rate.

Paternity Leave

Statutory Entitlement

If you are eligible you can take up to two weeks' paternity leave either as a one week or two week block. This leave is to care for a new baby or to support the mother following birth. You may also be entitled to Statutory Paternity Pay (SPP).

To be eligible for SPP, you must:

- . Give the Company the required notice and a declaration of family commitment
- . Have worked continuously for the Company
 - o for 26 weeks ending with the 15th week before the week the baby is due.
 - o from the 15th week before the week the baby is due up to the date of birth.
- . Have average weekly earnings at or above the Lower Earnings Limit. This is set by the Government.

Parental Leave

Statutory Entitlement

Parental leave is available to employees who have, or expect to have, parental responsibility for a child. To be eligible, you will need to have at least one year's continuous service with Heaps + Stacks.

Employees get 18 weeks in total for each child which must be taken before the child's 18th birthday.

If eligible, you can take parental leave in short or long blocks depending on what has been agreed with your line manager. However, if a period of leave is taken that is less than your normal working week, your entitlement to parental leave will be reduced by a full week.

Shared Parental Leave

In the event you wish to apply for Shared Parental Leave, please contact your line manager who will be able to assist you with your request. We handle all Shared Parental Leave requests in accordance with the statutory framework, including with respect to any entitlement to Shared Parental Pay.

Travelling

From time to time you may be required to travel as part of your job, should this be the case this will be discussed with you by your line manager prior to travel.

We all have a responsibility when travelling to ensure we travel in a safe, comfortable manner and to maintain discipline around appropriate spend of Company money when away from the office.



The following guidelines must be followed when travelling on Company business, and any exceptions must be signed off by your line manager. Please note there may be tax implications if you fail to follow the correct procedures, as the Inland Revenue will need to ensure that your travel and subsistence costs are legitimate business expenses and there is no element of personal profit.

- . If your work necessitates an overnight stay away from home, in addition to your overnight bed and breakfast expenses you may claim the cost of an evening meal up to £30 per night, inclusive of VAT, receipts must be provided. There may be occasions, particularly when overseas that the cost of an evening meal may exceed the above budget, in these circumstances please agree a reasonable limit with your line manager.
- . If you are away from the office, at a site, event or meeting and are unable to make your usual lunch arrangements you may claim (as per below allowances), inclusive of VAT, receipts must be provided.
- . If you are required to travel through London the company are happy to expense your Oyster card travel if submitted as an expense with a receipt for that journey.

Claiming Expenses

Receipt Bank/Dext must be used to claim all relevant event/personal expenses.

Any personal expenses incurred i.e. those expenses not paid using the Company credit card, must be claimed within 10 working days from the period when the cost was incurred.

All receipts for expenses need to have a VAT breakdown on them or they will not be accepted. They must also be listed in the tracker (as any other costs) and have the job written on them. Once submitted please save the hard copy in a job folder.

All claims will normally be settled within 10 working days from receipt.

To claim personal expense, you need to download Receipt Bank on your phone and follow the below instructions:

How to submit personal expenses:

- Click on expense report on the bottom tabs
- Click add document
- It will come up as camera, take image of your receipt
- Click submit

How to check on your expenses:

- Click on expense report on the bottom tabs
- Click archive
- Here you will see the expense report for what you have submitted
- If nothing is showing, contact Cara

Subsistence Allowances	Hours of work	Limit
Morning - not to be claimed when a meal is provided	To be claimed if working before normal working hours of 9:30am or away from the office until 11am	£7.00
Afternoon - not to be claimed when a meal is provided	Must be claimed between 12 midday and 3pm	£10.00



Evening - not to be claimed when a meal is provided	Must be claimed when working offsite, outside of normal working hours and confirmed by project lead between 6pm and 10pm	£15.00
Full Day - limit reduces by £7.00 when breakfast is provided (start prior to 9.30am), £17.00 when breakfast and lunch are provided, and not to be claimed when breakfast, lunch and dinner are provided.	12 hours+ Must be claimed when working offsite outside of normal working hours and confirmed by project lead	£32.00

Company Credit Card

You will often be asked to use the company credit card for your events or projects. The card is Company property and should be used in accordance with the following guidelines:

- As you would with a personal card you must ensure the card is kept safely and securely at all times, and in the event of theft you must report the loss at once to the card issuer and your line manager.
- The card must be used for wholly related business expenses only.
- If the receipt gives no details you must clearly annotate it with an explanation of the items and reason for purchase and the job name.
- Please always ask for the VAT receipt (not all retailers will give you this automatically and is required for reconciliation).
- Payments of up to £250 can be made as the staff member sees fit (based on budget)
- Payments between £250-£5000 Anya will approve
- Payments over £5000 Keziah will need to approve

Pensions

Heaps + Stacks operates a Pension Plan, run on our behalf by Nest. You will be eligible to join the plan on successful completion of the probation period indicated on your contract of employment and by also satisfying the minimum number of hrs per week. On joining the plan Heaps + Stacks will make the minimum contribution to your pension every month.

