

Media 10 Handbook

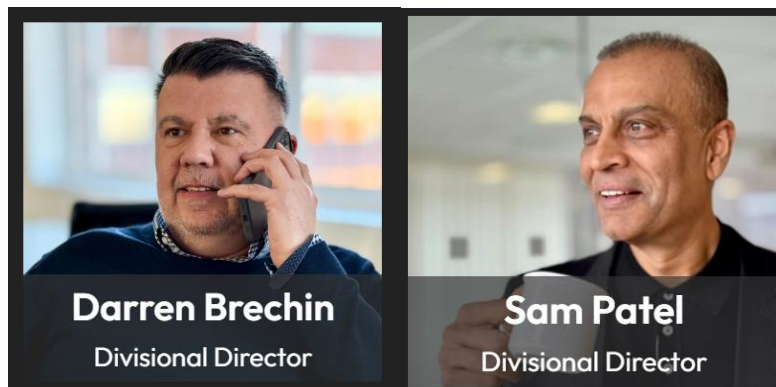
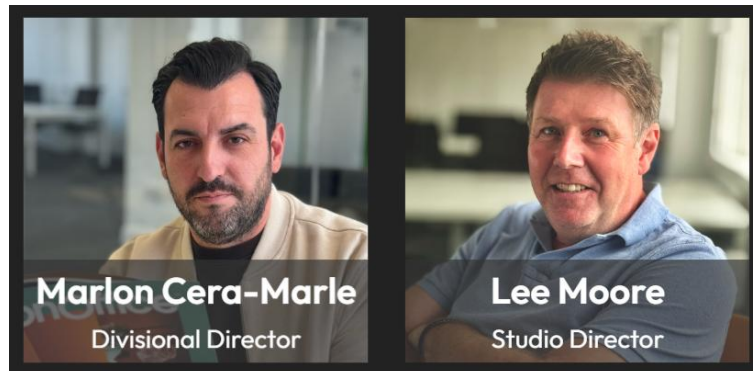
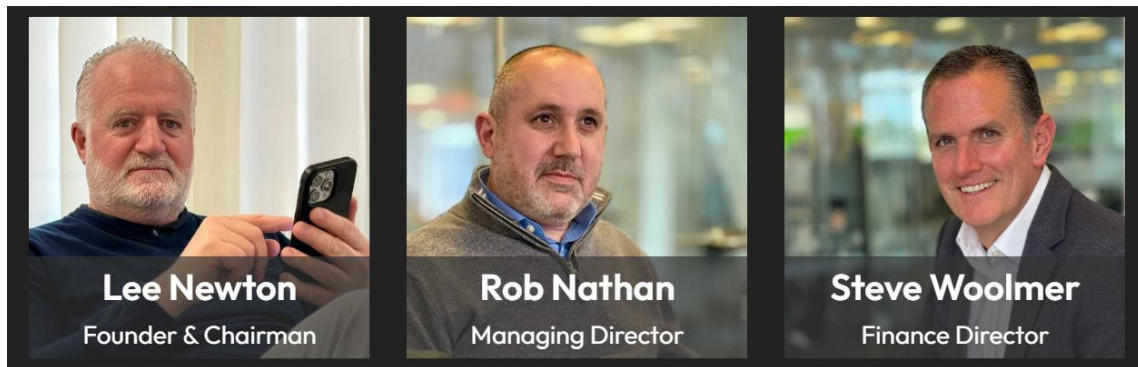
Document Control

This handbook is reviewed annually and updated to reflect UK employment legislation and company practice.

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Your Directors



Welcome

The Directors of Media 10 are delighted to have produced this staff handbook as a guidance for all, whether you are a fresh starter or long-term employee. It's fundamental to the services we provide and how we conduct our business.

The success of our business depends greatly on the enthusiasm and commitment of each and every one of us, as well as your professional development.

Everyone should ensure that they take the time to read and understand the content of this handbook and act in accordance with its aims and objectives, as the content will act as a guide to your employment with Media 10.

We hope it supports you in achieving your full potential while building a long, successful career at Media 10.

Purpose of this handbook

In constantly striving to elevate the quality and efficiency of what we do, this handbook sets out the standards, policies and procedures that support how we work together. It is intended as a practical guide, providing information about the organisation, and guidance on how to act in a range of situations.

Some of the matters covered in this handbook reflect legal requirements and are included for clarity and the avoidance of doubt. Others have developed over Media 10's history and support the way we operate as a business, including our processes, systems, appraisal arrangements and approach to career development.

This handbook brings together the main policies and procedures that you need to be aware of while working with us. You are expected to familiarise yourself with its contents and to follow the policies that apply to you. If you have any questions about the handbook or how it applies in practice, you should speak to your line manager or a director.

The policies and procedures in this handbook apply to all staff, including managers, officers, directors, employees, part-time and fixed-term staff, casual and agency workers, interns, work experience placements and volunteers (referred to collectively as "staff" in this handbook).

This handbook does not form part of your contract of employment. Your contract of employment is provided to you separately and sets out your principal terms and conditions, including your job title, hours and place of work, probationary period, pay, holiday entitlement, sickness pay, notice provisions, and confidentiality and post-termination obligations.

The handbook will be reviewed and updated from time to time to ensure it continues to reflect legal requirements and best practice. The most up-to-date version will be available via the intranet.

What we do...and are superb at...

30 live events – worldwide

13 publications – lifestyle, design and home

60+ awards – and hoping for many more

1m+ visitors to our events each year

We create and deliver live events, magazines, and websites, both for brands we own, and on behalf of brands too. Taking on every project in-house from concept to delivery, our teams are the most talented professionals in the industry, working together and drawing on each other's strengths to deliver the very best. And, because we're a truly independent company, we're able to give our teams the creative freedom that's led to Media 10 being one of the most decorated companies in the industry.

Events and experiences that win hearts, minds and awards; we create them, develop them, and deliver them – down to the last detail. From the Ideal Home Show to Clerkenwell Design Week. From the Coronation Festival to Destination Star Trek. Working with Channel 4, ITV, BskyB and even, THE QUEEN, yes, the ACTUAL Queen of England.

What we do transforms brands and turns whole industries on their heads. It entertains millions, and makes millions for our partners, sponsors and exhibitors.

You'll find us in the UK, South Africa and China, working hard, laughing a lot, creating bold, meaningful experiences, and loving what we do more each day.

How we do it

Create

We're the force behind some of the UK's biggest brands like Grand Designs Live, Ideal Home Show, Good Homes, ICON, UK Construction Week and 100% Optical, with Media 10 Teams creating vibrant, original content for them all.

Collaborate

If you've heard of them, we've probably worked with them. ITV, CBS, Channel 4, BBC, and Virgin Media; we are proud to call them all our partners.

Innovate

We've transformed fading events and brands into award-winning shows and household names. For example, the Ideal Home Show. We took it from the edge of extinction to 450,000 visitors a year.

Our values

We are passionate about delivering the very best results in everything we do. From our current events, magazines, awards, seminars and conferences through to world class sponsor, partner, exhibitor and consumer customer service.

We not only enjoy what we do, WE LOVE IT, and this is reflected in over 60 awards we have won in the last decade from our peers within each industry we work.

Our team of over 200 respected professionals ensure that everything we work on is delivered on time, under budget and exceeding all expectations. We have many measures, however fundamentally we will always be proud of what we do.

- **Passion:** nobody's standards will be greater than our own
- **Pride:** we do everything to the best of our abilities
- **Promise:** we move heaven and earth to deliver on them
- **Respect:** we treat everyone the way we like to be treated
- **Trust:** we are honest, fair and reasonable
- **Creative:** we are innovators, we take risks and dare to be different
- **Fun:** we inject fun into every project we work on. Down to earth, we remain grounded as we've grown from a small business to a large award-winning company

Media 10 – we turn ideas into reality

A-Z of working at Media 10

Should you wish to receive further information on anything contained herein, or wish to see the full policy details, please contact the Business Support Manager

Absence (and all leave scenarios)

From time-to-time, circumstances may arise when you require leave of absence. Our approach is to agree to reasonable requests subject to the operating requirements of the business. Such leave can be taken from your accrued leave entitlement, unpaid or sickness, unless otherwise agreed.

All absence scenarios (excluding some sickness and time off in lieu), must be approved in advance, where possible, by your line manager or director, and input onto Cezanne before the leave is taken where applicable. If you need any help with this, you can email one of the members in the Business Support Team at business.support@m10group.co.uk

If you are absent or late due to unforeseen circumstances, you must be in contact with your manager to update them of your situation. At the discretion of your manager, you may be required to take holiday to cover the absence depending on the situation. If your manager is not available, you must contact your director to update them of your situation.

Adoption

Overview

The statutory right to up to 52 weeks' adoption leave and 39 week's adoption pay is available to eligible employees adopting a newly placed child. Where a couple adopts a child jointly, only one of them can take adoption leave. The couple can choose which parent takes leave; the other parent may be able to take paternity leave, parental leave, or shared parental leave.

Key points

- An employee who is entitled to adoption leave can take up to 26 weeks' ordinary adoption leave, followed by a further 26 weeks of additional adoption leave. Adoption leave is a 'day one' right.
- Up to 39 weeks' statutory adoption pay is available to eligible employees.
- Statutory adoption pay will be paid at the rate applicable.
- Parents adopting a child are entitled to time off work to attend adoption appointments. All appointments must be entered on Cezanne.
- The employee must notify their employer of an intention to take adoption leave within seven days of being notified of a match, or as soon as reasonably practicable, by the adoption agency.
- The employment contract continues as normal during adoption leave, with the exception of pay (unless the contract allows for pay to continue).
- The employee has an automatic right to return to work after their adoption leave. The job to which they are entitled to return will depend on whether they have taken ordinary or additional adoption leave.
- Employees who request or take adoption leave are protected against any detriment or unfair dismissal.
- Employees who have a child placed for adoption may be able to convert a period of adoption leave or pay into a period of shared parental leave or pay that can be taken by either parent on a flexible basis.

Please contact a member of the Business Support Team should you wish to view the full policy

Carers

Media 10 recognises that employees may have caring responsibilities for dependents with long-term care needs. This policy sets out employees' statutory right to take Carer's Leave in line with the Carer's Leave Act 2023 and Carer's Leave Regulations 2024, and explains how this leave can be requested and taken.

Media 10 is committed to supporting employees to balance work and caring responsibilities and to ensuring that employees are not treated unfavourably for exercising their statutory rights.

Eligibility

All employees are eligible to take Carer's Leave from day one of employment. Eligible employees are entitled to take up to one working week of unpaid Carer's Leave in any rolling 12-month period. For the purposes of this policy, a week is based on the employee's normal working pattern, and the leave can be taken as a single block of leave, or as individual days or half-days

Purpose of Leave

Carer's Leave may be taken to provide or arrange care for a dependant with a long-term care need, including a spouse, partner, child, parent, household member, or someone who reasonably relies on the employee for care.

Notice

Employees must give notice to their line manager or director of at least twice the length of the leave requested, and must be entered onto Cezanne before the event takes place. Evidence is not normally required.

Leave may be postponed (but not refused) where business operations would be unduly disrupted. Any postponed leave will be allowed within one month of the original request.

Unused Carer's Leave cannot be rolled over to the next year.

Maternity

Overview

All pregnant employees have the right to take up to 52 weeks' maternity leave, regardless of their length of service. They may also qualify for up to 39 weeks' statutory maternity pay, or maternity allowance, if they do not qualify for statutory maternity pay. An employee has the right to return to work during, or at the end of, ordinary maternity leave, to the same job on the same terms and conditions as if she had not been absent.

Pregnant employees have the right to time off to attend ante-natal appointments and should be added onto Cezanne before the appointment takes place. Employers are under particular health and safety obligations in respect of pregnant employees and those who have recently given birth, or who are breastfeeding.

Key points

- All pregnant employees are entitled to 26 weeks' ordinary maternity leave (OML) and 26 weeks' additional maternity leave (AML), regardless of their length of service.
- An employee is prohibited from working in the two weeks (four weeks if working in a factory) immediately following the birth of a child.
- The employment contract continues as normal during maternity leave, with the exception of pay.
- Employees may qualify for up to 39 weeks' statutory maternity pay or maternity allowance.
- Statutory maternity pay will be paid at the rate applicable.
- Employees may agree to do up to 10 days' work, known as 'Keeping in touch' (KIT) days during the maternity leave period without losing statutory maternity pay (SMP), or triggering the end of maternity leave.
- After additional maternity leave, an employee is entitled to return to either the same job or, if this is not reasonably practicable, to another suitable job, on terms and conditions that are no less favourable to her than those that applied previously.
- Pregnant employees and those who are on maternity leave have significant employment protections. They are entitled not to be subjected to a detriment or to be dismissed because they are pregnant, or because they have taken, or plan to take, maternity leave.
- Pregnancy and maternity are protected characteristics under the Equality Act 2010, and treating someone unfavourably because of pregnancy or maternity is discrimination.
- Employees may be eligible to convert some of their maternity leave into shared parental leave, that can be taken either by the mother or their partner, on a more flexible basis than has been the case (see 'In-depth Returning to work' and section on 'Shared parental leave').

Please contact a member of the Business Support Team should you wish to view the full policy

Paternity

Overview

The right to take up to two weeks' ordinary paternity leave and pay is available to eligible employees around the time of the birth or adoption of a child. Please also see Shared Parental Leave

Key points

- Eligible employees are entitled to one or two consecutive weeks' ordinary paternity leave and pay, which will be paid at the statutory rate.
- Employees are entitled to take time off to accompany their pregnant partner, up to two ante-natal appointments of a duration of 2 hours will be paid, and thereafter unpaid. The appointments must be entered onto Cezanne before the event takes place.
- Statutory paternity pay will be paid at the rate applicable.
- If you qualify, you are entitled to take up to two weeks' paternity leave. Paternity leave must be taken in units of either one whole week, two whole weeks, or two non-consecutive whole weeks.
- Paternity leave may start on any day of the week, on or following the child's birth, but must be completed within 52 weeks of the actual date of birth of the child.
- Eligible employees may be able to take periods of shared parental leave (and possibly pay), which must be taken within a year of the child's birth or adoption (see shared parental leave).

Please contact a member of the Business Support Team should you wish to view the full policy

Parental

Overview

Parental leave was introduced by the Maternity and Parental Leave Regulations 1999, which gave effect to the EU parental leave directive, and has been amended by the Parental Leave (EU Directive) Regulations 2013.

Parental leave is unpaid and has to be taken for the purpose of caring for a child.

Note

Parental Leave should not be confused with Shared Parental Leave, which is available to the parents of babies due (or placed for adoption) on or after 5 April 2015.

Key points

- Parental leave is unpaid and has to be taken for the purpose of caring for the child.
- Parental leave is only available to employees who have at least one year's continuous service with their employer.
- The employee is allowed to take up to 18 weeks' leave (in total) for each child (this period was previously 13 weeks but was increased to reflect revisions to the parental leave directive).
- Parental leave can be taken up until the child becomes 18, but is restricted to a maximum of four weeks in any year, unless the employer and employee agree otherwise.
- Employees must give 21 days' notice if they wish to take parental leave; an employer can postpone (but not refuse) the request in certain circumstances.

Please contact a member of the Business Support Team should you wish to view the full policy

Shared

Overview

The right to shared parental leave, UK, is governed by the shared parental leave and leave curtailment (amendment) regulations 2015.

A parent who is eligible for shared parental leave has the right to bring their maternity or adoption leave and pay period (whichever is applicable), to an end early, and convert the outstanding period of that leave and pay into a period of shared parental leave and pay that can be taken by either parent. Shared parental leave can be taken in a more flexible way than maternity or adoption leave. It does not have to be a single continuous period; leave periods can be as little as a week and both parents can be absent from work at the same time.

Shared parental leave must be taken before the child's first birthday and is in addition to the right to unpaid parental leave under the Maternity and Parental Leave Regulations 1999. The right to additional paternity leave has been replaced by the right to shared parental leave.

Key points

- Women remain entitled to 52 weeks' maternity leave and 39 weeks' maternity pay, and lead adopters remain entitled to the equivalent.
- When an employee on maternity or adoption leave brings that period of leave to an end early, the balance of the maternity or adoption leave and pay period becomes available for either parent to take as shared parental leave and pay.
- Statutory shared parental pay will be paid at the rate applicable
- Shared parental leave can be taken in periods of a week or multiples of a week.
- A parent can take a period of shared parental leave at the same time as the other parent is on maternity leave or shared parental leave.
- A parent will only qualify to take shared parental leave if the other parent meets basic work and earnings criteria, and the parent taking the leave meets the individual eligibility criteria (such as having at least 26 weeks' continuous service ending with either the week of matching for adoption or at the 15th week before the EWC).
- An employer must have at least eight weeks' notice of any period of shared parental leave.
- Each parent can make up to three requests for periods of shared parental leave. Whether the employer can refuse a request depends on whether the employee has asked for a continuous or discontinuous period of leave.
- Shared parental leave has to be taken before the child's first birthday.
- Rights during a period of shared parental leave mirror those of a woman on maternity leave or an adopter on adoption leave: all terms and conditions of employment continue except those relating to remuneration.
- If employees suffer any detrimental treatment or are dismissed as a result of taking or asking to take shared parental leave, they can bring a complaint to the employment tribunal.
- Shared parental leave is also available to parents taking adoption leave. Other than the requirement for a woman on maternity leave that she must take the first two or four weeks as maternity leave, which is not the case for adoption leave, the shared parental leave rules apply equally to both maternity and adoption leave.

Please contact a member of the Business Support Team should you wish to view the full policy

Adverse weather and travel disruption

This policy applies where it becomes impossible or dangerous for employees to travel in to work because of:

- extreme adverse weather such as heavy snow;
- industrial action affecting transport networks; or
- major incidents affecting travel or public safety.

On these occasions, we recognise that a flexible approach to working arrangements may be necessary to accommodate the difficulties employees face and to protect health and safety, while still keeping the business running as effectively as possible. It is always best practice for managers to seek guidance from the Business Support Director as to the decision of the Company as a whole, in order to maintain consistency with circumstances surrounding employees arriving to work late, if at all, or leaving early.

Travelling to work

You should always make a genuine effort to get to work at your normal time. This may include leaving extra time for the journey and/or taking an alternative route. Travel on foot or by bicycle should be considered where appropriate and safe. If you are unable to attend work on time, or at all, you should telephone your director or manager before your normal start time on each affected day.

If you are unable to attend work, you should check the situation throughout the day in case it improves. Information may be available from local radio stations, the police, transport providers or the internet. If conditions improve sufficiently, you should report this to your director or manager and attend work unless informed otherwise.

If you do not make reasonable efforts to attend work or fail to contact your director or manager without good reason, you may be subject to disciplinary proceedings for misconduct. We will consider all the circumstances including the

distance you have to travel, local conditions in your area, the status of roads and/or public transport, and the efforts made by other employees in similar circumstances.

Alternative working arrangements

You may be required to work from home, where possible, or from an alternative place of work, if available. Your director will advise you of any such requirement. You will receive your normal pay in these circumstances.

If you are able to work, you may sometimes be expected to carry out additional or varied duties during such periods. However, you will not be required to do anything you cannot do competently or safely.

Late starts and early finishes

If you arrive at work late or ask to leave early, you will usually be expected to make up any lost time. Your director has the discretion to waive this requirement in minor cases or (in the case of lateness), where they are satisfied you have made a genuine attempt to arrive on time.

Your director has the discretion to allow you to leave early and should have regard to the needs of the business and your personal circumstances.

Where half the normal working day or more is lost, this will be treated as absence and dealt with as set out below.

Absence and pay

If you are absent from work due to extreme weather or other disruptions to travel, you are not generally entitled to be paid for the time lost.

Absence in these cases can be treated in a variety of ways. You should discuss your preference with your director, who retains overall discretion in the matter. A number of options are set out below:

- Treating the absence as annual leave. If not enough annual leave entitlement remains, you may take as unpaid.
- Making up the lost hours within a reasonable time.

If, in exceptional circumstances we decide to close the workplace, you will be paid as if you had worked your normal hours.