Breakages, Damages & Loss

Any breakages, damages or losses on site caused by the action of a team member will be deducted from their monthly wages.

All event management level staff should be logging in and out their items and making wider team of any losses or damage as to not have knock on effect on other jobs which may require the same items/kit.



Corporate Ethics

Heaps + Stacks expect everyone to behave with integrity in any actions or relationships that involve The Company.

You should be confident that your actions or behavior will not cause embarrassment to The Company, yourself or any external supplier or service provider.

The 2010 Anti Bribery Act sets out clear parameters for what is acceptable or not when giving or receiving corporate hospitality, which should be reasonable and proportionate.

As an employee of Heaps + Stacks you must be clear about our approach:

8. All gifts and or hospitality given or received must be recorded.
9. If you believe there may be a conflict of interest you must declare this to your line manager.
10. Small value items like diaries, pens or chocolates you may accept as long as they are recorded, items likely to be valued above £10 must be declared
11. If you are unsure whether it is acceptable to offer or receive gifts or hospitality, you must seek approval from your line manager before proceeding.

Failure to comply with these regulations may mean disciplinary action is taken and this could result in dismissal.

Conduct In The Office (spelling out the basics so we are all on the same page!)

The team are to use initiative, creativity and make sure the most pressing deadlines are prioritised always.

The team should come dressed and prepped to meet a client at any time (unless on load-in/de-rig/prep days).

The team are asked to keep their work space and the office tidy.

The team are not to reveal the name of suppliers to clients to avoid them going direct and a loss of business.

The team are never to reveal the exact cost of items as mark up and management will be applied to all costs in the budget.

When we come back from jobs – please make sure boxes are tidied away and the process detailed on the 'wrap sheet' is stuck to (this can be found in the checklists folder)

Email management – Please make sure client emails are during the same day - unless you are on site or it comes through past 5.30pm.

If you are on site, please make sure that your Out Of Office is on and directs to a phone or email of another team member.

You won't always have the answer immediately - If you don't have the answer to an email, tell the client you are finding out – don't leave them hanging.

Deadlines - if you are asked for work (ideas, costs, documents or info etc) by a certain time that's because a client needs it for a certain time. Please try and stick to deadlines where we can to build trust. If you're not able to make the deadline please let people know and let them know when they can expect the work.

Re read everything and proof everything – we are creatives spelling isn't our thing!

Always ask yourself - how can this look or be better as we want to be doing the best work possible!

Cultural awareness – please make sure you stay up to date with what other brands/trends/clients/agencies– this is imperative to our success. We share trends around on Monday each week.

Conduct On The Shared Folders

Once invited into the shared folders please make sure the following actions are carried out.

All docs to be named as the following:

HeapsandStacks_JobName_ClientName_01JAN2021_v1

Please make sure documents sent to clients are always PDFs and that all folders are neat and tidy.

Any old versions need to be moved to an 'OLD' folder

Google sheets will be shared with you on joining which will give you access to passwords/ Cost tracker / TOIL tracker etc

Conduct with Finance (fully listed separately)

On each job you will be required to log all spend in a tracker – everyone can spend up to £250 per transaction without sign off, above this Anya will sign off.

The tracker will be shared (on Google sheets) with you and you will be required to keep it up to date, with cash, credit cards, personal expenses and BACs spend.

All email confirmations and hard copy receipts need to have the VAT breakdown then they need to be (first photographed if IRL) forwarded to heaps.stacks@receiptbank.me (and cc info@heaps-stacks.com)

Please make sure receipts are kept safe for each job in a folder and submitted to Keziah during recon (hard copy).

Make sure Net, VAT and Gross are always filled in the tracker (as the budget is based on Net costs).

Its very important that you use your H+S email and the H+S Amazon and Ebay (etc) accounts so that we can track and return items if needed when you aren't in the office – PWs for these are saved in the Google sheet

All credit and debit cards are registered here: 24 Marryat Square, Wyfold Rd, SW6 6UA

Conduct On Site

Conduct on site is of massive importance. Team are to be friendly and engaging at all times and to promote positive relations with clients.

Dress code will be specified per job but you may be required to wear a uniform or branded uniform.