School closures and other childcare issues

Adverse weather sometimes leads to school or nursery closures or the unavailability of a nanny or childminder.

In cases such as these where childcare arrangements have been disrupted, you may have a statutory right to reasonable time off without pay. For further information, see our Parental Time Off clause in the A-Z of working for Media 10 section of the Staff Handbook.

Annual leave

The holiday year runs from 1st January to 31st December and your first year of employment, you are entitled to 25 days plus all eight recognised public and bank holidays in England, (calculated on a pro-rata basis by reference to a full-time equivalent entitlement). If your employment starts or finishes part way through the holiday year, your holiday entitlement during that year shall be calculated on a pro rata basis.

Part-time workers are entitled to a pro rata equivalent of the annual leave entitlement of a full-time worker. The holiday entitlement is accrued at the rate of 1/260th for every weekday worked and over the year in which it is to be taken. There are 8 bank holidays in a year which are added pro-rata to a part-time employee's annual holiday entitlement. If a bank holiday falls on a day that the employee normally works, Cezanne will automatically calculate this from your leave entitlement.

The dates of your holidays must be approved by your line manager or Director and must be approved before entering onto Cezanne. Reasonable notice should be given for when you wish to take leave and as a guide, please see reasonable notice below:

Leave taking notice required

- Half day – 24 hours
- One day – 3 days
- One week or more – 1 month

Notice is required because the Company must ensure that the staffing needs of each department are not put at risk. Agreement for you to take additional time off beyond your annual entitlement is discretionary and will be unpaid.

No holiday entitlement may be carried over from one calendar year to another unless in exceptional circumstances and where permitted by law, and a Director of the Company has agreed you may do so in writing.

The offices are closed for the period between Christmas and New Year. You are required to reserve the appropriate number of leave days to cover this period, and this could be up to 3.5 days depending on how the holiday falls.

No payment will be made for unused holiday entitlement except where employment comes to an end. On termination of your employment, you will be entitled to paid holiday pro-rata to the number of completed calendar months worked by you in the relevant calendar year. Upon leaving, your entitlement is calculated and if you have taken more than accrued, the excess amount will be deducted from your final pay. If you do not have any pay owing in your final pay, we will seek to recover the outstanding money from you directly. If your employment is terminated by reason of gross misconduct, any entitlement in excess of the statutory minimum will be forfeited and recovered from the Company accordingly and if appropriate.

The company reserves the right to require you to take any unused company holiday entitlement during your notice period or employment tenure. Should the company require you to take leave, we will give at least twice as long as the amount of leave you wish to take. For example, 2 days' notice for 1 day's leave. The company can refuse a leave request, and we will give as much notice as the amount of leave requested. For example, 2 weeks' notice if the leave requested was for 2 weeks.

Holiday entitlement does not accrue during your notice period unless you actually work the notice period or at the Company's discretion.

Holiday dates will be allocated normally on a first come, first served basis. Whilst the Company will try to accommodate individual preferences for holiday dates, the needs of the Company may have to take precedence, particularly if inadequate notice is given. More than two consecutive weeks' holiday is not normally permitted.

Sickness or injury occurring during a period of planned holiday will be paid in accordance with statutory rules and current legislation.

Attendance as a witness

Leave will normally be unpaid unless you are either summoned (when payment will be on the same basis as for jury service), or you are appearing on behalf of the Company.

Bereavement / compassionate

In the case of bereavement of a spouse or partner, child, stepchild, grandchild, parent, stepparent, parent-in-law, grandparent, brother or sister, aunt or uncle, stepbrother or stepsister, or brother or sister-in-law, the Company will give you three days paid compassionate leave of absence per year. This is for one occurrence of bereavement only per year and days not taken cannot be carried over to the next year.

If any extra time off is necessary in order to sort out the affairs/estate of the deceased, this must be taken either as part of your annual holiday entitlement or as unpaid leave should you not have any entitlement available. For other funerals, you must obtain permission from your Director for unpaid leave or holiday.

The parental bereavement (leave and pay) act 2018

It is expected that all employed parents or carers will be entitled to a day-one right to two weeks leave if they lose a child under the age of 18, or suffer a still birth after 24 weeks of pregnancy. If the employee has more than 26 weeks of continuous service, they're entitled to the statutory rate for this two-week period otherwise the leave will be unpaid.

Covid or infectious illnesses

To help protect the health and wellbeing of everyone in the workplace, we ask all employees to take reasonable steps to reduce the spread of infectious illnesses, including COVID-19, flu, and similar viruses.

If you are suffering with symptoms of an infectious illness including covid, or feel you may have covid after being in the presence of others who have it, it is your responsibility to ensure you do regular lateral flow tests before coming to the office.

Although there is no longer a legal requirement to self-isolate, staying at home is the only way to protect your colleagues and others to stop the spread of the virus. Anyone who tests positive with COVID-19 should stay at home for five days if they can, and avoid contact with other people.

If you do have covid, you are to stay at home and recover. You should send a photograph of your positive covid test to your line manager and/or a member of the Business Support Team.

You are ok to come back to the office after day 5 of isolation, and if you are feeling well.

Everyone has a responsibility to help maintain a safe and healthy workplace. Please be mindful of colleagues by practising good hygiene (e.g., washing hands, using tissues, and keeping shared spaces clean), and remaining at home when unwell.

Jury service

You should tell your line manager as soon as you are summoned for jury service and provide a copy of your summons if requested.

Depending on the demands of our business, we may request that you apply to be excused from or defer your jury service, in accordance with your location's laws.

Jury Service is not covered by Company sick pay or annual leave. Employees are expected to claim the allowance and expenses payable by the court. The Company will not normally pay additional salary during Jury Service, unless otherwise agreed in writing. You must keep your line manager informed of the expected length of Jury Service and provide confirmation of attendance and any payments received if requested.

If you are released early, are not required to attend on a particular day, or finish early, you are expected to return to work for the remainder of the day, subject to reasonable travel time.

Time off for public duties

We wish to enable you to perform any public duties that you may be committed to undertake, and so will permit you time off to do so where it does not conflict with the operational needs of our business. We are not obliged to grant staff paid leave for these purposes.

Lateness and extreme absence

Bad timekeeping is not acceptable and will be considered in appraisals and salary reviews. In addition, lateness may merit appropriate disciplinary action.

Media 10 use the Bradford Factor when calculating the level of absence within a 52 week period. If unacceptable high levels of absence are demonstrated during this period by an employee, it may lead to disciplinary action. High levels of absence will be considered in appraisals and salary reviews. SSP rules will be applied if your absence levels are of an unacceptable high level.

Medical and dental appointments

Hospital, doctors, or dental appointments should be arranged to take place outside normal working hours, or a day you are working from home, if applicable. If this is not possible, medical, or dental appointments should be arranged first thing in the morning or at the end of the day. The Company will allow a maximum of two hours out of the office for a medical appointment. If an appointment requires you to be out of the office for more than two hours you will be expected to take half a day's holiday.

On confirmation of your medical appointment, please ensure your line manager or director are aware, and please upload proof of appointment and details of your appointment on Cezanne prior to the appointment.

In an emergency, or in appropriate circumstances, if you produce written evidence of an appointment to attend hospital or for dental treatment, you may, at the Company's discretion, be granted paid absence which will not normally exceed a half day on any occasion, depending on the documentation provided. All absence relating to appointments must be recorded on to Cezanne prior to the appointment.

To reiterate, confirmation or proof of medical appointments must be provided to your line manager or Business Support and uploaded on to Cezanne prior to the appointment taking place.

Neonatal care leave and pay

Media 10 recognises employees' right under the Neonatal Care (Leave and Pay) Act.

Eligible employees who baby required neonatal care afterbirth may be entitled to take Neonatal Care Leave, in addition to maternity, paternity, or shared parental leave. This leave is separate from, and does not reduce any entitlement to maternity, paternity, or shared parental leave.

Neonatal Care Leave may be taken for each week the baby receives qualifying neonatal care, up to the statutory maximum, and must be taken in line with current legislation. Eligible employees may also qualify for Statutory Neonatal Care Pay at the prevailing statutory rate.

Further details on eligibility, notice requirements, and pay, will be provided in accordance with the legislation in force at the time. Employees should contact their line manager or the Business Support Team for guidance.

Public holidays

The recognised public and bank holidays are New Year's Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday, August Bank Holiday, Christmas Day and Boxing Day.

If your normal working hours are 36.25 hours a week, you will receive eight days' leave in recognition of bank and public holidays in addition to your holiday entitlement. If you are a part-time employee, you will receive an entitlement for bank and public holidays proportional to your hours of work.

Reserve forces duties

We are aware that staff who are members of the Reserve Forces (the Territorial Army, Royal Navy Reserve, Royal Marines Reserve, or Royal Auxiliary Air Force) may be called-up at any time to be used on full-time operations and will be expected to attend regular training.

We are under no obligation to offer leave (either paid or unpaid) for reservist staff to undertake training and expect existing holiday entitlement to be used to meet reservist commitments.

The first week of the annual two-week training period is to be covered by annual holiday entitlement; the second week, together with any further periods, will be unpaid unless covered by annual holiday entitlement.

Sickness

Sickness absence can vary from short intermittent periods of ill-health to a continuous period of long-term absence, and have a number of different causes (for example, injuries, recurring conditions, or a serious illness requiring lengthy

treatment). The purpose of this policy is to ensure that where you are genuinely unwell, you are treated fairly and consistently, while minimising the impact of sickness absence on the Company.

We wish to ensure that the reasons for sickness absence are understood in each case and investigated where necessary. In addition, where needed and reasonably practicable, measures will be taken to assist those who have been absent by reason of sickness to return to work.

We may vary the procedures set out in this policy, including any time limits, as appropriate in any case.

We are aware that sickness absence may result from a disability. In this event, particular consideration will be given to whether there are reasonable adjustments that could be made to the requirements of a job, or other aspects of working arrangements that will provide support at work and/or assist a return to work. If you consider that you are affected by a disability or any medical condition which affects your ability to undertake your work, you should inform your line manager or your director.

If you are unable to attend work due to sickness, injury or for any other reason, you or someone on your behalf, must inform your line manager or your director as soon as possible on your first day of absence and within an hour of normal starting time (if reasonably possible), and on each subsequent day thereafter at the same time, until such time as you return to work or have obtained and supplied the Company with a medical certificate. You should call your manager or director in the first instance if you are going to be absent from work. Your absence must be logged by you onto Cezanne with the reason for your absence.

If you need time off for any reason e.g., a visit to the doctor, dentist, hospital or personal business you must advise your line manager or your director in advance (where possible please try to arrange these for out of working hours). If the appointment is during the working day, you are entitled to 2 hours out of the office, if more time is taken then the time must be taken from your annual leave entitlement. We would request that you try to make your appointments either at the very beginning of the day, or the very end of the day. All appointments and appointment confirmation should be added to Cezanne.

Any unauthorised absence must be properly explained and in the case of an absence of uncertain duration, you must keep the Company informed until you have provided the Company with a medical certificate to cover the entire period of absence.

If for any reason you are feeling unwell while at work, you must contact your line manager or a director before leaving the premises. On your return you must submit to your line manager or a director, a Statement of Fitness for Work, (not for short term absence), if applicable.

You should call your manager or director in the first instance if you are going to be absent from work. If you are unable, text/email is acceptable provided you follow up by phone as soon as possible. Your absence must be logged on Cezanne with the reason for your absence

Please note that statutory SSP rules apply during your probationary, trial and notice period (regardless of which party has given notice). If you are absent from work due to sickness or injury, you will be eligible for Statutory Sick Pay only. Statutory Sick Pay is payable from the first qualifying day of absence (subject to legislative provisions in force at the time). There are no waiting days unless otherwise required by statute. If you are absent from work due to sickness or injury for more than seven consecutive calendar days (including weekends), you must provide the Company with a medical certificate by the eighth calendar day of sickness or injury. Thereafter medical certificates must be provided to the Company to cover any continued absence. These certificates must be given to your line manager. SSP will be paid in accordance with the prevailing statutory rate and eligibility criteria in force at the time.

For sickness absence of seven consecutive calendar days or fewer, you may self-certify in accordance with statutory provisions. Medical evidence is required from the eighth calendar day, unless legislation provides otherwise.

If you are absent from work due to sickness or injury and comply with the requirements above regarding notification of absence:

1. You will be paid Statutory Sick Pay in accordance with and subject to the relevant statutory provisions from time to time as amended. For Statutory Sick Pay purposes your qualifying days are the days you are contractually obliged to work;
2. You may be paid Company Sick Pay at the Company's discretion;
3. Any payment made to you by the Company as Company Sick Pay shall include any Statutory Sick Pay also payable. If you are eligible to receive State Sickness Benefit or State Invalidity Benefit or any other state benefits from time to time, you must inform the Company as any such benefits will normally be deducted from your pay.

Anyone who is suspected of or caught abusing the Statutory Sick Pay Scheme or rules relating to absence from work will be dealt with under the Company's disciplinary procedure, which may result in a formal warning or, in serious cases, dismissal with or without notice depending on the seriousness of the case.

The payment of any Company Sick Pay is dependent upon your complying with all the rules relating to notification of absence. If you reach 10 days of sickness absence, this will trigger SSP and your entitlement to Company sick pay comes to an end. Any periods of absence that has not been notified to the Company in line with the rules as laid out under Sick Leave and Sick Pay will be treated as unauthorised absence. The Company reserves the right to withhold payment or deduct from your salary a day's pay for each day of unauthorised absence. Any decision concerning this matter will reasonably be made by a Director of the Company.

Medical examination/Occupational health

1. The Company reserves the right to require you at any time to undergo a medical examination by an independent medical practitioner nominated by the Company at its expense. You will be required to consent to a report being provided to management concerning your fitness for work or any other relevant matter.
2. Where appropriate, and subject to your rights under the Access to Medical Reports Act 1988 and applicable data protection legislation, you may be required to provide written consent for the Company's nominated practitioner to obtain relevant medical information from your GP or other treating medical professional.

Return to work

1. Upon your return to work, you may be required to present a certificate from your doctor confirming that you are fit for work. You may also be required to submit to a medical examination by a Company-nominated doctor before returning to work.
2. Any decision regarding your fitness to return to work will be made reasonably, in line with applicable law and Company policy, and following appropriate medical advice. The Company reserves the right, acting reasonably, to delay or refuse a return to work where medical advice indicates that a return would be inappropriate.

Immediately following your return to work after a period of absence if you have not already done so, you are required to log your sickness on Cezanne with the dates and the reason for your absence, including details of sickness on non-working days, as this information is required by the Company for calculation of entitlement to Statutory Sick Pay. You may also be asked to attend a Return to Work interview with your line manager, a member of the Business Support Team, or director.

Cases of unauthorised absence will be dealt with under our Disciplinary Policy.

Absence that has not been notified accordingly to the sickness absence reporting procedure, will be treated as unauthorised absence.

We are committed to supporting employees return to work from long-term sickness absence. We will, where appropriate and possible, support return to work by:

- a) Obtaining medical advice;
- b) Making reasonable adjustments to the workplace, working practices and working hours;
- c) Consider redeployment; and /or
- d) Agreeing a return-to-work programme with everyone affected.

General conditions

- You are entitled to Statutory Sick Pay for up to 28 weeks in any period of incapacity for work, subject to statutory requirements.
- For sickness absence of seven consecutive calendar days or fewer, you may self-certify in accordance with statutory provisions. Medical evidence is required from the eighth calendar day unless legislation provides otherwise.
- If you fall ill during pre-arranged annual leave, you may request that the days of incapacity be treated as sickness absence rather than annual leave, provided you comply with the notification and certification requirements. The Company may require medical evidence.
- During sickness absence, your manager may make reasonable contact with you to discuss your wellbeing and anticipated return to work.
- If your doctor provides a “may be fit for work” statement, you must inform your line manager immediately. The Company will discuss any adjustments recommended. If reasonable adjustments cannot be implemented, you will remain on sick leave and the situation will be reviewed.
- Where there are concerns regarding frequent or persistent short-term absence, the Company reserves the right to require medical evidence for each absence, regardless of duration. Where this applies to absences of seven days or fewer, the Company will reimburse reasonable medical certification costs upon production of a receipt.
- Company Sick Pay will not normally be paid (beyond SSP) for absence resulting from participation in dangerous or high-risk activities.
- Where sickness absence arises from a third-party claim for damages, you must notify the Company. The Company reserves the right to recover from any compensation awarded an amount equivalent to Company Sick Pay paid in respect of lost earnings, subject to applicable law.
- The Company may review any ongoing sickness absence and may investigate where there are concerns about its legitimacy. Excessive absence may result in capability or disciplinary action, up to and including dismissal.
- The Company reserves the right to vary this policy in line with changes in legislation.

Unauthorised absence

An employee who fails to report for work at the appropriate time, as detailed in this handbook, will be deemed to be unauthorised absence for which no payment will be made, and may lead to disciplinary action, unless the absence is due to:

- a) Genuine sickness that has been notified to the Company in accordance with its procedures as outlined in this handbook
- b) Leave for which prior permission has been granted (in writing where appropriate) by your line manager or Director
- c) Genuine reasons outside the employee’s control which are reasonably acceptable to the Company

If you are absent from work for any reason, and your absence has not previously been authorised by your line manager or director, you or someone on your behalf must inform your line manager or director by 9am on your first day of absence, and on each subsequent day thereafter at the same time, until such time as you return to work or have obtained and supplied the Company with a medical certificate (see section headed Sick Leave and Sick Pay).

Time off in lieu (TOIL)

Time Off in Lieu (TOIL) may be offered to employees who are required to work outside of their normal contracted hours, including weekends and bank holidays. TOIL is intended to provide time off as compensation for authorised additional time worked and is subject to operational needs. It does not form part of your statutory entitlement.

Authorisation

All overtime, weekend working, or work on a bank holiday must be approved in advance by your director or line manager before the work takes place. Approval should be confirmed in writing (e.g., email or Teams message). Work undertaken without prior written approval may not be eligible for TOIL.

TOIL entitlement

Where approved additional hours are worked:

- Employees will normally receive equivalent time off, calculated on a time-for-time basis (e.g., one full day worked = one day TOIL, subject to confirmation of hours worked).
- TOIL may be taken only with the agreement of your Director / line manager and must be booked in advance, in the same way as annual leave.

Working Time Regulations

The Company will manage working hours in line with the Working Time Regulations 1998, including rest break and rest period requirements.

Time limits and expiry

TOIL must normally be taken within one month of being earned, unless otherwise agreed in writing due to business requirements or availability.

TOIL:

- cannot be carried over into a new holiday year, and
- is separate from statutory annual leave, and if TOIL not taken within the agreed period, it may be forfeited unless an extension has been agreed in writing.

Payment

TOIL is normally provided as time off rather than additional pay. TOIL will not normally be paid in lieu, except where required by law or where otherwise agreed in writing.

TOIL is not a contractual entitlement and may be withdrawn or amended at the Company's discretion, provided this is applied fairly and consistently.

Voluntary public service

These embrace activities such as attendance at public bodies (tribunals, magistrate's court as a Justice of the Peace, council meetings, school governors etc.) and standing for election. Leave of absence for this purpose is usually unpaid.

As soon as you are aware that you will require time off for performance of a public service, you should notify your line manager in writing, providing full details of the time off that is being requested and the reasons for your request. In order that arrangements can be made to cover your duties in your absence, you should make your request in good time.

We will agree to requests for time off to undertake public duties wherever reasonably possible. If it is not possible to accept a request, you will be given written reasons for our decision.

Each request for time off (usually unpaid), will be considered on its merits, in the circumstances in which it is made including:

- a) whether the activity is reasonable in relation to your employment
- b) how much time off is reasonably required for the duty in question
- c) how much time off you have already taken for the public duty in question
- d) how your absence will affect our business

Anti-bribery and corruption

Bribery and corruption are illegal and will not be tolerated. It is an offence to offer, promise, give, request, agree to receive, or accept a bribe.