During live activity with guests the team will be asked not to use their mobile phones or drink/eat front of house – as attention should be on the job in hand!

VAT No: 234 9969 58

Registered in England No. 10633696

Registered Office: Studio 2.06, Food Exchange, New Covent Garden Market, London, SW8 5EL



The team are by no means able to drink alcohol at an event as will void our insurance.

The team must always make sure there's always good music and lighting on around the activations – especially at low budget workshops can make a huge difference!

The team must always photograph your events to document as much as possible to make sure we have something to use for social.

The team will need to constantly keep an eye on the event space to make sure set looks nice for the full duration of the event including the BOH (this means tidying away coffee cups, old glasses and rubbish that will naturally gather).

The team must always make sure uniforms and shoes are neat and clean.

All items (props/kit/materials etc) are charged to the client at a hire rate unless stated otherwise – if there's any questions and you are unsure please do ask Keziah.

The team may only claim per diems – when working on site during a meal time (detailed below)

The team can use event specific Whatsap groups on site or the H+S team Whatsap group.

The team will be expected to come back to the office after events to return kit (unless agreed before hand)

When using hire furniture or venues please photograph pieces to record the condition/damage (to avoid emails post event from hire companies).

Booking Transport

Vans – Please email enquiries@theyellowvancompany.com
(you will need date, van size, times, destinations, journey time, do you want 1 person to help load or 2 – or none which makes it cheaper)

If you require a man with a van then please contact: <https://www.manandvanlondon.com/hourly-rate-option/>

Please consider down sizing your van where you can to save costs.

There are also loads more trucking suppliers in the supplier database

Couriers

We use many different courier companies. When booking, you will need the date of pick up, the type of courier you need, times, destinations, journey time. If you need the courier to be direct or quick – please say on the email DIRECT SERVICE or could take all day.

Same day: tom@deadline.co.uk – Deadline are carbon neutral and are preferred courier

Same day: GLH - 41571 account number - 0207 490 4222

Same day: Jamie.Urquhart@equatorworldwide.co.uk

International delivery: Prestige Ella Leung eleung@chain-gang.co.uk OR Charlie.Norman@askabsolutely.com

International or overnight couriers - Jamie.Urquhart@equatorworldwide.co.uk

There are also more courier suppliers in the supplier database

Addison Lee (courier, cars, vans etc) – please only book online or the app to get a discount.

We use Addison Lee on trips from the office (Ubers often get lost unless you walk to the road)

Account Name: HEAPS + STACKS LTD

Account Number: 827510

VAT No: 234 9969 58

Registered in England No. 10633696

Registered Office: Studio 2.06, Food Exchange, New Covent Garden Market, London, SW8 5EL



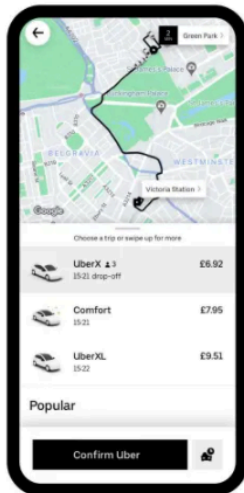
PIN: MDFSGG

Uber

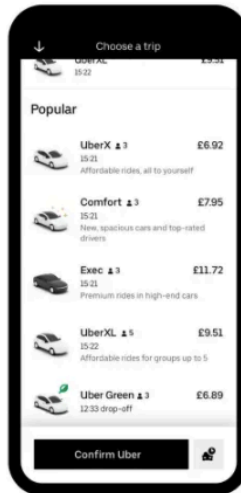
If you're in Zone One you can order an uber green, please do this as it won't cost extra compared to a normal Uber and is better for the world!

How do I book Uber Green?

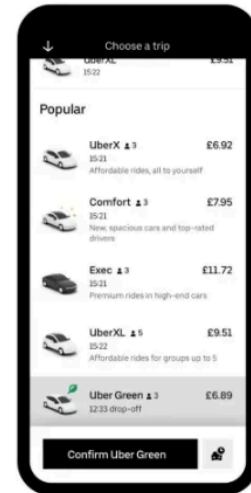
Uber Green is currently available for journeys starting in Zone 1. Your destination can be anywhere, but your journey must start here. When using the Uber app in Zone 1, you'll be able to choose Uber Green in exactly the same way you would book an UberX.



1. Open the app as usual



2. If you're in Zone 1 you'll be able to select Uber Green as a trip. You may need to scroll down



3. Tap 'Confirm Uber Green' and wait at the pick up point

IT

Our IT support company is Them Digital. If you have any issues, then you need to raise an issues using their ticketing email address support@themdigital.co.uk.