Media 10 is committed to conducting all business in an honest and ethical manner. We take a zero tolerance approach to bribery and corruption, and are committed to acting professionally, fairly, and with integrity in all our business dealings and relationships, wherever we operate.

We will comply with all laws relevant to countering bribery and corruption in the jurisdictions in which we operate. We remain bound by UK law, including the Bribery Act 2010, in respect of our conduct both in the UK and overseas.

Who must comply with this policy?

This policy applies to all individuals working for, or on behalf of, Media 10 in any capacity, including employees at all levels, directors, officers, agency workers, secondees, volunteers, interns, agents, contractors, external consultants, third-party representatives, and business partners.

What is bribery?

A bribe is a financial or other advantage offered, promised, given, requested, agreed to be received, or accepted with the intention of inducing or rewarding improper performance of a function or activity.

Bribes may take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract, or any other advantage or benefit.

All forms of bribery are strictly prohibited.

If you are unsure whether something constitutes bribery, you must raise it with your line manager or a director before taking any action.

Prohibited conduct

You must not, directly or indirectly:

- offer, give, or promise any payment, gift, hospitality, or other benefit in the expectation that a business advantage will be received in return, or to reward a business advantage already received;
- accept any payment, gift, hospitality, or other benefit where you know or suspect it is offered with the expectation that a business advantage will be provided in return;
- offer or give a facilitation payment (a payment to a government or public official to speed up or secure a routine or necessary action), regardless of local practice;
- request, accept, or receive for personal benefit any commission, rebate, discount, gratuity, hospitality, or other advantage from any person or organisation doing business with Media 10, unless it is permitted under this policy and properly declared and approved.

Public officials

Special care must be taken when dealing with public officials (including employees of government departments, regulators, state-owned businesses, and political parties). Any gifts, hospitality, payments, or benefits provided to a public official must be approved in advance by a director.

Gifts and hospitality

This policy does not prohibit the giving or acceptance of reasonable and appropriate hospitality or promotional gifts for legitimate purposes such as building relationships, maintaining our reputation, or marketing our products and services.

However, a gift or hospitality is not acceptable if it:

- is unduly lavish, excessive, or inappropriate in the circumstances;
- could be perceived as an inducement or reward for preferential treatment;
- is offered or accepted during a tender process, negotiation, or decision-making period where it could influence judgement;
- includes cash or cash equivalents (such as vouchers);
- is given or accepted in secret; or
- could damage Media 10's reputation.

Gifts and hospitality must be given in the name of Media 10, not in an individual's name. Promotional gifts of low value (such as branded stationery) may be given to or accepted from customers, suppliers, and business partners, provided they are reasonable and appropriate.

Declarations and record-keeping

You must declare and keep a written record of all hospitality or gifts given or received. You must also submit all expenses claims relating to hospitality, gifts or payments to third parties in accordance with the expense's clause in this handbook and in your contract of employment and record the reason for expenditure.

All accounts, invoices, and other records relating to dealings with third parties including suppliers and customers should be prepared with strict accuracy and completeness. Accounts must not be kept "off-book" to facilitate or conceal improper payments.

Third parties and due diligence

Media 10 may carry out due diligence on third parties and may require anti-bribery assurances, contractual clauses, or compliance confirmations as part of engaging agents, contractors, consultants, suppliers, or other business partners.

Raising concerns and whistleblowing

If you are offered a bribe, asked to make one, or suspect that bribery, corruption, or any breach of this policy has occurred or may occur, you must report it as soon as possible to your line manager or a director, or in accordance with our whistleblowing policy.

You must not threaten or retaliate against anyone who refuses to offer or accept a bribe, or who raises concerns in good faith. Concerns raised will be treated seriously and handled confidentially where possible.

Breaches of this policy

Any employee who breaches this policy may face disciplinary action, which could result in dismissal for gross misconduct following a fair process. Any non-employee who breaches this policy may have their contract terminated with immediate effect.

Media 10 may amend this policy at any time to reflect legal or operational requirements.

Anti-Harassment and Bullying Policy

Purpose

Media 10 is committed to providing a safe, respectful, and inclusive working environment where everyone is treated with dignity. Harassment and bullying are not tolerated under any circumstances.

This policy sets out the standards of behaviour expected of all staff and explains how concerns about harassment or bullying will be raised, investigated, and addressed

Scope

This policy applies to:

- All employees, directors, contractors, freelancers, agency staff, volunteers and interns; and
- Conduct occurring:
 - in the workplace
 - at work-related events, social functions or networking activities
 - while working remotely or from home
 - during business travel
 - through electronic communications, including email, messaging platforms, phone calls, video meetings, and social media

Harassment or bullying by third parties (including clients, customers, suppliers, contractors or visitors) is also covered. Media 10 will take reasonable steps to prevent and address third-party harassment and to support individuals affected by it.

What is Harassment?

Harassment is unwanted conduct that has the purpose or effect of:

- violating a person's dignity; or
- creating an intimidating, hostile, degrading, humiliating, or offensive environment.

Harassment may relate to a protected characteristic under the Equality Act 2010, including:

- age
- disability
- gender reassignment
- marriage or civil partnership

- pregnancy or maternity
- race, nationality or ethnic origin
- religion or belief
- sex
- sexual orientation

Harassment can be verbal, physical, non-verbal, or written and may include (but is not limited to):

- offensive jokes, comments, or gestures
- unwanted physical contact
- sexual advances, suggestive remarks, or inappropriate questions
- displaying, sending, or sharing offensive or inappropriate material (including online content)
- online harassment or “cyber-bullying”
- exclusion, ridicule, mockery, intimidation, or humiliation
- intrusive or persistent behaviour that makes someone feel uncomfortable or unsafe

A single incident can constitute harassment.

What is Bullying?

Bullying is offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power, that undermines, humiliates, injures, or causes distress to another person.

Bullying may include:

- shouting, sarcasm, insulting language, or persistent criticism
- setting someone up to fail
- undermining or belittling someone
- unreasonable work demands or deadlines
- spreading malicious rumours
- deliberately excluding or isolating someone
- misuse of authority or intimidation

Legitimate, reasonable management of performance, conduct, or attendance does not constitute bullying when carried out appropriately and professionally.

Responsibilities

All staff must:

- treat others with respect, professionalism and fairness
- not engage in harassment, bullying, discrimination or victimisation
- consider the impact of their behaviour on others
- raise concerns promptly (whether experienced or witnessed)
- cooperate with any investigation

Managers and directors

Managers and Directors must:

- lead by example and set appropriate standards
- take concerns seriously and act promptly
- seek guidance from the Business Support Team where required
- ensure matters are handled sensitively and fairly
- maintain confidentiality as far as possible
- ensure no retaliation occurs against anyone raising concerns

Media 10

Media 10 will take all steps to prevent harassment and bullying, including appropriate training, clear reporting channels and fair procedures for investigating concerns.

Raising a concern (informal and formal)

Media 10 encourages employees to report harassment or bullying as soon as possible. Where appropriate and if the individual feels able to do so, concerns may be addressed informally by telling the person their behaviour is unwelcome and must stop. Employees may seek support from their manager or the Business Support Team on how to approach this.

Concerns can be raised formally by:

- speaking to your line manager; or
- speaking to a director; or
- contacting the Business Support Team.

If the concern relates to your line manager, you may raise it directly with a director or the Business Support Team.

Where a formal complaint is raised, it will normally be handled under the Company's Grievance Procedure, and any misconduct identified may be dealt with under the Disciplinary Procedure.

If the matter relates to serious wrongdoing (for example, criminal conduct, serious safeguarding concerns or systemic issues), it may be raised under the Whistleblowing Policy.

Confidentiality

All concerns will be handled sensitively and confidentially so far as possible. Information will be shared only with those who need to know in order to investigate and respond appropriately.

Absolute confidentiality cannot be guaranteed, particularly where there is a need to investigate allegations fairly, protect individuals, or where disclosure is required by law.

Investigation and outcomes

All complaints will be investigated fairly and without unreasonable delay. This may involve interviews with relevant individuals and reviewing supporting evidence (including messages, emails or other records).

If harassment or bullying is found to have occurred, it will be treated as a disciplinary matter and may result in action up to and including dismissal for gross misconduct.

Where a complaint involves third-party harassment, Media 10 will take appropriate steps which may include reporting concerns to the third party organisation, limiting contact, changing working arrangements, or other proportionate measures.

Protection from retaliation (victimisation)

Media 10 will not tolerate retaliation against anyone who:

- raises a concern or makes a complaint in good faith
- supports a complaint
- participates in an investigation

Victimisation is a disciplinary offence and may result in action up to and including dismissal.

Support

Employees affected by harassment or bullying are encouraged to seek support from their line manager (where appropriate), a director, or the Business Support Team. Media 10 will aim to provide appropriate support during and after any investigation, including reasonable adjustments where necessary.

Appearance / dress code

Media 10 aims to maintain a professional and welcoming environment while supporting a relaxed and comfortable workplace culture. Our dress code is generally casual, however employees are expected to dress appropriately for their role, the working environment, and any external or client-facing activity.

General standard (day-to-day)

On a normal working day, employees may dress casually, provided their appearance is:

- clean, tidy and presentable
- appropriate for a professional workplace
- suitable for any duties being carried out
- not likely to cause offence or distraction

Casual wear should still reflect good judgement and respect for colleagues and visitors.

Client Meetings and External Events

When meeting clients, attending external events, or representing Media 10 outside the office, employees are expected to dress in smart business attire appropriate to the occasion. This may include smart casual or business formal, depending on the client and setting.

Your line manager or director may provide guidance on what is expected for specific meetings or events.

Health and Safety

Where your role involves site visits, production environments, manual handling, or any activity requiring safety measures, clothing and footwear must be practical and comply with health and safety requirements. This may include closed-toe shoes or any required protective equipment.

Clothing That Is Not Appropriate

The following clothing may not be suitable in the workplace:

- clothing that is unclean, excessively torn, or overly revealing
- clothing displaying offensive, discriminatory, political, or inappropriate slogans/images
- beachwear (e.g., swimwear) or clothing that is not suitable for a workplace setting
- items that may pose a safety risk in certain environments (e.g., open-toe footwear where this may cause risk)

Equality, Inclusion and Cultural Dress

Media 10 respects the diversity of its workforce. Dress requirements will be applied fairly and consistently, and we will make reasonable adjustments for religious, cultural, disability-related or other protected reasons where appropriate.

Managers' Discretion

Managers may address dress standards where they feel an individual's clothing is not appropriate for the workplace or for client-facing activity. Any concerns will be handled sensitively and respectfully.

Most importantly for all circumstances, be comfortable, smart, wrinkle-free, and have shiny shoes.

Appraisals and salary reviews

Media 10 carries out regular performance reviews (appraisals) to support employee development, set objectives, and provide feedback on performance. Appraisals are typically held annually, although performance and progress against objectives may be reviewed throughout the year in regular meetings with your line manager.

Salary reviews are normally considered once per year and are based on a range of factors including individual performance, achievement of agreed KPIs and objectives (which will be set and documented with your manager), skills and contribution, role responsibilities, market conditions, company performance and budgetary considerations.

A salary review does not guarantee a pay increase. Any changes to salary will be confirmed in writing and will take effect from the date advised by the Company.

Birthday day off

To promote employee well-being and work-life balance, we offer a special paid day off for employees to celebrate their birthday.

Eligibility

- All full-time and part-time employees who have successfully completed their probationary period are eligible for a birthday day off.

- If you pass your probation period after your birthday has passed, your divisional director may allow you to add the day to your allowance.
- Temporary or seasonal employees may be eligible at the discretion of the divisional director.

Scheduling the day off

- Employees must submit their request for a birthday day off at least 10 days in advance through the usual Cezanne leave request process, and select 'birthday day off' on the drop-down menu.
- The birthday day off can be taken on the employee's actual birthday or within one week before or after the date, subject to scheduling and operational needs.
- Managers will make every effort to accommodate the request, but approval depends on staffing and workload considerations.

Paid time off

- The birthday day off is considered an additional paid day off and does not count against other accrued leave balances e.g., statutory annual leave days.
- Employees must work their regularly scheduled hours immediately before and after the birthday day off to remain eligible, unless other approved leave is in effect.

Unused birthday day off

- If the birthday day off is not taken within the eligible timeframe, it is forfeited and cannot be carried over to the following year.
- Unused birthday days off will not be compensated upon termination of employment.

Exclusions

Employees who are on extended leave (e.g., parental leave, long-term sick leave) during their birthday, are not eligible for the birthday day off during that calendar year.

Note

This policy is designed to recognize and celebrate our employees. We encourage all staff to take time to relax, recharge, and enjoy their special day!

Bonus

Should you be in a role that allows you to earn a bonus, you will receive a bonus letter when you join that outlines your targets and KPIs. Please familiarise yourself with the rules of the bonus scheme that is detailed in that letter. Any questions you may have, please discuss with your director.

A bonus is rewarded on a discretionary basis and can be withdrawn at any time. The Company reserves the right to amend or change the scheme rules from time to time, at its sole discretion. You will be advised of any such changes.

The bonus will not be awarded if it is deemed that the event resulted in negative visitor feedback, or the feel of the event is deemed by the senior management team to have affected the brands or the business in any way.

All elements of each KPI must be hit for the bonus to be awarded. There will be no entitlement to the bonus, or part bonus, if only one element of the KPIs is achieved, or you are close to the KPIs set.

The bonus will only be awarded if the product hits its budget profit contribution.

The bonus will only be paid to employees employed with Media 10 at the time of payment. There will be no entitlement to a bonus during any period of payment in lieu of notice or garden leave.

To claim your bonus, you should submit confirmation of your KPI results within one month of the event, and the bonus will be made in the following month. Please submit your results to your director for approval before this is passed to payroll.

Building access

When you first join the Company, you will be issued with a door entry fob for Crown House. This fob remains the property of Media 10 Ltd and if you leave the Company, you must return it to the Business Support Team either before, or on your last day of employment. When leaving the Company, if the fob is lost, stolen or not returned for whatever reason on or before your last day, the Company may deduct this amount from any payment of salary or expenses owing to you at that time.

Should you lose your fob during employment, the replacement cost is £10.00, which is payable by you and will be deducted.

Business continuity / disaster recovery

Should there be an incident or occurrence where access to the building is not possible, there are some procedures that need to be followed in order for you to be able to continue to work as normal. The Company will supply the relevant equipment, business systems, telephones etc. for you to continue to work away from the normal workplace, either at home or another relevant place where you are able to work.

Should you have to work from home or another alternative place, this will be a temporary arrangement and does not set a precedent that working from home is to be continued or a permanent occurrence. Once the office is reopened, you are expected to return to work in the office as stated in your contract of employment under 'place of work'.

Your director will inform you should the business continuity plan be actioned. The Business Support Team are responsible for maintaining the business continuity plan. IT are responsible for ensuring an up-to-date disaster recovery plan and will ensure systems, equipment and regular back-ups are maintained.

Business support

The Company has a responsibility to ensure that it complies with employment legislation and EC Directives. It is therefore in both the Company's and the employee's interests that the following procedures are adhered to:

Employees must not:

- issue employment references;
- issue mortgage references;
- issue job offer letters;
- issue any other information regarding past or present employees to outside sources;
- under any circumstances take any action under the Disciplinary Procedures without first contacting their director before any action is taken.

Any request for such information must be passed on to the Business Support Team who will deal with all the paperwork. The importance of providing accurate information regarding employee's is essential, and failure to adhere to these instructions by any employee is treated as gross misconduct and may result in summary dismissal following a fair process.

Business support contacts

Jane Musgrove – Business Support Director jane.musgrove@m10group.co.uk extn 512

Dee Lacey – Business Support Manager dee.lacey@m10group.co.uk extn 506

Marie Patience – Workplace and People Support marie.patience@m10group.co.uk extn 500

Car allowance

Some positions within the company are awarded a car allowance. The purpose of this is if your duties take you out of the office to meet with clients etc. on a regular basis.

Should your role award a car allowance, and if you hold a valid driving licence, can prove you have up-to-date vehicle insurance, and are legally entitled to drive, you could be entitled to receive a vehicle allowance which is paid monthly in arrears along with your basic salary.

The car allowance is awarded to individuals at management's discretion and is not an expected benefit. If you are awarded a car allowance, this will form part of your contract of employment.

If you do receive a car allowance as part of your role, it is expected that for purposes other than servicing or mechanical problems, you have no other reason to not drive to work.

It must be noted that should you not be in the office due to unpaid leave, working from home, or unauthorised absence, your car allowance may be pro-rated and not paid for the days not worked or attending the office. This will be at your director's discretion and depend on the excessive amount of unpaid/unauthorised leave or working from home taken. Likewise, if your working pattern changes and you are based from your home, your car allowance may be prorated down or revoked all together.

Capability (performance and capability management)

Media 10 is committed to supporting employees to perform to the required standard. Capability issues may arise where an employee is unable to perform their role to an acceptable level due to a lack of skill, aptitude, health, or ongoing underperformance.

The purpose of this policy is to ensure that any capability concerns are managed fairly, consistently and supportively, giving employees an opportunity to improve and providing appropriate guidance, training and support.

This policy does not apply to misconduct, which will be dealt with under the Disciplinary Policy.

Scope

This policy applies to all employees. It may be used where:

- there are concerns about an employee's ability to meet the requirements of their role;
- performance remains below the required standard despite informal support; or
- an employee's capability is impacted by health or attendance issues (where appropriate).

Informal Support

Media 10 will normally address capability concerns informally first. This may include:

- discussing concerns with the employee
- setting clear expectations and objectives
- providing training, coaching, mentoring, or supervision
- agreeing additional support or adjustments where appropriate
- allowing reasonable time for improvement

Where informal steps do not lead to sustained improvement, the formal capability process may be started.

Formal Capability Procedure

The formal process may include the stages below. Depending on the circumstances, stages may be combined or accelerated (for example, where performance concerns are significant or where informal steps have already been taken).

Stage 1 – Capability Meeting

The employee will be invited in writing to a capability meeting to discuss the concerns, any evidence, and the required standards. The employee will have the opportunity to respond, explain any relevant factors, and suggest any support that may help them improve.

The employee has the right to be accompanied by a work colleague or trade union representative.

Following the meeting, a Performance Improvement Plan (PIP) may be agreed. The PIP will normally include:

- the areas of concern
- the expected improvement and required standards
- actions and support the Company will provide
- review dates
- a reasonable timescale for improvement

- the consequences if sufficient improvement is not achieved

A formal outcome may be confirmed in writing.

Stage 2 – Review Meeting

A review meeting will be held to assess progress against the PIP. If sufficient improvement has been made and sustained, the process may end.

If performance is still below the required standard, the employee may receive a further formal warning and an updated PIP, or the process may move to the next stage.

Stage 3 – Final Review Meeting

If performance does not improve to the required standard, a final review meeting will be held. The outcome may include a final warning and a further period of monitoring/support.

Where there is still no satisfactory improvement, or where the employee is unable to meet the required standards within a reasonable timeframe, Media 10 may consider termination of employment on the grounds of capability.

Outcomes

Possible outcomes under this policy may include:

- continued informal support
- a formal capability warning
- a final capability warning
- redeployment to a more suitable role (where available and appropriate)
- termination of employment on capability grounds

Any termination will only be considered after appropriate support has been provided and where reasonable improvement has not been achieved, or where it is clear that improvement is not likely within a reasonable timeframe.

Health and Medical Factors

If capability concerns may be linked to health or disability, Media 10 may seek medical advice (with the employee's consent), and will consider reasonable adjustments in line with the Equality Act 2010.

Where sickness absence is a significant factor, the Company may manage the matter under the Sickness Absence Policy and/or this Capability Policy, depending on circumstances.

Right of Appeal

Employees have the right to appeal any formal capability outcome, including dismissal. Appeals must be made in writing, stating the grounds of appeal, normally within five working days of receiving the decision (or in line with the Company's appeal process).

Confidentiality

Capability matters will be treated sensitively and handled confidentially so far as reasonably possible. Information will be shared only with those who need to know for the purposes of managing the process.

Change in circumstances / personal details

You are required to inform the Business Support Team, within fourteen days of any change of address or any other relevant change in personal circumstances. You can also update your details directly onto Cezanne.

Collective agreements

There are no collective agreements which directly affect the terms and conditions of your employment.

Commission rules

Should you be in a role that earns commission, you will receive a commission letter when you join that outlines your targets and KPIs. Please familiarise yourself with the rules of the scheme that is detailed in that letter. Any questions you may have, please discuss with your director.

You will be provided with a commission tracker and written confirmation of your scheme rules and targets, which will clearly set out how commission is calculated and paid.

If you leave the Company for any reason, you will be paid the commission for the full calendar month prior to your leaving date. No pro-rate commission payments will be made for any part-month worked. The Company reserves the right to withhold commission payments where employment is terminated for gross misconduct, or where you have failed to comply with the applicable scheme rules, or policies contained within this handbook.

While the commission plan provides a structured mechanism for rewarding high performance and active contribution to Company growth, achievement against objectives and targets will continue to be assessed throughout your employment through performance appraisal process. The Company reserves the right, at its discretion, to reduce or withhold commission payments where it considers that you are underperforming, or where the Company has reason to believe you are conducting business in breach of the policies and procedures set out to you, including but not limited to the Disciplinary, Anti-Corruption, and Bribery policies.

Company computer equipment

You are authorised to access the Company's computer systems, programmes and networks only where this is required for your role and where you have been expressly granted permission. You must not access any other computer, system or programme without authorisation.

If you are issued with a password, you must keep it confidential and must not disclose it to any other person unless specifically authorised by a director. You must not use, attempt to use, or request the password of any other employee to access any Company computer, system or programme.

You must not copy, download or transfer any Company data unless expressly authorised to do so. For further information, please refer to the Company's Email and Internet Policy.

In addition to the principles set out in this Handbook, employees must comply with the following requirements relating to all Company-issued electronic equipment, including (but not limited to) hardware, software, devices, chargers and power supplies, and any future additions introduced to support workflow or communication.

Where equipment has been issued to you during your employment, the following rules apply:

Work use only

All Company equipment must be used for work purposes only. Devices are provided to support you in carrying out your role and must be brought into the office each time you attend. Where applicable, procedures will be in place to ensure that critical data is copied and stored securely on the Company's server. This must be completed each time you are in the office.

Secure storage and transportation

Company equipment must never be left in a vehicle overnight. If stored in the office overnight, it must be secured appropriately (for example, locked in your desk). You will be provided with appropriate locking systems and a carrying case for transportation where required.

Onsite and external use

When using Company equipment onsite or externally, it must remain with you at all times and must only be left unattended in a locked and secure room. Once you have finished using the equipment, it must be returned to its carry case and securely stored.

Company property and liability

All equipment remains the property of Media 10 Limited. If any equipment is broken, lost or stolen, the IT Department must be notified immediately. Where the Company determines that loss or damage has resulted from your negligence or failure to follow these rules, you may be liable for an excess charge of £300.00, which will be recovered from your salary. Deductions will be contractually authorised and lawful, ensuring that the deductions do not calculate lower than the national minimum wage, and notification will be given

Return of equipment upon termination

Upon termination of your employment, all Company equipment must be returned to the IT Department. You must not copy, download, delete, forward or transfer any Company documents or data to any third party, personal device, or personal email address.

Monitoring and misuse

This section sets out the Company's expectations regarding appropriate use of electronic mail and information systems, and how misuse will be addressed. Where misuse is identified, including inappropriate use of equipment, email systems or internet access, the Company reserves the right to monitor Company email and information systems in accordance with applicable policies and legal requirements.

For full details, please refer to the Email and Internet Policy.

Use of personal devices (including wearable technology)

Employees must not use personal devices to access, record, store or transmit Company information unless expressly authorised. This includes (but is not limited to) mobile phones, tablets, laptops, smart watches, smart pens, wearable technology, and smart glasses (for example Meta glasses or similar devices capable of audio, video, image capture or live streaming).

Personal devices must not be used to record conversations, meetings, calls, clients, colleagues, visitors, Company premises, or confidential documentation under any circumstances. The use of any wearable recording technology is prohibited in the workplace, during Company meetings and at Company events, unless prior written approval has been given by a Director. Any unauthorised use may be treated as a serious disciplinary matter and could result in disciplinary action up to and including dismissal following a fair process.

Confidentiality

All documents, files, data and any other information which has come to the notice of, or into your possession, at any time during the course of your employment, remains the sole property of the Company and must not be taken off the premises without the written authority of a director.

You must not use, or attempt to use, any information belonging to the Company in any manner which may injure or cause loss to the Company. All such information, data, documents, training materials, files, tapes and electronic data processing material, event planning and floor plans etc. must be returned to the Company. The use of such property, other than for the benefit of the Company, is a misappropriation of Company property and will render you the probability of summary dismissal.

It is agreed that any information given to you in confidence by Media 10s clients in the execution of your role will be kept completely confidential.

You must not at any time during or after the termination of your employment, use, forward, copy or disclose to anyone, except in the proper course of your employment (or as required by law), any information of a confidential nature relating to the Company or its business (which includes in particular details of mailing lists, circulation lists, exhibitor lists, client lists and contacts, advertiser and prospect lists and contacts and the unpublished data used in the preparation and management of directories, databases, social media and networking sites and websites) or trade secrets or in respect of which the Company owes an obligation of confidence to any third party. This restriction shall cease to apply to information which enters the public domain other than by reasons of your default.

When you leave your employment, for whatever reason, or earlier, if requested, you must return all notes, memoranda, correspondence, document papers, disks, computer software, data or hardware, social media and networking accounts, their contents and contacts made whilst in our employ, photographs and other property or items which may be in your possession or under your control which belong to the Company, and which relate in any way to its business or affairs. You must not retain any copies of any such documents and contacts whether in hard copy, soft copy, social and networking accounts, forward to personal email accounts, hold on the cloud or any digital device or storage and shall not permit them to be used by any third party.

The Company reserves the right to take legal action against individuals, including current and past employees, and organisations that it deems to have used its confidential information for unauthorised purpose.

Conduct and standards

At Media Ten, we believe people do their best work in a workplace that feels respectful, supportive and inclusive. Being kind is not about avoiding honest feedback, it's about how we communicate and treat each other every day.

What we expect from everyone to be respectful, considerate, supportive, inclusive, accountable.

Kind communication (especially online)

- Keep messages clear, respectful and professional
- If you're angry: pause before responding
- Challenge ideas, not people
- If it's urgent or sensitive: speak directly rather than escalating via chat

If something feels off, you can:

- speak to the person (if you feel comfortable), or
- speak to your line manager, a director, or Business Support.

Concerns will be handled sensitively and fairly. We do not tolerate retaliation.

Everyone is responsible for our culture. Kindness is the baseline, not a bonus.

Confidentiality

All documents, files, data and any other information which has come to the notice of, or into your possession, at any time during the course of your employment, remains the sole property of the Company and must not be taken off the premises without the written authority of a director.

You must not use, or attempt to use, any information belonging to the Company in any manner which may injure or cause loss to the Company. All such information, data, documents, training materials, files, tapes and electronic data processing material, event planning and floor plans etc. must be returned to the Company. The use of such property, other than for the benefit of the Company, is a misappropriation of Company property and will render you the probability of summary dismissal.

It is agreed that any information given to you in confidence by the Company's clients in the execution of your role, will be kept completely confidential.

You must not at any time during or after the termination of your employment, use, forward, copy or disclose to anyone, except in the proper course of your employment (or as required by law), any information of a confidential nature relating to the Company or its business (which includes in particular details of mailing lists, circulation lists, exhibitor lists, client lists and contacts, advertiser and prospect lists and contacts and the unpublished data used in the preparation and management of directories, databases, social media and networking sites and websites) or trade secrets or in respect of which the Company owes an obligation of confidence to any third party. This restriction shall cease to apply to information which enters the public domain other than by reasons of your default.

When you leave your employment, for whatever reason, or earlier, if requested, you must return all notes, memoranda, correspondence, document papers, disks, computer software, data or hardware, social media and networking accounts, their contents and contacts made whilst in our employ, photographs and other property or items which may be in your possession or under your control which belong to the Company, and which relate in any way to its business or affairs. You must not retain any copies of any such documents and contacts whether in hard copy, soft copy, social and networking accounts, forward to personal email accounts, hold on the cloud or any digital device or storage and shall not permit them to be used by any third party.

The Company reserves the right to take legal action against individuals, including current and past employees, and organisations that it deems to have used its confidential information for unauthorised purpose.

Conflict of interest

You must not perform, arrange or carry out any work or activity, inside or outside of working hours, which is in competition with the Company's business. If you are uncertain about any outside activity, please contact a Director.

Contract of employment

You will already have received your individual contract of employment, which is issued to you, by law, on or before your first working day. It is a legal document which sets out and details the main terms and conditions of your employment. With agreement of both parties, there may be amendments to contract, and these will be sent to you in writing.

This handbook contains further terms and conditions that make up the terms of your employment, so it is very important that you read and understand its contents. In the event of any conflict between the terms of your individual contract of employment and the handbook, the terms of your individual contract will prevail. If there is any point on which you are not clear, do not hesitate to contact the Business Support Team, who will be happy to help you. business.support@m10group.co.uk

Criminal convictions

(Rehabilitation of Offenders Act)

If you have deliberately withheld information about any criminal conviction, other than one which is "spent" under the Rehabilitation of Offenders Act, you may be liable to summary dismissal by the Company.

Data protection and data transfers

During the course of our activities we, Media 10, will process personal data (which may be held on paper, electronically, or otherwise) about our staff and we recognise the need to treat it in an appropriate and lawful manner, in accordance with the UK GDPR and Data Protection Act 2018. The purpose of this policy is to make you aware of how we will handle your personal data.

This policy does not form part of any employee's contract of employment, and we may amend it at any time.

Data protection principles

We will comply with the six data protection principles in the GDPR, which are:

- the first data protection principle is the requirement that processing be lawful and fair;
- The second data protection principle is the requirement that purposes of processing be specified, explicit and legitimate.
- The third data protection principle is the requirement that personal data be adequate, relevant and not excessive.
- The fourth data protection principle is the requirement that personal data be accurate and kept up to date.
- The fifth data protection principle is the requirement that personal data be kept for no longer than is necessary.
- The sixth data protection principle is the requirement that personal data be processed in a secure manner.

Fair and lawful processing

We will usually only process your personal data where you have given your consent or where the processing is necessary to comply with our legal obligations. In other cases, processing may be necessary for the protection of your vital interests, for our legitimate interests or the legitimate interests of others.

The Company keeps a record of its processing activities in respect of HR-related personal data in accordance with the requirements of data protection legislation. Personal data relating to staff may be collected by the Company for the purposes of:

- making a decision about your recruitment or appointment;
- determining the terms on which you work for us;
- checking you are legally entitled to work in the UK;
- paying you and, if you are an employee, deducting tax and National Insurance contributions;
- liaising with your pension provider;
- administering the contract we have entered into with you;

- business management and planning, including accounting and auditing;
- conducting performance reviews, managing performance and determining performance requirements;
- making decisions about salary reviews and compensation;
- assessing qualifications for a particular job or task, including decisions about promotions;
- gathering evidence for possible grievance or disciplinary hearings;
- making decisions about your continued employment or engagement;
- making arrangements for the termination of our working relationship;
- education, training and development requirements;
- dealing with possible legal disputes involving you, or other employees, workers and contractors, including accidents at work;
- ascertaining your fitness to work;
- managing sickness absence;
- complying with health and safety obligations;
- to prevent fraud;
- to monitor your use of our information and communication systems to ensure compliance with our policies;
- to ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution;
- to record digital meetings to allow replay or storage;
- to conduct data analytics studies to review and better understand employee retention and attrition rates, and
- equal opportunities monitoring

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We will only process special category data, ensuring safeguards about ethnic origin, political opinions, religious or similar beliefs, trade union membership, health, sex life, criminal proceedings or convictions, where a further condition is also met. Usually this will mean that you have given your explicit consent, or that the processing is legally required for employment purposes. The full list of conditions is set out in the GDPR which is stored on the intranet.

Processing for limited purposes

We will only process your personal data for the specific purpose or purposes notified to you or for any other purposes specifically permitted by the GDPR. Should you submit a Data Subject Access Request after you have left the company, depending on the excess of data to be supplied, Media 10 have the right to charge a fee for the work undertaken if found to be excessive.

Adequate, relevant and non-excessive processing

Your personal data will only be processed to the extent that it is necessary for the specific purposes notified to you.

Accurate data

We will keep the personal data we store about you accurate and up to date. Data that is inaccurate or out of date will be destroyed. Please notify us if your personal details change or if you become aware of any inaccuracies in the personal data we hold about you.

Data retention

We will not keep your personal data for longer than is necessary for purpose and will follow a retention schedule. This means that data will be destroyed or erased from our systems when it is no longer required, other than perhaps payroll/tax. Please note that personal data includes but is not limited to email correspondence. For guidance on how long certain data is likely to be kept before being destroyed, contact a director.

Processing in line with your rights

You have the right to:

- Request access to any personal data we hold about you.
- Prevent the processing of your data for direct-marketing purposes.
- Ask to have inaccurate data held about you amended.
- Prevent processing that is likely to cause unwarranted substantial damage or distress to you or anyone else.
- Object to any decision that significantly affects you being taken solely by a computer or other automated process.

Data security

We will ensure that appropriate measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

We have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. We will only transfer personal data to a third party if they agree to comply with those procedures and policies, or if they put in place adequate measures themselves.

Maintaining data security means guaranteeing the confidentiality, integrity and availability (for authorised purposes) of the personal data.

Providing information to third parties

We will not disclose your personal data to a third party without your consent unless we are satisfied that they are legally entitled to the data. Where we do disclose your personal data to a third party, we will have regard to the six data protection principles.

Subject access requests

We will only process your personal data for the specific purpose or purposes notified to you or for any other purposes specifically permitted by the UK GDPR legislation. Should you submit a Data Subject Access Request after you have left the company, depending on the excess of data to be supplied, Media 10 have the right to charge a fee for the work undertaken if found to be excessive.

Breaches of this policy

If you consider that this policy has not been followed in respect of personal data about yourself or others you should raise the matter with your line manager, your direct report or a Director. Any breach of this policy will be taken seriously and may result in disciplinary action.

Data transfer security policy

The Company stores a large volume of information electronically. This policy governs the procedures to protect this information and sets out how data should be transferred around the Company, and outside the Company, in a secure and protected way.

The law

Data storage is regulated by the UK GDPR and Data Protection Act 2018, and current domestic legislation. Standards are set out in the Regulation and the current Data Protection Act and one of the key points for consideration in a data transfer situation is that personal data must not be transferred to a country/territory outside the European Economic Area (EEA) unless that country/territory ensures appropriate safeguards.

Sensitive data

Sensitive data, for the purpose of this policy, includes data which contains:

- personal details about an individual (including those which are classed as special categories of data including data relating to health and race etc)
- confidential data about the Company
- confidential data about goods, products or services
- confidential data about Company customers and suppliers.

If you have any doubt as to whether data is or is not 'sensitive data', you must refer the matter to your manager or director.

Data transfers

Employees must seek consent from their director to authorise the transfer of sensitive data. For the avoidance of doubt, data transfer can be interpreted as forwarding emails to a private address, downloading documents and data to a USB, or any way that data leaves your designated files elsewhere.

Data (sensitive or not) should only be transferred where it is strictly necessary for the effective running of the Company. Accordingly, before any data transfers are requested, the necessity of the transfer should be considered in advance.

After authorisation has been granted, the data must be referred to the IT Department so that it can be encrypted, compressed and password protected before it is sent.

Data transfers by post/courier

Data transfers which occur via physical media such as memory cards or CDs must only be dispatched via secure post. The use of first or second class Royal Mail is not permitted; only special delivery or recorded delivery should be used. For non-Royal Mail services, a secure courier service must be used with a signature obtained upon delivery.

The recipient should be clearly stated on the parcel and the physical media must be securely packaged so that it does not break or crack.

The recipient should be advised in advance that the data is being sent so that they are aware when to expect the data. The recipient must confirm safe receipt as soon as the data arrives. The employee responsible for sending the data is responsible for confirming the data has arrived safely.

Lost or missing data

If an employee discovers that data has been lost or is missing, the employee is required to inform their director.

The Company's breach notification policy will be followed. An investigation will be initiated immediately to establish the events leading to the data loss/theft and to determine whether a breach of personal data has occurred. If it has, a determination will be made as to whether the breach is notifiable under that policy.

The director must consider referring a matter to the police if it is found that unauthorised individuals have accessed sensitive data. Data which is held in the correct encrypted, compressed and/or password protected formats, which has been accessed by an unauthorised individual, has been accessed unlawfully.

Negligent data transfers

Employees who fail to comply with the requirements of this policy are likely to have their actions considered as gross misconduct, which may result in summary dismissal following a fair process. Personal data breaches may result in exceptionally large fines for the Company.

Employees must not be negligent when transferring sensitive data. Examples of negligence include failing to obtain authorisation from their director, failing to ensure the IT Department encrypted, compressed and password-protected data, or using non-secure post services which are not tracked or insured.

Disciplinary

The aims of this Disciplinary Policy are to set out the standards of conduct expected of all staff and to provide a framework within which managers can work with members of staff to maintain satisfactory standards of conduct, and to encourage improvement where necessary.

It is our policy to ensure that any disciplinary matter is dealt with fairly, and that steps are taken to establish the facts and to give employees the opportunity to respond before taking any formal action.

If you are in any doubt as to your responsibilities or the standards of conduct expected you should speak to your manager.

This policy does not apply to agency workers, consultants or self-employed contractors or those employees within their probationary period.

Rules of conduct

While working at Media 10 you should at all times maintain professional and responsible standards of conduct. In particular, you should observe the terms and conditions of your contract, particularly with regard to:

- Hours of work;
- Confidentiality;
- Observe all our policies, procedures and regulations which are included in this handbook or notified to you from time to time by means of notice boards, e-mail, the intranet or otherwise;
- Take reasonable care in respect of the health and safety of colleagues and third parties and comply with our Health and Safety Policy;
- Comply with all reasonable instructions given by your manager and director; and
- Act at all times in good faith and in the best interests of the company, its customers and staff.

Failure to maintain satisfactory standards of conduct may result in action being taken under this disciplinary policy.

Misconduct

The following are examples of matters that will normally be regarded as misconduct and will be dealt with under our disciplinary policy. Although they are noted as misconduct, the seriousness or repeated action of them, may lead to gross misconduct and may result in summary dismissal following a fair process.

- Minor breaches of our policies;
- Minor breaches of your contract;
- Damage to, or unauthorised use of, our property;
- Poor timekeeping;
- Time wasting and lack of application;
- Unsuitability;
- Unauthorised or excessive absences from work (e.g. frequent short-term absences due to minor ailments);
- Refusal to follow instructions;
- Excessive use of our telephones for personal calls;
- Excessive personal e-mail or internet usage;
- Obscene language or other offensive behaviour;
- Negligence in the performance of your duties; or
- Smoking in non-smoking areas.
- This list is intended as a guide and is not exhaustive.

Gross misconduct

Gross misconduct is a serious breach of contract and includes misconduct which, in our opinion, is likely to prejudice our business or reputation or irreparably damage the working relationship and trust between us. Gross misconduct will be dealt with under our Disciplinary Policy and will normally lead to dismissal without notice or pay in lieu of notice (summary dismissal).