This makes it easier for them to track issues and ensures the issue is followed up in a timely manner. The support ticket will be assigned to a support agent and the sender will be contacted to follow up on the issue.

If the issue is urgent and affecting your productivity then we can contact Them Digital directly:

Office	020 7490 2163	
Jason	07971 049422	jason@themdigital.co.uk
Jemal	07976 977824	jemal@themdigital.co.uk
Sunil	07958 247764	sunil@themdigital.co.uk

Meetings

Meetings – Please offer all guests a choice of drink upon arrival. When booking a meeting room, this can be done ahead of time on the FE calendar. Please find the full how-to on Dropbox > H+S > Business Basics > How to book rooms FE

User: 2.06@foodexchange.london

Password: Room2.06

VAT No: 234 9969 58
Registered in England No. 10633696
Registered Office: Studio 2.06, Food Exchange, New Covent Garden Market, London, SW8 5EL



How to direct people and cars to the office

Please see instructions pack saved in Business Basics.

Posting On Event Groups

Please request an invite to the groups listed below as they can be very helpful for last minute support/props:

<https://www.facebook.com/groups/londoneventproductions/>

<https://www.facebook.com/groups/1551266191763218/>

<https://www.facebook.com/groups/nowie/>

<https://www.facebook.com/groups/731154647000790/>

Social Media + Whatsapp/texting/Slack

We now use Slack for general team comms – you will be invited to join us on this.

Slack to be used only in working hrs or on site – please be mindful not to disturb staff when they are away from work or not on that particular job. If you do need to get in touch with someone urgently outside of working hrs please text that person direct rather than group messages. You can also add a do not disturb sign to your Slack too out of hrs.

Social Media is a great way of selling what we do, so make sure the photos are really high quality and tag all of the clients and any special suppliers or influencers.

Remember that external sites are public and that the normal rules apply about confidentiality and not bringing the Company 'into disrepute'. You should also be aware that your conduct towards other employees, customers or suppliers on a blog or a social network is subject to our normal expectations of respect and courtesy.

Do not post event material which might be exclusive or embargoed pre-event – but when the event is live please do make sure all events are captured on social media.

Confidential Business Information

Confidential business information should only be used in the Company's interests and should not in any form be divulged to outside sources, in any other circumstances. In this instance confidential information is that which is generally not in the public domain. You will need to follow and respect the confidentiality rules as long as you are employed with Heaps + Stacks and for a reasonable amount of time afterwards. Naturally, there is no need to follow them where information is already publicly available through authorised disclosure.

Policy Changes

Heaps + Stacks implement processes to gather input from employees before operational or strategy policy changes. Before making any operational or strategy policy changes, Heaps + Stacks will gather input from all employees and once executed, everyone will be informed via email.



Intellectual Property Rights

Heaps + Stacks has exclusive ownership of any ideas or designs you make during your working time. The Company will be entitled to the exclusive use of these rights, as far as the law permits.

Data Protection

Data protection laws exist to ensure that organisations like ours manage the personal data they hold in a fair and sensible way, and in a manner that respects and safeguards the rights of individuals.

In order to assist the business to comply with the requirements of data protection laws, all employees must read and comply with the requirements set out in this Data Protection section when undertaking all data handling activities performed on behalf of the Company. Appropriate disciplinary action may be taken for breaching the Company's Data Protection Policy.

What types of personal data does the Company handle?

We collect personal data about (i) our employees, other workers and contractors, and job candidates (more information about the personal data we collect about employees is set out in the Company's Privacy Notice; and (ii) our customers.

Data protection basics

The principal data protection law in Europe is the General Data Protection Regulation ("GDPR") as implemented in the UK by the Data Protection Act 2018. This sets out six general principles, which require that personal data is:

1. Processed fairly, lawfully and in a transparent manner. We can only handle personal data where we have a legal basis to do so.
2. Collected only for specific, explicit and legitimate purposes, and not further handled in a manner which is incompatible with those purposes.
3. Adequate, relevant, and limited to those details which are necessary for the purposes for which the data is being handled: We must collect personal data only where it is needed for specific purposes, and we must only collect as much personal data as we need for those purposes.
4. Collected accurately, verified and kept up to date.
5. Deleted or anonymised once it is no longer necessary for the purposes for which it is being handled.
6. Stored and used securely, in order to prevent accidental destruction, damage, or loss, or unauthorised or unlawful access, use, or disclosure.

If you think that there may have been an IT security breach, or that personal data may have been lost, damaged, or accessed without authorisation, we may have a legal obligation to inform the authorities within 72 hours of you becoming aware of it. Therefore, it is of paramount importance that you inform Keziah immediately.