The following are examples of matters that are normally regarded as gross misconduct:

- Theft, or unauthorised removal of our property or the property of a colleague, contractor, customer or member of the public;
- Fraud, forgery or other dishonesty, including fabrication of sales calls, expense claims and time sheets;
- Falsification of reports, records, accounts or self-certification forms;
- Physical violence, intimidating conduct or bullying;
- Actual or threatened violence, or behaviour which provokes violence;
- Deliberate and serious damage to our buildings, fittings, property or equipment, or the property of a colleague, contractor, customer or member of the public;
- Serious misuse of our property or name;
- Deliberately accessing internet sites containing pornographic, offensive or obscene material;
- Serious insubordination and flagrant disobedience of management instructions and personnel procedures;
- Repeated or serious failure to obey instructions, or any other serious act of insubordination;
- Unlawful discrimination or harassment;
- Bringing the organisation into serious disrepute;
- Serious incapability at work brought on by being under the influence of alcohol, illegal drugs or other substances during working hours;
- Causing loss, damage or injury through serious negligence;
- Serious or repeated breach of health and safety rules or serious misuse of safety equipment;

- Unauthorised use or disclosure of confidential information or failure to ensure that confidential information in your possession is kept secure;
- Accepting or offering a bribe or other secret payment or other breach of our anti-corruption and bribery policy;
- Conviction for a criminal offence that in our opinion may affect our reputation or our relationships with our staff, customers or the public, or otherwise affects your suitability to continue to work for us;
- Possession, use, supply or attempted supply of illegal drugs;
- Serious neglect of duties, or a serious or deliberate breach of your contract or operating procedures;
- Knowing breach of statutory rules affecting your work;
- Breach of data protection, GDPR, data transfer policies;
- Breach of health and safety policy and guidelines of health and safety from government that put colleagues and the Company reputation at risk
- Unauthorised use, processing or disclosure of personal data contrary to the Data Protection Act 1998 and/or any successor or legislation of similar legislation in the territory in which the breach occurs and/or offences detailed in the company data protection policy;
- Disclosure of information confidential to the company or any of its employees;
- Gross negligence;
- Harassment of, or discrimination against, employees, contractors, clients or members of the public, related to gender, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, disability, religion or belief or age [contrary to our Equality & Diversity Policy or our Anti-Harassment and Bullying Policy];
- Rudeness to the company's clients, customers, colleagues or suppliers;
- Refusal to disclose any of the information required by your employment or any other information that may have a bearing on the performance of your duties;
- Giving false information as to qualifications or entitlement to work (including immigration status) in order to gain employment or other benefits;
- Knowingly taking parental, paternity or adoption leave when not eligible to do so or for a purpose other than supporting a child;
- Making a disclosure of false or misleading information maliciously, for personal gain, or otherwise in bad faith;
- Making untrue allegations in bad faith against a colleague;
- Failure to disclose accurate details regarding parental leave with a previous employer;
- Victimising a colleague who has raised concerns, made a complaint or given evidence or information under our, Anti-Harassment and Bullying Policy, Grievance Procedure, Disciplinary Policy or otherwise;
- Serious misuse of our information technology systems (including misuse of developed or licensed software, use of unauthorised software and misuse of e-mail and the internet);
- Any misuse or violation of our data transfer policy, confidentiality policy or forwarding company information to your personal email accounts, storage of Company property or data stored on an external device or personal cloud;
- Undertaking unauthorised paid or unpaid employment during your working hours;
- Covert recording of meetings or individuals in a work setting, with the intent of using the information unlawfully or otherwise;
- Unauthorised entry into an area of the premises to which access is prohibited;
- This list is intended as a guide and is not exhaustive.

What is covered by the policy?

This policy is used to deal with misconduct. It does not apply to cases involving genuine sickness absence or proposed redundancies.

Minor conduct issues can often be resolved informally between you and your manager. These discussions should be held in private and without undue delay whenever there is cause for concern. Where appropriate, a note of any such informal discussions may be placed on your personnel file but will be ignored for the purposes of any future capability hearings. In some cases, an informal verbal warning may be given, which will not form part of your disciplinary records. Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (for example, because of the seriousness of the allegation).

You will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or you have not yet completed your probationary period.

If you have difficulty at any stage of the procedure because of a disability, you should discuss the situation with your manager as soon as possible.

Confidentiality

Our aim is to deal with disciplinary matters sensitively and with due respect for the privacy of any individuals involved. All employees must treat as confidential any information communicated to them in connection with an investigation or disciplinary matter.

You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure.

You will normally be told the names of any witnesses whose evidence is relevant to disciplinary proceedings against you, unless we believe that a witness's identity should remain confidential.

Investigations

The purpose of an investigation is for us to establish a fair and balanced view of the facts relating to any disciplinary allegations against you, before deciding whether to proceed with a disciplinary hearing. The amount of investigation required will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents. Your Manager will usually appoint an Investigating Officer to carry out the investigation.

Investigative interviews are solely for the purpose of fact-finding and no decision on disciplinary action will be taken until after a disciplinary hearing has been held.

You do not normally have the right to bring a companion to an investigative interview. However, we may allow you to bring a companion if it helps you to overcome any disability, or any difficulty in understanding English.

You must co-operate fully and promptly in any investigation. This will include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending investigative interviews if required.

Recording meetings

The Company will normally arrange for summary minutes to be taken at any formal meeting. It is not the policy of the Company to record meetings by any other means (e.g. digital, audio recording and photographs). You (or any party accompanying you) must not record any meeting without the express permission of the Company in advance. Where a meeting is to be recorded then parties must agree to it in advance. If requested, a copy of the minutes/recording will be provided (in line with data protection principles).

Criminal charges

Where your conduct is the subject of a criminal investigation, charge or conviction we will investigate the facts before deciding whether to take formal disciplinary action.

We will not usually wait for the outcome of any prosecution before deciding what action, if any, to take. Where you are unable or have been advised not to attend a disciplinary hearing or say anything about a pending criminal matter, we may have to take a decision based on the available evidence.

A criminal investigation, charge or conviction relating to conduct outside work may be treated as a disciplinary matter if we consider that it is relevant to your employment.

Suspension

In some circumstances we may need to suspend you from work. The suspension will be for no longer than is necessary to investigate the allegations and we will confirm the arrangements to you in writing. While suspended you should not visit our premises or contact any of our clients, customers, suppliers, contractors or staff, unless you have been authorised to do so by your Manager.

Suspension of this kind is not a disciplinary penalty and does not imply that any decision has already been made about the allegations. You will continue to receive your full [basic] salary and benefits during the period of suspension.

Your entitlement to pay if you fall sick during a period of suspension is detailed in the Sick Pay Policy

Notification of a hearing

Following any investigation, if we consider there are grounds for disciplinary action, you will be required to attend a disciplinary hearing. We will inform you in writing of the allegations against you, the basis for those allegations, and what the likely range of consequences will be if we decide after the hearing that the allegations are true. We will also include the following where appropriate:

- a summary of relevant information gathered during the investigation;
- a copy of any relevant documents which will be used at the disciplinary hearing; and
- a copy of any relevant witness statements, except where a witness's identity is to be kept confidential, in which case we will give you as much information as possible while maintaining confidentiality.

We will give you written notice of the date, time and place of the disciplinary hearing. The hearing will be held as soon as reasonably practicable, but you will be given a reasonable amount of time, usually two to seven days, to prepare your case based on the information we have given you.

The right to be accompanied

Employees have the legal right to join, or not join, a trade union of their choice. Media 10 respects employees' rights under the Trade Union and Labour Relations (Consolidation) Act 1992, and will not discriminate against or treat any employee unfavourably because they are a member of a trade union or participate in lawful union activities.

You may bring a companion to any disciplinary hearing or appeal hearing under this policy. The companion may be either a trade union representative or a colleague. You must tell the member of management chairing the hearing who your chosen companion is, in good time before the hearing.

A companion is allowed reasonable time off from duties without loss of pay, but no-one is obliged to act as a companion if they do not wish to do so.

If your choice of companion is unreasonable, we may require you to choose someone else, for example:

- if in our opinion your companion may have a conflict of interest or may prejudice the hearing; or
- if your companion works at another site and someone reasonably suitable is available at the site at which you work; or
- if your companion is unavailable at the time a hearing is scheduled and will not be available for more than five working days.

We may, at our discretion, allow you to bring a companion who is not a colleague or union representative (for example, a member of your family) where this will help overcome a disability, or where you have difficulty understanding English.

Procedure at disciplinary hearings

If you or your companion cannot attend the hearing, you should inform us immediately and we will arrange an alternative time. You must make every effort to attend the hearing, and failure to attend without good reason may be treated as misconduct in itself. If you fail to attend without good reason or are persistently unable to do so (for example for health reasons), we may have to take a decision based on the available evidence.

The hearing will be chaired by a Director.

At the disciplinary hearing we will go through the allegations against you and the evidence that has been gathered. You will be able to respond and present any evidence of your own. Your companion may make representations to us and ask questions but should not answer questions on your behalf. You may confer privately with your companion at any time during the hearing.

You may ask relevant witnesses to appear at the hearing, and you should give us advance notice to arrange their attendance. You will be given the opportunity to respond to any information given by a witness.

We may adjourn the disciplinary hearing if we need to carry out any further investigations such as re-interviewing witnesses in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

We will inform you in writing of our decision and our reasons for it, usually within one week of the disciplinary hearing. Where possible we will also explain this information to you in person.

Disciplinary penalties

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

Stage 1 - First written warning. A first written warning may be authorised by a member of Management or a Director. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on your disciplinary record.

Stage 2 - Final written warning. A final written warning may be authorised by a member of Management or a Director. It will usually be appropriate for:

- misconduct where there is already an active written warning on your record; or
- misconduct that we consider sufficiently serious to warrant a final written warning even though there are no other active warnings on your record.

Stage 3 - Dismissal. Dismissal may be authorised by a member of Management or a Director. It will usually only be appropriate for:

- any misconduct during your probationary period;
- further misconduct where there is an active final written warning on your record; or
- any gross misconduct regardless of whether there are active warnings on your record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal).

Examples of gross misconduct are set out in our Disciplinary Policy, which is set out above.

Alternatives to dismissal. In some cases, we may at our discretion consider alternatives to dismissal. These may be authorised by a member of management or a Director and will usually be accompanied by a final written warning.

Examples include:

- Demotion
- Transfer to another department or job
- A period of suspension without pay
- Loss of seniority
- Reduction in pay
- Loss of future pay increment or bonus
- Loss of overtime

The effect of a warning

Written warnings will set out the nature of the misconduct, the change in behaviour required, the period for which the warning will remain active, and the likely consequences of further misconduct in that active period.

A first written warning will usually remain active for six months and a final written warning will usually remain active for 12 months. Your conduct / performance may be reviewed at the end of a warning's active period and if it has not improved sufficiently, we may decide to extend the active period.

After the active period, the warning will remain permanently on your personnel file but will be disregarded in deciding the outcome of future disciplinary proceedings.

If you feel that disciplinary action taken against you is wrong or unjust you should appeal in writing, stating your full grounds of appeal, to a Director within 5 working days of the date on which you were informed of the decision.

If you are appealing against dismissal, the date on which dismissal takes effect will not be delayed pending the outcome of the appeal. However, if your appeal is successful, you will be reinstated with no loss of continuity or pay.

If you raise any new matters in your appeal, we may need to carry out further investigation. If any new information comes to light, we will provide you with a summary including, where appropriate, copies of additional relevant documents and witness statements. You will have a reasonable opportunity to consider this information before the hearing.

We will give you written notice of the date, time and place of the appeal hearing. This will normally be two to seven days after you receive the written notice.

The appeal hearing may be a complete re-hearing of the matter or it may be a review of the fairness of the original decision in the light of the procedure that was followed and any new information that may have come to light. This will be at our discretion depending on the circumstances of your case. In any event the appeal will be dealt with as impartially as possible.

Where possible, the appeal hearing will be conducted impartially by the Managing Director who will not have been previously involved in the case. You may bring a companion with you to the appeal hearing.

We may adjourn the appeal hearing if we need to carry out any further investigations in the light of any new points you have raised at the hearing. You will be given a reasonable opportunity to consider any new information obtained before the hearing is reconvened.

Following the appeal hearing we may:

- confirm the original decision;
- revoke the original decision; or
- substitute a different penalty.

We will inform you in writing of our final decision as soon as possible, usually within 7 working days of the appeal hearing. Where possible we will also explain this to you in person. There will be no further right of appeal.

Disabled employees

If you are disabled or become disabled whilst in our employ, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties at work because of your disability, you may wish to contact your manager to discuss any reasonable adjustments that would help overcome or minimise the difficulty.

It is the policy of the company that training, career development and promotion of disabled employees should, as far as possible, be identical to that of other employees.

Your manager may wish to consult with you and your medical adviser(s) about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable, we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other staff. Where reasonable, we will take steps to improve access for disabled staff and service users.

Eligibility to work

Right to Work in the UK

All employees must have the right to work in the UK. Media 10 is legally required to carry out Right to Work checks before employment begins and, where applicable, follow-up checks for employees with time-limited permission to work in the UK. [GOV.UK](https://gov.uk)

How Right to Work is checked

You will be asked to provide acceptable evidence of your right to work before starting employment. This may include:

- a British or Irish passport (or Irish passport card), and/or
- confirmation of UK immigration status via the Home Office online Right to Work checking service (using a share code), such as settled status, pre-settled status or a work visa (eVisa/UKVI status). [GOV.UK+1](https://gov.uk)

EEA nationals

EEA nationals who were not resident in the UK before 31 December 2020 will generally require permission to work in the UK under the UK immigration system (e.g., a visa). The same immigration rules apply to EEA nationals as to other non-British and non-Irish nationals.

Time-limited right to work

If your permission to work is time-limited, you must ensure you maintain valid permission throughout your employment. Media 10 will conduct follow-up Right to Work checks shortly before your permission expires. If you cannot provide evidence of continued permission to work, your employment may be affected in line with Company policy and UK law.

The Company will process Right to Work evidence in accordance with data protection requirements and will retain copies only as required by law.

Email use

Email is a business tool provided to assist the Company with its work. Used correctly it allows faster communication and improves external and internal relationships. The main points to note are:

- E-mails are not private. You are strongly encouraged to maintain separate email accounts for personal use. As a condition of employment, you agree the Company may monitor your Website access and emails may be intercepted and read by the Company. Personal emails must be kept to a minimum.
- Forwarding of company emails and documentation to your personal email address is forbidden and can lead to disciplinary action.
- Individuals are responsible for ensuring that their incoming mail is accessible if they are away from the office due to illness, holiday or other reasons. In exceptional circumstances when there is an urgent and justifiable business need, a Director may authorise access to your email and documents in your absence. You acknowledge and agree that your emails may be monitored for business purposes during your absence.
- E-mail should not be used to advertise or send trivial messages to the entire Company; this slows down the computer system and wastes staff time.
- Hard copies of e-mails sent or received should be filed with other correspondence as appropriate. E-mail messages, if relevant to the matter in question, may have to be disclosed in Court proceedings or as part of an investigation by a regulatory body.
- You must not send e-mails that are inappropriate, offensive or illegal or that may constitute harassment. Such actions will be subject to the Company's disciplinary policies and procedures and may constitute gross misconduct entitling the Company to dismiss summarily the member or staff concerned.
- E-mails sent outside the Company should adhere to the Company's normal procedures for review and approval as applied to other external communications such as letters or faxes. It is at member of staff discretion to deem whether the matter is sensitive or may put the Company at risk.
- Documents and materials on the Company's computer system may only be sent outside the Company as part of work for a Client or pursuant to other Company's business (such as sending material to another member of staff at home or abroad).
- The rules for choosing, changing and disclosing passwords must be adhered to at all times.

- E-mail sent by the Internet is liable to be read by unknown third parties. Clients should be notified before sending documents to them via Internet e-mail. E-mails do not always reach their destination. If a message is important, you should make sure that confirmation of receipt is obtained.
- All incoming and outgoing attachments will be monitored and checked for viruses.
- Automated sending or receiving of e-mails (for example subscription to mail bulletins) can delay e-mails of other members of staff of the Company. This should be kept to an absolute minimum.

Contracting by email

Under no circumstances do you enter into a contractual commitment on behalf of the Company by e-mail unless authorised by a Director.

General comment

The following additional requirements with regards to Internet, Email and General Computer usage should be adhered to at all times:

- Chat lines, messaging services and the like on the Internet are not to be accessed at any time.
- Electronic mail (e-mail) is not to be abused. It has been implemented to increase workplace efficiency, not for the excessive use of transferring personal files (for example, jokes) to multiple users. This consumes network bandwidth and server disk space.
- Any software or system files (including games) are not to be installed or deleted on Media 10 owned computers without the written approval of a Director.
- Care must be taken not to include defamatory, derogatory or offensive remarks when sending e-mails.
- All use of the Internet and e-mail is logged and may be monitored.
- Members of staff will be personally liable for any deliberate deletion/corruption or loss of electronic information / programmes and or damage to computer hardware.
- The use of on-line diaries, known as web logging or “blogging” is prohibited.
- You should read and familiarize yourself with the UK GDPR and Data Protection Act 2018 referred to elsewhere in this Handbook.

Failure to Adhere to this Policy

Failure to adhere to the rules and regulations set out in this Internet and E-mail policy will be treated by the Company as misconduct and will render you liable to action under the Company's Disciplinary Policy. Depending upon the circumstances, such failure may constitute misconduct sufficiently serious to justify summary dismissal in accordance with the Disciplinary Policy.

Equality and diversity

We are committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, clients, customers, suppliers and former staff members.

All staff have a duty to act in accordance with this policy and treat colleagues with dignity and kindness at all times, and not to discriminate against or harass other members of staff, regardless of their status. Your attention is drawn to our separate Anti-Harassment and Bullying Policy.

Equality & diversity training

Managers are given appropriate training on equal opportunities awareness and equal opportunities recruitment and selection best practice.

If you are involved in management or recruitment, or if you have any questions about the content or application of this policy, you should contact your line manager or Director to request training or further information.

Inclusion

This policy applies to everyone in the Company. All employees must understand how it affects their role and follow it in full. When working for, or representing, the Company you must:

- ensure that you are always presenting the best of yourself at work and in supporting your colleagues so that we encourage an engaged, welcoming and committed workplace which realises the potential of all involved;
- understand the policies surrounding Equality, Diversity and Inclusion in the capacity of your role and how they affect not only you but your fellow colleagues;
- be receptive and open to differences and where appropriate challenge your own thinking to ensure you do not fall foul of making assumptions about colleagues and/or customers who may be different to you;
- understand the full breadth of the negative impact discrimination of any kind can have on the Company, our customers and your colleagues;
- follow the appropriate channels to challenge behaviours that are not inclusive; and
- ensure that the Company's Equality, Diversity and Inclusion Policy is at the forefront of your mind when dealing with customers in order to respect their differences so that you represent the Company in the correct light.

Managers

In addition, managers must:

- establish inclusive values throughout your team to ensure differences are being valued and inappropriate behaviour is being challenged swiftly;
- take appropriate action where there is a clear breach of the Company's Equality, Diversity and Inclusion Policy in order to discourage such behaviour and supply relevant training to encourage correct behaviours;
- be a clear role model to the team you manage to demonstrate your own actions and behaviours are in line with those of the Company's inclusion commitment; and
- consider all steps to ensure inclusion is prevalent within every stage from induction to exiting, ensuring that all decisions taken are based completely on merit and that clear opportunities to develop skills and potential is available to all.

Recruitment of ex-offenders

The Company actively promotes equality of opportunity for all candidates, including those with criminal records where appropriate.

The Company requires you to provide details of any relevant criminal record at an early stage in the application process. Specific rules about which convictions and spent convictions you should disclose and those you need not disclose - known as "protected convictions" - are contained in legislation.

Any such information should be sent in a separate confidential letter to the designated person. Only those who need to see it as a formal part of the recruitment process will have access to this information.

Having a criminal record will not necessarily prevent you from being appointed.

Any recruitment decision will depend on the nature of the position and the circumstances and background of the offence(s). The Company will discuss with you the relevance of any offence to the job in question.

If you fail to reveal any information relating to disclosures in accordance with the Company's Disclosures Policy, this may lead to the withdrawal of an offer of employment.

The Company's policy in relation to the handling of criminal records data is contained in the Disclosure and Disclosure Information Policy.

Career development

While positive measures may be taken to encourage under-represented groups to apply for employment opportunities, recruitment or promotion to all jobs will be based solely on merit.

Everyone will have equal access to training and other career-development opportunities appropriate to their experience and abilities.

However, the Company will take appropriate positive action measures (as permitted by equal opportunities legislation) to provide specialist training and support for groups that are under-represented in the workforce and encourage them to take up training and career-development opportunities.

Scope and purpose of the policy

This policy applies to all aspects of our relationship with staff and to relations between staff members at all levels. This includes job advertisements, recruitment and selection, training and development, opportunities for promotion, conditions of service, pay and benefits, conduct at work, disciplinary and grievance procedures, and termination of employment.

We will take appropriate steps to accommodate the requirements of different religions, cultures, and domestic responsibilities.

Forms of discrimination

Discrimination by or against a member of staff is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination occurs when a person is treated less favourably because of a protected characteristic. This includes discrimination based on a characteristic they are believed to have. For example, rejecting an applicant because of their race on the grounds that they would not “fit in” would constitute direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in our Anti-Harassment and Bullying Policy.

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment or supported someone else's complaint.

Recruitment and selection

We aim to ensure that no job applicant suffers discrimination because of any of the protected characteristics above. Our recruitment procedures are reviewed regularly to ensure that individuals are treated on the basis of their relevant merits and abilities. Job selection criteria are regularly reviewed to ensure that they are relevant to the job and are not disproportionate.

Job advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.

We take steps to ensure that our vacancies are advertised to a diverse labour market and, where relevant, to particular groups that have been identified as disadvantaged or underrepresented in our organisation. Where appropriate, use may be made of lawful exemptions which should be set out in the advertisement.

Applicants should not be asked about health or disability before a job offer is made. There are limited exceptions which should only be used with the approval of a Director. For example:

- Questions necessary to establish if an applicant can perform an intrinsic part of the job (subject to any reasonable adjustments).
- Questions to establish if an applicant is fit to attend an assessment or any reasonable adjustments that may be needed at interview or assessment.
- Positive action to recruit disabled persons.
- Equal opportunities monitoring (which will not form part of the decision-making process).

Applicants should not be asked about past or current pregnancy or future intentions related to pregnancy. Applicants should not be asked about matters concerning age, race, religion or belief, sexual orientation, or gender reassignment without the approval of a Director (who should first consider whether such matters are relevant and may lawfully be taken into account).

We are legally required to ensure that all employees have the right to work in the UK. No assumptions about a person's immigration status should be made based on appearance, accent, name, or perceived nationality. For further information, please refer to the Eligibility to Work in the UK policy.

Staff training and promotion and conditions of service

Staff training needs will be identified through regular staff appraisals. All staff will be given appropriate access to training to enable them to progress within the organisation and all promotion decisions will be made on the basis of merit. Our conditions of service, benefits and facilities are reviewed regularly to ensure that they are available to all staff who should have access to them, and that there are no unlawful obstacles to accessing them.

Termination of employment

We will ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory.

We will also ensure that the Disciplinary Policy and penalties are applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.

Disability discrimination

If you are disabled or become disabled during your employment, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties at work because of your disability, you may wish to contact your manager to discuss any reasonable adjustments that would help overcome or minimise the difficulty.

Your manager may consult with you and, where appropriate, your medical adviser(s) about possible adjustments. We will give careful consideration to any request and will make reasonable adjustments where appropriate. If we determine that a particular adjustment is not reasonable, we will explain our reasons and, where possible, seek an alternative solution.

We will monitor the physical features of our premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other staff. Where reasonable, we will take steps to improve access for disabled staff and service users.

Breaches of the policy

If you believe that you may have been discriminated against, you are encouraged to raise the matter through our Grievance Procedure. If you believe that you may have been subject to harassment, you are encouraged to raise the matter through our Anti-Harassment and Bullying Policy. If you are uncertain which applies or need advice on how to proceed, you should speak to your manager.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the relevant procedure. Staff who make such allegations in good faith will not be victimised or treated less favourably as a result. False allegations which are found to have been made in bad faith will, however, be dealt with under our Disciplinary Policy.

Any member of staff who is found to have committed an act of discrimination or harassment will be subject to disciplinary action. Such behaviour may constitute gross misconduct and, as such, may result in summary dismissal following a fair process. We take a strict approach to serious breaches of this policy.

Expenses guideline

Media 10 will reimburse all reasonable expenses incurred, solely and exclusively in the course of company business, subject to the provision of appropriate receipts (VAT receipts where possible) and line manager approval.

Please note that certain categories of expense are automatically deemed inappropriate for reimbursement. This includes, but is not limited to: parking fines, luxury drinks (vintage wines, champagne etc), nightclub bills, suit hire, dry-cleaning, laundry, and tobacco products. If you work from home on a flexible or permanent basis, working from home expenses are not claimable.

Submission

- Expenses should be submitted monthly on Compleat: (<https://eu1a.compleat.online/Media10/AuthFiles/Login.aspx>), using a personal login.
- The claim should be named the month and year it relates to.
- Please only enter one claim per currency per month.

Please refer to intranet for expense claim deadlines.

If you have any queries making a claim, before submitting your claim please contact: lisa.crowley@m10group.co.uk
In Lisa's absence, please contact:

Consumer Divisions	Amy Smith amy.smith@m10group.co.uk
Trade Divisions	Harrison Clements harrison.clements@m10group.co.uk

Receipts

With the exception of mileage, reimbursement will normally only be made where claims are supported by original valid receipts. Credit Card transaction slips are not accepted as receipts.

Always ask for a VAT receipt

When incurring expenses, the most senior member of staff present should pay. Bills should not be split and claimed by more than one employee.

Please enter your receipts in date order (oldest first), and number them with the expense claim line number. Each receipt should be entered separately.

Receipts should be scanned and attached to the claim either individually at claim line level, or all receipts at header level. Please retain your paper receipts until the claim has been paid.

If no receipts are provided in support of an expense claim, reimbursement will only be at the discretion of the appropriate director.

Please note that claims over 3 months old will not be accepted.

Foreign Currency claims

All foreign currency claims should be made as a separate claim to sterling.

If you are in receipt of a foreign currency advance, please refer to accounts for the exchange rate to be used. If you are returning unspent currency from an advance, please enter the amount you are returning in the notes box of your claim.

If you did not have an advance, supporting documentation of the exchange rate must be attached to the claim. If this is not provided, the current exchange rate at the time of the claim will be applied.

Fares/Taxis/Tolls etc.

Train Fares

For local travel, please provide either a receipt or train ticket to support your claim. If you normally commute to the office by train, claims should only be made for additional travel costs.

For longer train journeys please book through your director in the first instance, or reception. Should you miss a nominated train, any costs of booking another seat are not a claimable expense.

Oyster cards

Please provide evidence of your journey, this can be obtained either online (if you have registered your oyster online), or by requesting it from any underground station ticket office, but has to be requested within 7 days of travel.

<http://www.tfl.gov.uk/tickets/20785.aspx>

Receipts for oyster card top ups will not be accepted.

Contactless Payment

You can use your contactless payment card to travel on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London.

If you wish to pay for business travel using this method, then please register your card online with TFL
<https://account.tfl.gov.uk/Register>

This will enable you to print a journey history which will detail your travel from, to, date, and price. As with oyster cards, this will be required to support any claim made.

Taxi Fares

Where no other form of transport is available or suitable, short journeys by taxi will be reimbursed subject to the provision of receipts. It is not, however, considered appropriate for taxis to be used for long journeys when alternative methods of travel should be used.

Tolls/Parking

Parking costs incurred in the course of travelling away from home, or the normal place of work in the performance of duties may be claimed.

Road tolls and city congestion charges for business related journeys may also be claimed.

Fines for motoring offences including (but not limited to), speeding and parking will not be reimbursed in any circumstances.

Flights

All flights should be booked through your director or reception/admin. Should you miss your flight, any costs for booking another flight are not a claimable expense, and payment of any such flight will be at the expense of the individual employee.

If you decide not to take a flight that is booked for you or you miss your flight and do not book a replacement flight (for whatever reason), the cost of the initial flight will be deducted from any outstanding expenses claim or your next salary payment, or any payments due to you on termination of your employment.

Car Hire

All car hire should be booked through your director.

Petrol purchased for the hire car may be reclaimed on production of an original receipt. It should be noted that credit card receipts are not acceptable, a VAT receipt should be requested showing details of the purchase.

Mileage Allowances

There are two rates of mileage depending on whether or not you have a car allowance. Please ensure that you select the correct category and do not amend VAT rates, as this has been set in accordance with HMRC guidelines.

Please notify Accounts if your annual mileage exceeds 10,000 miles.

Mileage claims should state start and end destinations either by UK postcode or town. Please give an explanation if diversion or other circumstances result in higher than anticipated mileage being travelled.

Staff that use their own vehicle for business purposes have a responsibility to ensure they have appropriate insurance cover for use of the vehicle whilst on company business. The consequence of using a private vehicle on company business without appropriate insurance is the personal responsibility of the employee.

Client Entertainment

Where business entertainment is being claimed, you must provide names and company of attendees along with the business reason for the event.

Entertaining includes Freelancers / Contractors etc. who are not on Media 10 payroll.

Hotel & Subsistence

Hotel

All hotel bookings should be made where possible through your director or admin/operations department.

Subsistence

Breakfast may only be claimed if, a business trip requires staff to leave home early (i.e. before 6am). Reasonable refreshments may be claimed if staff are out of the office visiting clients / suppliers or at an event (where no onsite catering has been provided), for more than half the working day.

Staff out of the office all day can claim for lunch up to a maximum of £7.50 (out of venue), £10 (in venue). If your lunch is more than the £7.50/£10, please enter £7.50/£10 on your expense claim but include the receipt to support your claim.

Dinner can only be claimed when staying overnight at one of our events or if the company requires staff to work late (i.e. after 8pm).

Other

Show Tickets

Show ticket costs are inclusive of VAT. Please retain either your ticket or booking form for inclusion in your claim.

Telephone

Claims must only be made for business calls made while carrying out your business duties. These must be supported by an itemised phone bill with the business calls highlighted.

Line rental is not a claimable expense.

Eye Tests & Glasses

All employees have optical provisions under the Medicash policy, and any claims for optical can be claimed via your Medicash portal.

You will receive your Medicash login details when you join with the list of benefits the policy covers.

Any queries on Medicash can be directed to dee.lacey@m10group.co.uk

Fire regulations

In the event of fire, you should leave the building in an orderly fashion, and gather at the assembly point. All fire exits are clearly marked and your nearest one should be used. The fire wardens will guide you through evacuation of the building should there be a fire in the building.

Please note that you are responsible for the safety of your visitors whilst they are on the company's premises.

Fire officers within the building are Jane Musgrove, Dee Lacey, and Conor Tallon. There are fire extinguishers on each floor in the building as well as smoke alarms in the main office areas. The firefighting and alarm equipment is checked and maintained on a regular basis by outside contractors.

There are fire alarm "call points" located on each floor of the building and you should familiarise yourself with the exact location. If you discover a fire, you should break the glass and sound the alarm.

In the event of the fire alarm sounding:

- Leave the premises via the nearest exit ensuring all doors are shut behind you.
- Do not pick up coats, bags or other items when leaving the premises.
- Always assist people to evacuate the premises.
- Attack fire if possible with appliances provided, but without taking a personal risk.
- The Company Fire Officers are to ensure that the Fire Brigade has been called and the premises evacuated.

Report to the assembly point, which is on the pavement island opposite Tom, Dick & Harry's on Station Road/High Street, where roll call is to be taken. On arrival of the Fire Brigade, the Officer in Charge should be informed that all are safe or of their last known position.

Flexible working

We are committed to developing work practices and policies that support work-life balance. Please contact your Director if you would like to discuss a request for Flexible Working. All requests will be considered on a case-by-case basis.

About this policy

This flexible working policy gives eligible employees an opportunity to request a change to their working pattern. We will deal with flexible working requests in a reasonable manner and within a reasonable time.

Eligibility

To be eligible to make a flexible working request, you must:

- Be an existing employee. There is a 'day one' right for employees to make a flexible working request.
- Employees may make two requests in any 12-month period
- Period within which we are to make a decision is two months
- We will consult with you before rejecting any request

What is a flexible working request?

A flexible working request under this policy means a request to do any or all of the following;

- to reduce or vary your working hours
- to reduce or vary the days you work
- to work from a different location

Making a flexible working request

Your flexible working request should be submitted to your line manager in writing and dated. It should:

- state that it is a flexible working request;
- explain the change being requested and propose a start date;
- state whether you have made any previous flexible working requests, and the dates of which you made these.

Meeting

We will arrange a meeting at a convenient time and place to discuss your request. You may be accompanied at the meeting by a colleague of your choice. They will be entitled to speak and confer privately with you but may not answer questions on your behalf.

Decision

We will inform you in writing of our decision as soon as possible after the meeting.

If your request is accepted, we will write to you with details of the new working arrangements and the date on which they will commence. You will be asked to sign and return a copy of the letter.

If we cannot immediately accept your request, we may require you to undertake a trial period before reaching a final decision on your request.

Unless otherwise agreed, changes to your terms of employment will be permanent.

We may reject your request for one or more of the following business reasons:

- the burden of additional costs
- detrimental effect on ability to meet customer demand
- inability to reorganise work among existing staff
- inability to recruit additional staff
- detrimental impact on quality
- detrimental impact on performance
- insufficiency of work during the periods that you propose to work; or
- planned changes

If we are unable to agree to your request, we will write to tell you which of those reasons applies in your case. We will also set out the appeal procedure.

You can speak with the Business Support Team should you require an application form which should be submitted to your line manager. For more information, please visit www.gov.uk/flexible-working

Gifts

You must not accept any gift (whether by way of goods, services or extraordinary discount), from any supplier or customer apart from seasonal gifts of a value no greater than £50, or entertainment in the normal course of business.

All gifts that you receive from any client, supplier or customer must be disclosed to your manager or director as soon as you have received it.

Breach of this rule constitutes a disciplinary offence.

Grievance

Who is covered by the procedure? This procedure applies to all staff regardless of length of service. It does not apply to agency workers or self-employed contractors. However, it does not form part of any member of staff's contract of employment. It may be amended at any time, and we may depart from it depending on the circumstances of any case.

Using the grievance procedure

Most grievances can be resolved quickly and informally through discussion with your manager. If this does not resolve the problem, you should initiate the formal procedure below reasonably promptly.

Issues that may cause grievances include:

- terms and conditions of employment
- health and safety
- work relations
- bullying and harassment
- new working practices
- working environment

- organisation change
- discrimination

Step 1: written grievance

You should put your grievance in writing and submit it to your line manager. If your grievance concerns the line manager, you may submit it to a Director.

The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it.

Step 2: meeting

We will arrange a grievance meeting, normally within 5 working days of receiving your written grievance. You should make every effort to attend.

You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell us the name of your chosen companion. The companion may be either a trade union representative or a colleague, who will be allowed reasonable paid time off from duties to act as your companion.

If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within 24 hours of the last grievance meeting, to confirm our decision and notify you of any further action that we intend to take to resolve the grievance. We also advise you of your right to appeal.

Step 3: appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to a Director, stating your full grounds of appeal, within 5 working days of the date on which the decision was sent or given to you.

We will hold an appeal meeting, normally within 5 working days of receiving the appeal. This will be dealt with impartially by the Managing Director who will not have previously been involved in the case. You will have a right to bring a companion.

We will confirm our final decision in writing, usually within 24 hours of the appeal hearing. There is no further right of appeal.

Recording meetings

The Company will normally arrange for summary minutes to be taken at any formal meeting. It is not the policy of the Company to record meetings by any other means (e.g., digital, audio recording and photographs). You (or any party accompanying you) must not record any meeting without the express permission of the Company in advance. Where a meeting is to be recorded then parties must agree to it in advance. If requested, a copy of the minutes/recording will be provided (in line with data protection principles).

The right to be accompanied

Under the Employment Relations Act 1999, an employee who is invited to attend a formal grievance meeting may choose to be accompanied by a fellow worker, a trade union representative, or an official employed by a trade union.

Employees should inform the company in advance of the meeting if they intend to bring a companion and provide the name and role of the person accompanying them. If the chosen companion is unavailable at the proposed meeting time, the employee may suggest an alternative time within five working days of the original meeting date, and the company will make reasonable efforts to facilitate this.

No employee will suffer detriment for exercising their right to be accompanied.

Health and safety

First aid

In the event of a member of staff becoming unwell or injured, Jane Musgrove or Dee Lacey should be informed. If it is deemed necessary to send a sick member of staff to hospital, Jane Musgrove or Dee Lacey should be notified (if Jane or Dee are unavailable, a senior member of staff within the company should be informed). Should a visitor be taken ill or injured on the premises, Jane, Dee or a senior member of staff should always be called.

First Aid contacts:

Dee Lacey (ext. 506), Jane Musgrove (ext.512)

First aid box

A first aid box is kept with each First Aid contact and in the reception area.

Accidents

All accidents involving personal injury to staff should be reported immediately to Dee or Jane for recording in the accident book:

Serious viral epidemic or pandemic

Some infections, such as some strains of influenza, SARS or the coronavirus, are highly infectious viral illnesses that have the capacity to spread rapidly. When a new viral strain emerges, one of the following situations may occur:

- A serious epidemic – where a disease infects a significantly greater number of people in the area than is usual or,
- A pandemic – which is an epidemic of global proportions

Viral pandemic or epidemic

During a serious viral epidemic or pandemic, the Company's overall aim will be to encourage our staff to carry on as normal if they are well, while taking additional precautions to protect them from exposure to infection and to lessen the risk of spread to others. The Company will communicate how business as usual will continue during these situations.

If an employee fails to follow the workplace guidelines, disciplinary action may be taken, or instant dismissal if the breach is serious enough. Should an employee break public health guidance, thereby putting the Company reputation and their colleague's health at risk, serious consequences may occur.

The Company will always encourage our employees to stay healthy by following the relevant government guidelines, whether this be following lockdown rules, social distancing, or encouraging employees to be immunised against any pandemic.

Premises and equipment

The responsibility for maintaining the building in a safe and hygienic state rests with the Directors who have full authority to incur frequently recurring expenditure, such as for contract cleaning. They are also responsible for ensuring that all equipment and apparatus is examined and maintained periodically and that defects in lighting, heating, plumbing are remedied.

Any faults on various pieces of equipment or building issues should be reported to the Business Support Team.

Staff should not attempt to effect repairs themselves.

Should any member of staff have any points to raise regarding the general safety or hygiene of the building, they are asked to discuss the matter with someone from the Business Support Team.

A safe workplace

The Company believes that a safe workplace denotes any space within which you carry out your general duties i.e. exhibitions, shows, or the office.

Many accidents at work are caused by falling. Be on your guard against:

- Worn or missing stair treads
- Missing or damaged handrails
- Worn floor coverings
- Slippery floor surfaces
- Broken glass, etc.
- Trailing telephone leads or electric leads.

Bumping into things is another cause of injury. Don't leave in corridors or passageways obstructions such as:

- Boxes/cartons
- Furniture
- Trolleys
- Rubbish

Furniture can cause accidents: *Don't*:

- Leave your desk drawer open
- Put too much weight in the upper drawers of filing cabinets or open more than one drawer at a time – the cabinet might tip towards you.
- Do not stand on swivel chairs or anything else which is insecure.

Storage areas

- Storage areas must be kept tidy and organised
- Avoid over filling cupboards or stacking items on top of one another
- Close cupboard doors once you have finished

Security

For your own safety and office security, the main entrance is managed with a key fob entry system and visitors are required to buzz for assistance. This door must always remain locked.

Windows must be shut and locked upon leaving the office. General access to the building should be through our main entrance.

Electrical equipment

Look out for and report:

- Loose connections
- Unearthed equipment
- Damaged cables
- Defective insulation
- Overloaded circuits
- Broken switches
- Worn or dangerous appliances
- Trailing leads
- Liquids which if spilt could cause a short circuit.

Do not attempt repair electrical equipment.

Lifting and carrying

- There is less strain when lifting heavy loads if you bend your legs and keep your back straight.
- Be able to see over the top of a load.
- Spread a load and make two journeys.
- Use a trolley wherever possible, which are kept in the storage cupboard in reception.