Data protection rights

We must always be receptive to any queries, requests or complaints made by individuals in connection with their personal data. In order to assist us to provide and comply with these rights, you are required to promptly inform Keziah as soon as possible when:

- any request is made by a person for information about, or for a copy of the personal data being handled by us relating to them;
- any request is made by a person for us to refrain from handling their personal data or if they ask that their personal



- data is updated or corrected; or
- any request is made by a person that we refrain from sending them marketing material.

Engaging vendors

We must ensure that providers of services to us adopt appropriate and equivalent security measures to protect personal data. There must be a written contract with any vendor that processes personal data on our behalf. All contracts with vendors should include our standard contractual provisions.

Sharing personal data with third parties

We must have a legal basis to transfer personal data to third parties. Special rules apply when transferring personal data to third parties located outside the European Economic Area. Any disclosure outside of our business must only be made subject to the terms and conditions of a data sale or transfer agreement and with the approval of a member of Keziah.

Record keeping

Record-keeping is an essential part of our accountability obligations. We must keep an accurate and up to date record of all our personal data processing activities. Whenever the way in which you handle personal data changes, you must let Keziah know.

Data protection impact assessment

A data protection impact assessment may need to be undertaken for new projects that involve processing personal data which is likely to present significant risks to the individuals concerned.

Marketing

There are complex rules around direct marketing. In particular, individuals have the right to object to the use of their personal data for direct marketing purposes, and any requests from persons to opt-out of direct marketing must be honoured. You should not send direct marketing without checking with Keziah.

PRS license

We have an annual license set up starting on the date of Sept 2019.

Contract Dates 17/09/2019 - 11/09/2020 (waiting to be renewed when required)

We have a basic license/account with them under Heaps + Stacks Limited, however, we need to call up every time we want to be covered by this license to let them know the venue and add this onto our venue list.

The billing depends on each venue and the different types of music being played e.g. live music, Spotify, radio, so there will be an extra charge on top for each event in correspondence to what we are using the licence for.

If you are playing music at an event please get in touch with PRS to check we are covered

Our PRS contact: Sharna Bradley.

Fire, Health & Safety Responsibilities

The Company has a responsibility under UK domestic and European legislation to ensure the health, safety and welfare of all employees, customers and contractors on the premises.

However, you also have a duty of care to follow procedures and take reasonable care of your own health and safety and the health and safety of others who may be affected by your actions or omissions e.g. customers, visitors, and suppliers.

The full office and fire risk assessment can be found on the shared folder.



Keziah Wildsmith, Anya Spencer-Peet and Megan Richmond are the qualified first aiders in the case of emergency on site (as of end of Feb 2019) and are part of the Worker Health & Safety Committee. Any member of the committee is the point of contact if employees have any questions related to health and safety.

Fire

Fire prevention is everyone's responsibility and during your first week you will receive guidance on the following:

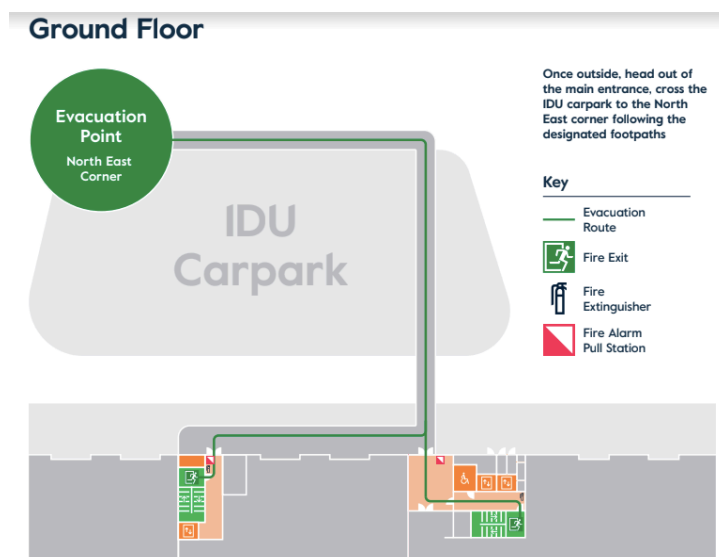
- . The Company fire regulations and instructions
- . The location of all fire exits, escape routes, assembly points and fire extinguishers and how to use them.

Please ensure you speak to your line manager if the above instructions are not cascaded to you within your first week.

Anyone who deliberately breaks the fire regulations will be dismissed.

Fire assembly point, is in the centre of the carpark at the Food Exchange, marked with a green arrow – see map below.