Display screen equipment (DSE)

This policy sets out the general principles which will govern the use of DSEs.

- The Company will take all reasonable steps to ensure that no user suffers any adverse health and safety effects.
- Discussions on DSEs will include consideration of requirements for office furniture, lighting and other matters relating to the office environment.

- The Company will review the following provisions from time to time with a view to implementing any measures suggested by experience or subsequent research.

DSE

- DSEs will be positioned at correct viewing distances so as to ensure minimum glare. Units will be fitted with brilliance and contrast control. Keyboards will be at the correct angle and working height.
- Chairs – will be suitable, on castors, with backrest adjustment, height adjustment and swivel base. Suitable desks with adequate working area will be provided.
- Lighting – appropriate levels of lighting will be provided, and every effort made to ensure minimum glare in both natural and artificial light. Window blinds will be fitted where necessary. Heating and ventilation – appropriate and satisfactory levels of heating and ventilation will be maintained.
- Footstalls and wrist rests will be made available if requested.
- Specification of equipment – all equipment installed will be suited to its envisaged task, conform to the appropriated British Standards and be installed and used in accordance with manufacturer's specifications.
- Maintenance – all equipment will be regularly maintained by qualified personnel to
- manufacturer's specifications.
- Failure of equipment – any equipment faults or defects will be dealt with promptly. Staff will not be required to operate faulty or defective equipment where such fault or defect seriously impedes normal performance or represents a health and safety hazard.
- Laptop computers should not be used for regular prolonged periods of keying.

DSE helpful hints

- Adjust your chair and DSE to find the most comfortable position for your work. As a broad guide, your arms should be approximately horizontal and your eyes at the same height as the top of the DSE casing on smaller screens or the middle on the larger screens.
- Make sure there is enough space underneath your desk to move your legs freely. Move any obstacles such as boxes or equipment.
- Avoid excess pressure on the backs of your legs and knees. A footrest, particularly for smaller users, may be helpful.
- Don't sit in the same position for long periods. Make sure you change your posture as often as practicable. Some movement is desirable but avoid repeat stretching movements.
- Adjust your keyboard and screen to get good keying and viewing position. A space in front of the keyboard is sometimes helpful for resting the wrist while not keying.
- Don't bend your hands up at the wrist when keying. Try to keep a soft touch on the keys and don't over stretch your fingers. Good keyboard technique is important.
- Try different layouts of keyboard, screen and document holder to find the best arrangement for you.
- Make sure you have enough workspace to take whatever documents you need. A document holder may help you avoid awkward neck movements.
- Arrange your desk and screen so that bright lights are not reflected in the screen. You shouldn't be directly facing windows or bright lights. Adjust blinds to prevent unwanted light.
- Make sure the characters on your screen are sharply focused and can be read easily. They shouldn't flicker or move.
- Make sure there are no layers of dirt, grime, or finger marks on the screen.
- Use the brightness control on the screen to suit the lighting conditions in the room.
- A break of up to 15 minutes spent doing other, non-screen related, tasks is recommended after every 60 minutes.

Insurances

The Company maintains a wide range of commercial insurances to cover such items as property, computer, vehicles etc. and professional indemnity.

The Company is insured against liability at law for damages and claimants' cost and expenses in respect of claims for breach of professional duty. If you are aware of any professional claim against the Company, you must immediately inform a director. Under no circumstances whatsoever should an admission of liability be made to a client or claimant, as any such admission would prejudice both the Company and its insurers' position.

All Company employees are covered by insurance whilst undertaking business journeys on behalf of the Company outside the UK. This is administered by Chubb Assistance. Cover commences from the time of leaving home or place of employment, whichever occurs last, throughout the duration of the journey until they return home or place of employment, whichever occurs first. Details of our policy should be obtained from the Business Support Department prior to you undertaking any overseas travel, and Chubb Assistance should be contacted immediately or as soon as possible in relation to a medical emergency, so that they can contact the local hospital, arrange for payment of bills etc.

Intellectual property

All copyright, databases (including social media and networking content and contacts), design rights and other intellectual property rights vesting in or arising out of all works made, created or discovered by you during the course of your normal duties or duties specifically assigned to you shall belong to the Company. In particular, the Company has sole rights in and to any software, databases (including social media and networking content and contacts) or designs developed during the course of your employment, and you agree to renounce all rights associated with these or other works.

You irrevocably and unconditionally waive all moral rights in connection with your authorship of any existing or future copyright work in whatever part of the world such rights may be enforceable.

You will take all reasonable steps to ensure that any works which you create during the course of your employment, will not be obscene or defamatory, nor will they infringe any copyright, moral rights, or any other rights of any third party.

You shall immediately notify to the Company any discovery or improvement made by you during the course of your employment which is in any way connected with the business of the Company. You shall treat such discovery or improvement as confidential and shall not make any disclosure whether orally or in writing to any other person without the prior written consent of the Company. Any such invention or improvement shall belong to the Company and you shall, if asked to do so, assist the Company in applying for patent or other protection and in signing and executing any documents and doing any acts for the purpose of giving to the Company the full benefit of this clause. This provision does not affect your statutory rights under the Patents Act 1977.

You will further act to protect the Company's rights by entering into appropriate contracts with contractors that provide database services. It must be made clear to suppliers that they are acting as sub-contractors under the Company's direct instructions and that they cannot hereby benefit from any assumption of rights over the content, compilation, design, mode of access or presentation; nor any other aspect of the resulting database. Contractors outside the European Economic Area are not bound by Database Right and contracts with such suppliers will need particular attention.

Internet use

Internet access is made available to all for the Company's business purposes. However, it is recognised that people may occasionally wish to access the Internet for personal purposes. The Company's policy on the use of the Internet is that occasional personal use is acceptable, provided this does not impact or interfere with the Company's or other member of staff's systems, workflow or enjoyment. This policy is based on the private use not being excessive or interfering with your work.

You should be aware that there are a number of risks associated with communication via the Internet. Most importantly viruses can be spread by software or other files downloaded from the Internet. Accordingly, you should be extremely careful about downloading any material from the Internet, this should only happen if you are satisfied that this does not infringe copyright or any related rights and does not present any security risk.

Only Company owned software should be installed on Company owned computers.

If there is any doubt in your mind as to whether a particular action is safe to take, please seek guidance from your Manager first. In addition, please remember that communication via the Internet is inherently insecure and confidential information should not be transmitted in this way.

Illegal, offensive or inappropriate material (for example, pornographic material) must not be accessed, viewed or downloaded and the Internet should not be used in a way which constitutes harassment. To do so will be regarded as gross misconduct and will result in the Company instigating disciplinary proceedings which may lead to your dismissal.

In addition, evidence of use which could reflect adversely on the Company's reputation or is otherwise inappropriate for a member of the Company may lead to the introduction of filtering software, either on an individual or group basis.

Accessing 'social' websites (e.g., Facebook) has been restricted due to abuse in the past.

Leaving the company

Exit interviews

When leaving the company, we would require you to complete an exit interview, and a link is sent to you before your last day. Your answers are kept anonymous.

Fob and parking permit

All door fobs and car permits should be returned to Business Support on your last day. Failure to do this could result in a £10 and £5 fee respectively, being taken from your final salary where contractually authorised, lawful, and not calculating below national minimum wage. Deductions will be notified to you in writing.

Garden leave

In accordance with the company policy and pursuant to clause 'Termination of Employment' in your contract of employment, it may be decided to place you on garden leave should you resign or are asked to leave the business due to redundancy or short-term dismissal. This means that your employment will continue but you are not required to attend work.

During this time, you must not enter the company premises without prior permission, and you must not engage in any work for the company unless you are specifically requested to do so, this includes communicating with any clients, employees or customers of the company. You must return all company documents and papers and any IT equipment that has been assigned to you.

Your employment continues, as do all your terms and conditions of employment. You will continue to be paid, and you will still be entitled to statutory company benefits. Your continuity of service will continue to accrue.

As you remain an employee during garden leave, you are still under the obligations of our employees, including the requirement to keep company information confidential. We would also take this opportunity to remind you of the restrictive covenants in your contract of employment, in particular and without limitation, during the leave period you remain bound by your obligations of loyalty and good faith, of exclusive service and of confidentiality, which obligations, among others, preclude you from taking up any other employment during the garden leave period.

Notice Periods

If you wish to leave the Company, please inform your manager in writing as soon as possible.

Your period of notice is as noted in your contract of employment or as otherwise notified to you during your tenure on Cezanne.

The Company reserves the right to pay you in lieu of notice or in lieu of part of the notice period and is under no obligation to do so.

In cases of summary dismissal and where employment is terminated for gross misconduct, the Company is entitled to forego the notice periods and withhold payment in lieu of notice.

Commission made will only be paid either whilst you are still in our employ, by the end of your notice period or when your final salary is due.

Any payments for accrued and outstanding amounts under any Company scheme will not be paid following your date of termination.

Your entitlement to all contractual benefits shall cease upon your last day of employment, and any bonus payments will be discretionary.

If you choose to not comply with the contractual clauses in your contract i.e., you choose to not work your notice period, you may forfeit any notice period payment, and the Company will seek to recover any paid days not worked.

P45

Once you have left the company and your final salary has been paid, the Payroll Department will issue your P45 to your myepaywindow account. P45s are not to be reissued so please ensure that you maintain your account until you receive all the information you need.

Retirement

The Company has no fixed retirement age (although this will be reviewed from time to time by the Directors to reflect our business needs). We acknowledge that retirement is a matter of choice for individuals and will not pressurise you into resigning because you have reached or are approaching a certain age.

- a) You are free to retire whenever you choose or to seek an alternative (role or) working pattern.
- b) We are proud to employ people of all ages and consider that age diversity is beneficial to the organisation. We are committed to not discriminating against staff because of age and adhere to the principles set out in our Equality & Diversity Policy.

Subject access requests

Media 10 will help with any information that you require under the terms and conditions and guidelines of the UK GDPR and Data Protection Act 2018. Please note that Media 10 does have the right to charge a fee if the request is excessive. It must be noted that some data is archived or deleted at least one year from the end of employment. Data may include, but not limited to emails.

Medicals

The Company reserves the right to require you to undergo a medical examination. In such an event the Company will bear the cost. Failure to attend will be taken into account in the event of disciplinary action. Please see our Sickness Policy for further information.

If you do experience problems with your health, please advise your Manager.

Medicash

The Company offers employees access to the Medicash Health Plan, providing cashback on a range of healthcare expenses, including dental, optical, and physiotherapy treatments. Employees may also benefit from virtual GP services, mental health support, and additional wellbeing resources. Full details, including eligibility and coverage, will be provided upon enrolment. Participation in the plan is subject to the terms and conditions set by Medicash.

Peri menopause or menopause or post menopause

Media 10 recognises that menopause and perimenopause can affect employees differently and is committed to providing a supportive and inclusive working environment.

Reasonable Adjustments

Where menopause symptoms impact an employee's ability to work, Media 10 will consider reasonable adjustments on a case-by-case basis. Adjustments may include, but are not limited to:

- Flexible working arrangements;
- Adjustments to working hours or location;
- Temporary changes to duties;
- Additional rest breaks; or
- Workplace adjustments to temperature, seating or uniform requirements.

Requests will be considered sensitively and in line with business needs.

Absence sensitivity

Menopause related absence will be handled sensitively and fairly. Where appropriate, managers may take menopause symptoms into account when reviewing attendance and will consider whether formal absence procedures are suitable in the circumstances.

Non-Discrimination

Media 10 will not tolerate discrimination, harassment or victimisation related to menopause. Unfavourable treatment connected to menopause may constitute discrimination under the Equality Act 2010, including on the grounds of sex, age or disability.

Manager Guidance

Managers are expected to:

- Treat menopause-related matters confidentially and with respect;
- Encourage open and supportive conversations;
- Consider reasonable adjustments where requested; and
- Seek guidance from the Business Support Team where appropriate

Employees are encouraged to speak to their manager, Director, or the Business Support Team if they require support.

Mobiles and telephone use

Telephones are important to the Company's business and their cost constitutes one of the Company's major overheads. The company operates a call logging system applied to each of its business lines, including the recording of all calls. The company reserves the right to monitor all communications, including telephone, email and letters for the security of staff and client, and in the furtherance of training objectives.

Personal calls should not take precedence over business calls. Mobile phones, other than for business, should not be used during working hours. Excess of personal use of your mobile phone during working hours may lead to disciplinary action.

Media 10 recognises that occasionally incoming and outgoing personal phone calls are necessary. This is acceptable provided that the frequency and duration of such calls does not interfere with the conduct of your work or inconvenience other staff. These calls should be of a short duration and to the point and should be limited to essential calls. If you make a personal call, which, in the reasonable opinion of the Company is excessive in duration or cost, you may be requested to reimburse the Company for the cost of such a call.

Monitoring

What this policy covers

This policy applies to employees, workers and contractors.

This policy sets out the Company's approach to monitoring, provides information relating to the types of monitoring used and the Company's obligations in relation to such monitoring and in introducing additional monitoring.

The Company's responsibilities

You should be aware that the Company may carry out monitoring of employees, workers and contractors.

Monitoring may be necessary either to allow the Company to perform its contract with you or for the Company's own legitimate interests. The Company's reasons for monitoring include:

- security and the prevention and detection of crime
- ensuring appropriate use of the Company's telecommunications and computer systems
- ensuring compliance with regulatory requirements
- monitoring attendance, work and behaviour;

Types of monitoring

The monitoring carried out may include:

- monitoring of premises using video cameras
- monitoring e-mails and analysing e-mail traffic
- monitoring websites visited by staff using Company systems
- recording telephone calls and checking call logs
- monitoring the use of Company vehicles via vehicle-tracking systems
- monitoring, including recording, of digital meeting systems used by staff
- entry and exit systems, including the use of biometric data such as fingerprints
- tracking via mobile devices

The Company may use information gathered through monitoring as the basis for disciplinary action.

If disciplinary action results from information gathered through monitoring, you will be given the opportunity to see or hear the relevant information in advance of the disciplinary meeting.

The Company will ensure data collected through monitoring is processed in accordance with the Company's Data Protection Policy and data protection legislation and, in particular, it will be kept secure, and access will be limited to authorised individuals.

Additional monitoring

The Company reserves the right to introduce additional monitoring. Before doing so, the Company will:

- identify the purpose for which the monitoring is to be introduced
- ensure that the type and extent of monitoring is limited to what is necessary to achieve that purpose
- where appropriate, consult with affected staff in advance of introducing the monitoring
- weigh up the benefits that the monitoring is expected to achieve against the impact it may have on staff

The Company will ensure that you are aware of when, why and how monitoring is to take place and the standards they are expected to achieve.

Covert monitoring

If the Company has reason to believe that certain employees, workers or contractors are engaged in criminal activity, the Company may use covert monitoring to investigate that suspicion. In such instances, any monitoring will take place under the guidance of the police and will be carried out in accordance with Data Protection legislation.

Offices

Media 10 Limited
Crown House
151 High Road
Loughton
Essex IG10 4LF

Media 10 Limited
Unit 2.2.8
The Hub
70 Pacific Quay
Glasgow G51 1DZ

+44 (0)203 225 5200

+44 (0)141 251 0101

Other employment

You must devote the whole of your time, attention and abilities during your hours of work to your duties for the Company. You may not, under any circumstances, whether directly or indirectly, and whether or not for payment, undertake any other duties, of whatever kind, during your hours of work for the Company.

You may not, without prior consent of a Director of the Company (which will not be unreasonably withheld), engage, whether directly or indirectly, in any business or employment which is similar to or in any way connected to or competitive with the business of the Company to impair your ability to act at all times in the best interests of the Company.

In order to ensure that there is no risk of the Company being liable under the Working Time Regulations 1998 you must inform your Director in writing of any employment you may have outside your hours of work for the Company (which is not covered by the preceding paragraph). The Company reserves the right to terminate your employment if at any time it considers that your outside employment, together with your obligations under this Contract, may breach the regulations, or if it considers such outside employment as having an adverse effect on your ability to fulfil your employment obligations to the Company.

Our Corporate Social Responsibility (CSR)

Media 10 is committed to conducting its business ethically, responsibly and sustainably. We consider the human rights, social, economic and environmental impact of our activities and aim to meet, and where possible exceed, all relevant legal and ethical standards. Where legislation does not exist, we apply best practice.

Looking After Our Employees

We believe a positive working environment is essential to retaining motivated and productive staff. To support this, Media 10:

- Operates as an equal opportunities employer in line with the Equality Act 2010 and supports fair and inclusive working practices
- Is committed to preventing modern slavery and operates in line with the Modern Slavery Act 2015
- Maintains appropriate health and safety policies, procedures and training
- Provides training, appraisals and opportunities for development
- Communicates with employees in an open, honest and transparent manner
- Ensures staff are paid correctly and on time, meet or exceed the National Minimum Wage, and have access to the Workplace Pension
- Offers additional benefits where applicable, including car allowance, bonuses, company sick pay, paid annual leave, and enhanced maternity and paternity pay.
- Has a dedicated Business Support Team who manage HR matters confidentially, promptly and appropriately
- Offers additional wellbeing benefits, including, Mediacash Health Insurance plan, company social events, free event tickets and discounted subscriptions

Looking After Our Customers

We are committed to treating all customers and clients with courtesy, professionalism and respect. We aim to deliver services and events that meet high standards of quality, safety and care, ensuring a positive and lasting impression of Media 10.

Looking After Our Suppliers

Media 10 values strong and ethical relationships with its suppliers. We expect suppliers to operate responsibly and may request evidence that they:

- Comply with the Modern Slavery Act 2015
- Operate in line with the Bribery Act 2010
- Have appropriate CSR or ethical business policies in place

Parking at the office

Car parking spaces available to permit holders

- Parking bays located in the rear car park market M10. Please do not park in any other space. If you park in another space, the tenants have an automatic right to authorise the ticket agency to issue you with a parking ticket.
- Parking bays located in the slip road outside the shops
- Parking bays allocated to 'Tom' in the slip road and the NuBar spaces in the rear car park can be used BUT only until further notice. Please do not park in the private spaces directly outside of the restaurant marked 'Dick' and 'Harry'.

Permit holder restrictions

- Permits are in use between 7am and 5pm, Monday to Friday. Any time outside of these days and times are open to the public use.
- Permits will be issued to only Media 10 employees that drive to work; they will not be issued to individuals that travel by public transport, or for partners of employees to use.
- We would like to encourage car sharing as much as possible as we are aware of the difficulty of parking in Loughton, and this may be a factor considered when issuing permits.
- All parking bays are on a 'first to arrive parks' basis. Being in possession of a parking permit does not guarantee a parking space.
- In circumstances where management decides to either not issue a parking permit or the need to withdraw a permit, there is no right of appeal against this decision and the permit must be returned immediately.

Withdrawal of parking permits

Any person found not following the terms and conditions of the Car Parking Policy will automatically have their parking permit withdrawn. It should be noted that not adhering to the policy could result in parking tickets being issued and disciplinary action being taken.

Leaving the company

On your last day of employment, any parking permit that has been issued must be returned. Failure to return your parking permit will result in a deduction from your final salary of £5.00. If you continue to use your permit to park in these restricted areas after leaving the Company, parking fines will be issued.

Parking rules and regulations

The following rules must be observed when parking in the rear car park and slip road; failure to do so will result in the withdrawal of the staff member's parking permit:

1. Staff are eligible to apply for a parking permit once they have successfully passed their probation.
2. All staff are required to display a valid and up to date parking permit when parking in the designated areas. This permit will have an annual expiry date and staff will be responsible for renewing their permits with the Business Support Team. Vehicles parked in the designated staff parking areas without displaying a valid permit will be subject to enforcement action.
3. Permits may only be used for cars registered with Media 10 Business Support Team. Please note only one car registration can be allocated per staff permit. Only one permit will be issued to staff at any one time. Permits are not to be given to anyone else in order to use the designated parking areas.
4. Permit holders must inform the Business Support Team of any changes to their circumstances, or their car registration details without delay.
5. Every effort should be made by the employee to ensure his/her permit is not lost or damaged, as they are of value. Lost or damaged permits should be reported to the Business Support Team immediately. There is no right to a replacement. If a replacement is issued there may be a £5.00 charge. If the charge is not paid, the staff member will not receive the replacement.
6. If the staff member's vehicle is stolen, he/she should produce a copy of the Police Crime Report number to the Business Support Team, who will issue a replacement permit free of charge.
7. Parking permits remain the property of Media 10. They must be returned to the Business Support Team on or before termination of employment. Media 10 reserves the right to withdraw permits at its absolute discretion or to make a deduction from salary for a replacement or for an unpaid parking fine.
8. Permit holders must park in designated spaces only.
9. Unauthorised parking may result in the permit being withdrawn and parking fines being issued.