Full fire escape plans located on the RISK folder



Emergency Procedures

Finding out how to evacuate the building will form part of your introduction to the Company. You must follow these procedures.

Heaps & Stacks

Demise Plan – Second Floor, Food Exchange
(not to scale – for identification purposes only)



Employers and Public Liability Insurance

All employees are covered by the above insurance for accident or injury sustained during the normal course of work.

Accidents

Report any accident you have on Company premises, or whilst on Company business, to Keziah Wildsmith as soon as possible. These will be logged in our accident book which is kept in the office.

There is also a health and safety RAMS doc and poster in the office for further reference.

If the staff member injured is taken to hospital it's a legal obligation to write this accident up via the link here <http://www.hse.gov.uk/riddor/report.htm>

Please note this is a legal requirement and has to be done!

Personal Property

You are responsible for the safe keeping of your personal property. The Company does not accept responsibility for loss, theft or damage to personal property and this also is not covered by our insurance as the value to what you may bring to the office or to site is an unknown.

Whistle-blowing: Public Interest Disclosure

We aim to conduct business with the highest standards of honesty and integrity and all of us should share this common goal.

Any wrong-doing by either the Company or its employees should be reported. We believe that it is essential to create an environment in which employees feel able to raise concerns internally without fear of disciplinary action being taken against them as a result of any disclosure, and be assured that an investigation will take place.

The Public Interest Disclosure Act 1998 protects employees from dismissal or other disciplinary action when they report wrong-doing by their employers.

It aims to promote greater openness between employers and employees in the workplace.

Grievance Procedure

Nobody should dread coming to work and as far as possible your working life should be enjoyable and rewarding. There may be times though when you may feel you wish to discuss a grievance or employment problem. Grievances are complaints that employees can raise with their employer which gives them an opportunity to resolve internally before they have the opportunity to escalate. Grievances can include, but are not limited to, issues with working relations, terms and conditions of employment or health and safety, but are not intended to become a process for continual challenge on Company policy or procedures.

If you have a grievance:

You should first make an informal approach to your line manager but if your grievance is about your line manager, please approach the next most senior line manager in the office.

This has the advantage of allowing a grievance to be resolved quickly with someone who is known to you. However, there may be circumstances though where the use of external mediation may be a more appropriate option.

If your grievance cannot be resolved informally through the internal mechanism or through mediation, then you may need to consider lodging a formal grievance.

How do I do this?:

Write to your line manager (or the next most senior line manager in the office) clearly setting out your grievance and detailing your areas of concern.

You will then be invited to a meeting, normally within 5 working days to explain your grievance so that they can fully understand the details. You will be offered the right to be accompanied at this meeting and notes will be taken for future reference.

The line manager will consider all the points you have raised and may be able to come to a decision by the end of the meeting, in which case they will be able to notify you of that before the meeting terminates. If not, then the line manager will give you an indication of when they may be in a position to give you a response, ideally no more than 7 working days after the meeting.

You will also be informed that you do have the right of appeal if you are not happy with the decision or action taken.



The manager will then investigate and consider all the facts and notify you of the decision in writing within 7 working days.

If you disagree with the outcome, you have the right to appeal. You must put this in writing to the Managing Director within 5 days of receiving the notification.

The reasons for the appeal must be clearly stated in the letter and must include one of the following:

- Why you feel the original decision was not a logical and reasonable response to the facts presented
- Why you find the outcome unfair
- If additional information or new evidence has come to light

You will then be required to attend a further meeting with an independent 3rd party who will hear the appeal. You will again be given the right to be accompanied. At the appeal hearing, the facts will again be considered and a decision reached. This decision is final. There is no further right of appeal.

Please note that it is important that your appeal is received in writing and within the five working day time limit detailed above. Only in exceptional circumstances will your appeal be heard if it is not put in writing and is not received within the specified time limit.

Discrimination, Harassment, Bullying & Victimisation

In line with Equality legislation it is our policy to promote an environment free from discrimination, harassment and victimisation where everyone will receive equal treatment, and all will be treated with dignity and respect. Any discrimination, victimisation, harassment or bullying behaviour will be dealt with as a serious matter potentially leading to disciplinary action/dismissal.

What to do: informally

If you believe that you have suffered any form of discrimination, harassment, bullying or victimisation, you are encouraged to speak to the person concerned and seek to resolve the matter.

Approach them and explain that you find their behaviour unacceptable and ask them to recognise the effect of their actions and stop acting in that way.

If you would feel more comfortable you can approach the person with the support of a colleague or line manager. However, please recognise that at the informal stage their role can only be one of support or assistance. Or, you can ask a line manager to talk to the person on your behalf, if it is too difficult or embarrassing to do this yourself.

If your harasser is acting anonymously then speak to your line manager as soon as possible in order that appropriate safeguards can be put in place.

What to do: formally



If you believe the behaviour is serious, if you prefer a formal approach, or if the behaviour continues after the informal procedures have been used, then you are encouraged to use the formal procedure.

Make your complaint in writing as soon as possible to your line manager or an alternative line manager, clearly setting out your areas of concern and giving details of any alleged incidents.

You will then be invited to a meeting to explain your allegations so they can fully understand and investigate the details. After this meeting, they will conduct a series of interviews with the alleged harasser and anyone else who can assist with the investigation. The manager will then consider all the facts, consider the appropriate course of action and notify you of the outcome they have reached in writing.

In the event that you are unhappy with the outcome reached or the behaviour continues, you have the right to appeal to the Managing Director who will arrange a separate hearing with an independent 3rd party.

This appeal should also be in writing, within five working days outlining the reasons why you disagree with the decision taken and giving any additional information you wish to be considered.

You have the right to be accompanied at these meetings.

While investigations are ongoing, you should avoid contact with the alleged harasser where possible.

Alcohol, Drugs & Substance Abuse

Your ability to do your job should not be affected by alcohol, illegal drugs or substances.

If you are taking medication that may affect your ability to do the job or if you have an injury which may hinder you work, please inform Keziah Wildsmith.

Misconduct

The Company has a right to expect that we all follow acceptable standards of conduct and deal with colleagues, customers or suppliers in a co-operative and respectful way.

Whilst each disciplinary stage will entail discussions on the exact requirements for improving standards of conduct, a serious incident of misconduct will have the appropriate level of sanction applied, for example it may be appropriate to go straight to the written warning stage. Although not exhaustive, a range of examples of misconduct for which disciplinary action may be taken, are as follows:

- Abuse or misuse of Company property
- Failing to comply with Company procedures and regulations.
- Intoxication at work or on event site
- Unauthorised leave of absence



Gross Misconduct

Cases of gross misconduct may lead to summary dismissal, i.e. dismissal will be immediate and without recourse through the normal warning steps and without compensation for loss of notice. Some examples of gross misconduct incidents are as follows but please note this list is not exhaustive:

- . Breaking regulations or failing to follow a procedure knowing that it is a serious breach, e.g. refusal to obey smoking regulations, breach of data protection code
- . Where behaviour destroys the relationship of mutual trust and confidence between yourself and the Company and renders continuation of employment impossible, e.g. being under the influence or possession of illegal drugs, discriminatory behaviour towards colleagues, fighting on Company premises, unwelcome sexual or personal attention
- . If you commit a dishonest or fraudulent act, e.g. stealing or intending to steal from the Company.
- . If you commit a criminal act outside work which may bring the Company into disrepute.

Disciplinary Policy

Our disciplinary policy exists to outline the standards of behaviour that we expect here at Heaps + Stacks and the consequences if you are alleged to have broken a disciplinary rule.

Our intention is to encourage employees to improve their behaviour and to deal with cases of misconduct in a fair and transparent manner.

When going through the disciplinary procedure, it is important that cases are approached in a consistent manner, the actions taken are reasonable and that the procedure is fair.

Informal Process

Minor cases of misconduct will normally be dealt with informally. The relevant line manager should set up an informal meeting to talk to you about, for example:

- What you have done that has broken a disciplinary rule
- The standard of behaviour required
- The improvements you must make and the timescale for improvement
- Consequences should your behaviour not reach the required standard.



If dealing with the matter informally does not result in the required improvement, or if the first instance of misconduct is more serious, the formal process must be followed.

Formal Process

The formal process must be followed before deciding on any disciplinary action.

Investigation

Your line manager will normally manage the disciplinary process and will usually appoint someone else to carry out an investigation. The purpose of the investigation is to gather evidence and to decide if an allegation of misconduct should be put to you. The findings should be clearly documented in the investigation report. You will be informed if the conclusion of the investigation is not to proceed to a disciplinary hearing.

Invitation to Hearing

Your line manager would normally hear the case. You will be told in writing what you are alleged to have done wrong, why your behaviour was unacceptable, and invited to a hearing to discuss the problem. You will be given at least 24 hours notice of the hearing. If you wish, you may be accompanied at this meeting.

Hearing

The line manager hearing the case must explain the alleged misconduct to you and talk through the findings of the investigation. You will then be given the opportunity to respond to the allegation, put your case and ask questions. After hearing the evidence and your explanation of your actions, the line manager must decide whether disciplinary action is appropriate. If no disciplinary action is to be taken, you will be informed and all records of the process destroyed after six months. If it is decided that disciplinary action is justified, the line manager must decide what form that should take, inform you and confirm the decision in writing.

There are three possible sanctions:

1. **Written warning** - The first formal action is usually a written warning. This informs you that your behaviour has not met the expected standard, sets out the details of the misconduct and the improvement in behaviour required. The warning will also say that if your behaviour does not improve to the specified standard, that could lead to a final written warning, or dismissal. A written warning remains 'live' on your records for 12 months and while it is 'live', you are not eligible for pay review and if applicable, any bonus payment.
2. **Final written warning** - If there is another breach of disciplinary standards while the written warning is 'live', or the initial misconduct is more serious, consideration should be given to issuing a final written warning. The inappropriate behaviour and required improvement must be detailed in writing and you will be informed that the final written warning will remain 'live' on record for 12 months. While it is 'live', you are not eligible for pay review and, if applicable, any bonus payment. You will be warned that if your behaviour continues to be unacceptable or there is a further incident of misconduct, it may lead to dismissal. A final written warning should not normally be issued for a first act of misconduct unless it is very serious.
3. **Dismissal** - If there is a breach of disciplinary standards while a final written warning is 'live', or there is an extremely serious breach of disciplinary rules, the appropriate disciplinary action may be dismissal. If the decision is to dismiss, then you will normally be informed of this at a formal meeting. It should be made clear that any reference provided



in the future will state that your reason for leaving was dismissal. Leaving arrangements should also be clarified at this point (e.g. notice, holiday entitlement). The dismissal will normally be with paid notice unless the act amounts to gross misconduct and warrants summary dismissal (dismissal without notice).

Only in very serious cases, where the behaviour amounts to gross misconduct, will summary dismissal be considered. In such circumstances there must be reasonable belief that the employee committed the act and that there were no mitigating circumstances (which may justify a lesser penalty).

You will be informed in writing of the reason for your dismissal within 14 days. The letter should state the reason for dismissal, the date your employment will end, period of notice and inform you of the right to appeal against the decision. The letter must explain how the decision to dismiss was reached and the dismissal report will be sent with the letter.

If you disagree with the decision, you have the right to appeal and you must do so in writing within 5 working days of receipt of the letter.

The reasons you are choosing to appeal must be clearly stated in the letter and must include one of the following:

- . Why you feel the original decision was not a logical and reasonable response to the facts presented
- . Why you find the outcome unfair
- . Any additional information or new evidence has come to light since the disciplinary hearing.

You will then be required to attend a further meeting with an independent 3rd party who will hear the appeal. You will also have the right to be accompanied at this meeting.

At the appeal hearing, the facts will again be considered and a decision reached. This decision is final. There is no further right of appeal.

Please note that it is important that your appeal is received in writing and within the five working day time limit detailed above. Only in exceptional circumstances will your appeal be heard if it is not put in writing and is not received within the specified time limit.

Formal Disciplinary action for Poor Performance

In cases of poor performance the procedure is different.

The first stage will be to meet with you to agree an improvement plan, which should include a realistic timescale for improvement and details of the support you will be given to achieve the standard. A review date will also be decided at this meeting.

Notes will be taken and they will form the basis of the review at the next meeting, you will be entitled to receive a copy of the notes after the meeting.

If it is clear at the review that your performance has not improved then a verbal warning will be issued. A review period will again be established and details of further support agreed.

If by this stage there is still no improvement then a final written warning may be issued and the outcome after this stage may lead to dismissal

Leaving the Company

Resignations

If you resign from the Company, you will be required to give and work the agreed notice period stated in your employment contract.

If you have been summarily dismissed, as defined in Disciplinary & Dismissal Procedures, the Company will not pay compensation for loss of notice.

Notice Period

If you resign from the Company, you will be required to give and work your agreed notice period as outlined in your contract of employment.

Company Property

On leaving you will be required to return all Company property including, laptop, access cards, company cards, keys and any other equipment, uniform or props.

All employees at this point supply their own mobile phone for their work.

References

Reference will be provided for prospective employers and these will comment fairly and accurately on length of service and performance.

Outstanding payments

You will need to repay any overpayment or holiday days immediately and in full when you leave the Company.

The Company has the right to recover payment owing and may make an adjustment to any outstanding payments due to you.



Income tax & National Insurance

You will be given your P45 and relevant NI certificate where possible on your last day of work, if this is not possible they will be sent to your home address as soon as possible