10. The possession of a permit does not guarantee a parking space. Media 10 cannot accept liability for any loss or damage to any vehicle parked in a designated parking area arising from the acts of third parties e.g., vandalism, theft or accidental damage.
11. Fraudulent use by a staff member of a permit will be formally reported, this may result in disqualification from the staff parking bays and disciplinary action.

Password Policy

Passwords are an important aspect of computer security. They are the front-line of protection for user accounts. A poorly chosen password may result in the compromise of Media 10s entire network. As such, all employees (including contractors and vendors with access to Media 10s systems), are responsible for taking the appropriate steps as outlined below, to select and secure their passwords.

This policy establishes a standard for the creation of strong passwords, the protection of those passwords, and the frequency of change. This policy includes all employees who have or are responsible for an account on any system that resides at any Media 10 premises or remote site (including Media 10 machines offsite), who have access to the Media 10 network, or who store any non-public Media 10 information.

User Authentication

Every user will be assigned a unique user account (user ID), and a password for access to Media 10s systems. Shared or group user IDs are banned for user-level access. Systems and applications must authenticate using a password. The use of non-authenticated user IDs (i.e., those without passwords) or user IDs not associated with a single identified user, are banned. The account will lock a user out after 5 invalid login attempts within 15 minutes. Locked accounts shall remain locked until the System Administrator unlocks the account. Users may contact the IT Service Helpdesk to have their account unlocked. Multifactor authentication is required for all users accessing systems remotely.

Password Management

Passwords must be created and managed in accordance with this section.

Password requirements

- All user-level Media 10 network passwords will expire every 180 days and must be changed
- New passwords cannot be the same as the previous three passwords
- Passwords must be at least 8 characters in length. The longer the better
- Passwords must contain both uppercase and lowercase characters (e.g., a-z and A-Z).
- Passwords must contain at least one number (e.g., 0-9)
- Accounts shall be locked after 5 failed login attempts within 15 minutes, until a System Administrator unlocks the account

To unlock an account or change a password without logging in, the user must call the IT Department to provide a new temporary password to the user. In such cases, passwords must be provided verbally, and the user must immediately log in and change the account password.

Passwords should not be shared with anyone, including IT Support personnel, unless approved by the IT Director.

All passwords are to be treated as sensitive, confidential information. If someone requests your password(s), please inform him or her that you cannot provide that information as per Media 10 policy and contact the IT Director or Business Support Manager about the request. If you suspect an account or password has been compromised, report the incident immediately to a member of the IT Department and change all related passwords.

The IT Department or authorised outside "penetration testers" may perform password cracking or guessing on a periodic or random basis to test the security of the Media 10 network. If a password is guessed or cracked during one of these scans, the user will be required to change it. Password cracking and guessing are not to be performed by anyone outside of the IT Department or an approved third-party auditor.

Guidelines for Password Construction

A strong password:

- Contains both uppercase and lowercase characters (e.g., a-z and A-Z).

- Contains digits and punctuation characters (e.g., 0-9 and !@#\$%^&*).
- Is at least 8-15 alphanumeric characters long and is a passphrase (e.g., "Ohmy1stubbedmyt0e").
- Is not a single word in any language, slang, dialect or jargon (e.g., "password" or "cheesy").
- Is not based on personal information, names of family members, etc.

Passwords should never be written down or stored online. Employees should try to create passwords that can be easily remembered. One way to do this is to create a password based on a song title, affirmation or other phrase. For example, the phrase might be "The Weather is nice today," and the password could be "TW15n1to" or Thw1n1ce2d" or some other variation.

Use of Passwords for External Site

All external sites (e.g., AWS, Siteground etc.) must be protected by a PEM key and MFA, only those authorised by the IT Director can have access to these sites.

Enforcement

Any employee found to be in violation of, or to have violated this policy, may be subject to disciplinary action, up to and including termination of employment.

Pension scheme

Under the Workplace Pensions regulations, we will automatically enrol you in the Workplace Pension Scheme, if you:

- Have completed 3 months service
- Are aged between 22 and state pension age
- Earn more than £10,000 a year
- Usually work in the UK

You can opt out if you want to, but that means losing out on employer and Government contributions, and if you stay in, you'll have your own pension that you receive when you retire.

As of 6th April 2018, the minimum contributions for the workplace pension increased:

Date Effective	Employer Minimum Contribution	Staff Contribution	Total Minimum Contribution
6 th April 2019 onwards	3%	5%	8%

The Media 10 Workplace Pension is administered by NOW Pensions. The Employee contact number is 0330 100 3334. Any changes to the above contributions will be discussed and confirmed to you in writing

Personal effects

You must ensure that your own personal property is at all times properly secured as insurance for loss or damage of personal effects, is excluded and the company cannot accept responsibility for any loss of your money or other valuables.

Positive working environment (CSR)

Media 10 is committed to maintaining a positive, inclusive and respectful working environment for all employees, clients, suppliers, and visitors.

All employees are required to behave in a way that promotes dignity and respect and must not engage in, encourage or permit any form of harassment, bullying or unlawful discrimination, whether sexual, racial, disability-related or otherwise, against any person in the course of their employment.

Media 10 has clear Equality & Diversity and Anti-Harassment and Bullying policies, which all staff are expected to read, understand and comply with.

Put simply: be kind, professional, and respectful to everyone.

Post termination restrictions

You acknowledge and agree that given the nature of your role, you will have access to Confidential Information, trade secrets and know-how which would result in considerable costs, both economic and otherwise, to the Company in the event that you were allowed to compete with the Company upon termination.

You agree that the Company has a legitimate interest in protecting its commercial interests, goodwill and a stable workforce and you agree, in consideration of the opportunity of working for the Company, to the following restrictions, for the purpose of protecting the Company's best interests.

Business contacts made during the course of your employment are regarded as Company Confidential Information and belong to the Company. This includes information contained in databases such as address lists contained in Outlook, or business and contacts lists created and held on any electronic or social media format, including but not limited to LinkedIn and Facebook. On termination of employment, you must provide the Company with a copy of all such information, surrender or delete all such information from your personal social networking accounts, and destroy any further copies of such information that you may have.

Updating your LinkedIn profile or any social media profile to refer to your new employer and setting up your account to ensure that your contacts receive notification of this, will be regarded as an act of solicitation and/or an attempt to deal with customers, employees and business contacts of the Company and may result in civil proceedings being brought against you.

In the event that any one or more or any part of the Restrictions shall be rendered or judged invalid or unenforceable, such restriction or part shall be deemed to be severed from this agreement and such invalidity or unenforceability shall not in any way affect the validity or enforceability of the remaining restrictions.

Non-Solicitation

You will not for a period of twelve months after the termination of your employment either personally or by an agent, whether on your own account or for or in association with any other person, firm, company or organisation, canvass, solicit or endeavour to take away from the Company the business or custom of any customer or client of the Company with whom you personally dealt during the six months immediately preceding the termination of your employment.

Non-Dealing

You will not for a period of twelve months after the termination of your employment either personally or by an agent, whether on your own account or for or in association with any other person, firm, company or organisation, for or in relation to any business or activity which is in competition with the Company deal, negotiate or contract with any client or prospective client with whom you personally dealt during the six months immediately preceding the termination of your employment.

Non-Poaching

You will not for a period of twelve months after the termination of your employment either personally or by an agent, whether on your own account or for, or in association with any other person, employ or engage any person who was during the six months before the termination of your employment, engaged as a senior or key employee.

Probation period

Unless otherwise stated in your contract, the first six months of your employment are regarded as a probationary period.

During your probationary period, an assessment is made by your line manager at around one month into your probation period to ensure that any problems are promptly highlighted, and steps agreed to overcome them. You will have another review at your three-month mark. If you have any concerns regarding your work, please discuss these with your Manager.

Your contract allows for a probation period and possible extension. The Company will tell you if your probation is being extended before the 6 month probation ends, explain the reasons why (i.e., performance concerns, or need more time to assess), will set clear expectations, and a review date, and will all be followed up to you in writing. There is the ability to pass your probation period at your three-month review, should you prove to meet or exceed expectations

During the probation period, the Company may terminate your employment by giving the statutory minimum notice, or any longer period specified in your contract. While the Company may apply a simplified or informal process during probation, this will be conducted in a fair and reasonable manner and in line with applicable employment law. You will not be deemed to have successfully completed your probation period unless you receive written confirmation from the Company.

References / curriculum vitae / application forms

Your employment with the Company is subject to at least two satisfactory references being received.

Should an unsatisfactory reference be received subsequent to your commencement date, then the Company reserves the right to terminate your employment.

Should your curriculum vitae or application form contain misleading or inaccurate information, the Company reserves the right to withdraw its offer or terminate your employment at whatever stage of your employment it may be discovered.

Sabbatical / career break

Eligibility

- Long-serving employees with two or more years' continuous service at Media 10 will be eligible to apply for an unpaid sabbatical leave/career break to undertake research, further education, travelling, or caring for elderly relatives.
- Both full-time and part-time employees with the relevant service are potentially eligible. The purpose of a sabbatical leave/career break will normally be linked to personal development outside the usual confines of the job, allowing the employee to return to work with new ideas and enhanced skills. Unless exceptional circumstances apply, a sabbatical leave/career break will only be granted once during the course of an employee's tenure.

Procedure

- a. Any eligible employee wishing to make an application for a sabbatical leave/career break should do so in writing to their Director, stating the proposed objectives and duration of the leave, and the perceived benefits for Media 10 and the employee.
- b. Media 10 will consider any such request and leave, where granted, will be entirely at Media 10's discretion and with such qualifications and conditions as Media 10 sees fit. There is no statutory right for an employee to be granted sabbatical leave/career breaks, and requests will usually only be granted when they are at no additional cost to Media 10.
- c. Sabbatical leave will be granted for a minimum of one month and a maximum of one year. Employees may request to use some of their accrued annual leave towards their sabbatical leave which will be paid, but the remainder of the period will be unpaid.
- d. Employees who wish to take a prolonged absence from work in order to care for a child also have an entitlement to unpaid leave in accordance with the Parental Leave Policy.

Impact on Terms and Conditions of Employment

- a. If an employee is a member of the work placement pension scheme, for any period of unpaid leave, he/she will be invited to pay contributions based on the pay they were receiving immediately before the unpaid period started as follows:
 - I. For the first 30 days (up to a maximum of one year) the employee can choose whether or not to pay pension contributions. If they choose to pay, both the employee and employer must pay the contributions, which would have been paid if not for the leave of absence. This will enable the unpaid period to count in full for pension purposes.
 - II. Employees have up to 30 days after they return to work to decide whether they wish to make up these contributions. Figures can be provided by the payroll department of the amount due before a decision is made.
- b. Any accrued but unused annual leave entitlement for the current leave year must be taken prior to the start of the employee's sabbatical leave/career break. Annual leave will not accrue during any period of unpaid leave and the employee will therefore receive a pro rata leave entitlement, based on complete months worked, for the leave year that the unpaid sabbatical period falls within.
- c. Should more than the annual leave accrual be taken by the employee, it will be deducted from your salary before leaving for sabbatical leave/career break.
- d. Yearly salary increases will not apply to employees on a sabbatical leave/career break

- e. During the sabbatical leave/career break, the employee remains an employee of Media 10 on the normal terms and conditions of employment, save as amended below.
 - i. The following benefits will cease to apply during the unpaid sabbatical leave/career break period, but will resume when the employee returns to work
 - i. Car allowance will cease during the unpaid sabbatical leave/career break period
 - ii. Leave accrual will not apply whilst on an unpaid sabbatical leave/career break
 - iii. Media 10 will not be responsible for paying any tax or NI contributions whilst on an unpaid sabbatical leave/career break. Should you wish to make up the lost NI contributions whilst on leave, please speak to Payroll.
 - iv. There is no entitlement to payment of salary, allowances, annual or bank holiday leave, sick pay or statutory maternity/paternity pay

Continuous employment

- 1. The employee continues to be employed during their sabbatical leave/career break, which counts towards their period of continuous employment, for the purposes of entitlement to other statutory employment rights (for example, the right to a redundancy payment)
- 2. The employee continues to be employed during their sabbatical leave/career break, which counts towards their period of continuous employment for the purposes of entitlement to other statutory employment rights (for example, the right to a redundancy payment).
- 3. All other terms of the employee's contract of employment will remain in force.

Right to return to work

The employee has the right to return to the same job in which he or she was employed under their original contract of employment, and on terms and conditions not less favourable than those which would have been applicable had they not been absent. However, there can be exceptions to this, as follows:

- 1. Where it is not practicable by reason of redundancy or restructure, the employee shall be entitled to be offered a suitable alternative vacancy, where one exists.
- 2. Where organisational changes are proposed in Media 10 during the period of leave which may affect the employee, every attempt will be made to contact them in a timely manner and treat them in the same way as other employees.
- 3. If the employee decides not to return to work following a period of sabbatical leave/career break, they must give notice of their resignation as soon as possible and in accordance with the terms and conditions of their contract of employment.
- 4. If the employee wishes to end their sabbatical leave/career break early, they must make a written request to their Director giving at least four weeks' notice to request to return. This will be approved at the Director's discretion and whether it can be approved based on the needs of the business.
- 5. If the employee fails to return to work on the agreed date, Media 10 will make every effort to contact the employee to confirm the situation and the reasons for this. If Media 10 is unable to contact the employee, it will be assumed that the employee has resigned and the last day of service will be recorded as the agreed date of return.

Keeping in touch

The employee will be required to keep in contact with their Director whilst on sabbatical leave, usually on a monthly basis, or time period to be agreed.

Working whilst on sabbatical leave

The employee will not be permitted to take up alternative employment during a sabbatical leave/career break without the prior consent and written permission of their Director. Any such request should be included in the employee's written application for sabbatical leave/career break.

Conduct

- 1. Employees will continue to be employed by Media 10 during any period of sabbatical leave and must therefore maintain conduct of the highest standard such that public confidence in their integrity is sustained.
- 2. All provisions as to confidential information will continue to apply.
- 3. You will behave in a manner that will always reflect well on Media 10. Should it be discovered that you have caused embarrassment or detrimental effect to Media 10's reputation whilst on a sabbatical leave/career break, disciplinary procedures will be applied.

As with the Flexible Working Policy, there will be a similar process with a built-in appeal procedure should your sabbatical or career break request be denied.

Safe mobile phone usage

The use of hand-held phones while driving in the course of your employment is prohibited. Media 10 policy states that you should not make or answer calls while driving. Where possible, Media 10 advises that you activate a function on your phone that silences alerts so you can drive safely and without distraction.

In the case of Apple iPhones running iOS11 or later, for example, this is the 'Do not disturb while driving' function, which senses when you are in transit and prevents notifications. Note, this feature also responds automatically with a message that explains you are driving and that you will reply when it is safe to do so. Urgent matters can override this function so you will know if you need to pull over safely and speak to the parties concerned.

Most modern smartphones have an equivalent feature, and it is the employee's responsibility to ensure that this is enabled.

Media 10 reserves the right to carry out random checks to verify that such a function, where available, has been activated.

For more information on how to activate and use these features, visit your smartphone manufacturer's website.

Salary payment methods

Salaries are paid monthly, in arrears, into the bank or building society account specified by you, on or around the 28th of each month. If you wish to change your account you must inform the Business Support Team in writing, one month prior to the change taking effect, to ensure that we have sufficient time to make the adjustments.

You will receive a payslip at the end of each month detailing your salary and deductions e.g., income tax, national insurance. National Insurance contributions are statutory monthly deductions at the rate determined by legislation. Any changes made by the Government are not normally notified separately by the company as they are generally widely advertised in the media.

If, through error, you receive less/more than your contractual pay and/or allowances, we will pay you what is due/deduct the overpayment(s) from your salary on the first pay-day after you have notified us of, or we have identified the error. For overpayments, we will discuss the proposed repayment schedule with you, taking into account your personal circumstances. Failure to repay any money owed to the Company may result in disciplinary action being taken against you. If we overpay your final salary (or other payment due) or if you are under a repayment schedule when your employment ends, you will need to repay what you owe immediately.

The PAYE system of income tax collection is in force for all employees. This is a statutory deduction made monthly in accordance with the Notice of Coding issued by the Inland Revenue. Shortly after the end of the tax year, you will receive an annual statement on Form P60 from the Payroll Department. These statements should be kept in a safe place as the Inland Revenue and Social Security may require them when you qualify for any type of State Benefit or when you complete your annual self-assessment. Please note that it is not possible to issue duplicates of the P60.

In the event of a change in your circumstances affecting your liability for income tax (for example getting married or being issued with a company car), you are legally bound to inform the Inspector of Taxes dealing with the company's employees. The address is:

Inland Revenue PAYE
PO Box 1000
Newcastle Upon Tyne
NE98 1WY
Ref: 120/WZ32757

Please note that the company is not permitted to make any adjustment to your tax deductions until official authority has been received from the Inspector of Taxes.

The company has a statutory duty to complete Form P11D, which notifies the Inland Revenue about your benefits each year (e.g., company car, fuel for private use, medical insurance, private phone bill etc.)

Sexual Harassment

Media 10 is committed to providing a workplace that is safe, respectful and free from sexual harassment.

Sexual harassment is unlawful under the Equality Act 2010. The company has a legal duty to take all steps to prevent sexual harassment in the workplace, including harassment by colleagues, managers, and third parties such as clients, customers or contractors.

Sexual harassment will not be tolerated under any circumstances. Any employee found to have engaged in sexual harassment may be subject to disciplinary action, up to and including dismissal.

This policy applies to:

- All employees
- Agency workers and contractors
- Temporary staff, apprentices and interns
- Job applicants
- Volunteers and consultants

The policy applies in all work-related settings, including:

- The workplace
- Work-related events and social functions
- Business travel
- Training sessions and conferences
- Remote working environments
- Work communications (email, messaging platforms, video calls and social media)

Definition of Sexual Harassment

Under the Equality Act 2010, sexual harassment is defined as unwanted conduct of a sexual nature that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Sexual harassment may be verbal, non-verbal or physical.

Examples include, but are not limited to:

- Unwanted sexual advances
- Requests or pressure for sexual favours
- Sexual jokes, comments or innuendo
- Comments about a person's body, appearance or clothing
- Displaying or sharing sexually explicit images or content
- Sending inappropriate messages or emails
- Unwanted touching or physical contact
- Repeated unwanted invitations or attention
- Sexual gestures or suggestive looks
- Offensive comments relating to sex or gender

Sexual harassment can occur regardless of gender, and both the victim and the person responsible may be of any gender. A single incident may be sufficient to constitute harassment.

Third-Party Harassment

The company recognises that sexual harassment may also occur from third parties, such as clients, customers, suppliers, or members of the public. Employees should report any such incidents. The company will take appropriate steps to protect staff, which may include:

- Addressing the behaviour with the third party
- Removing the employee from the situation
- Ending business relationships where appropriate

Responsibilities

All employees are expected to:

- Treat colleagues with dignity and respect
- Avoid behaviour that could constitute harassment
- Report incidents of harassment that they experience or witness

Managers and supervisors must:

- Promote a respectful workplace
- Take complaints seriously
- Act promptly when concerns are raised
- Escalate issues to HR where appropriate

Failure by managers to address harassment concerns may result in disciplinary action.

Reporting

Employees who experience or witness sexual harassment are encouraged to report the matter as soon as possible.

Reports may be made to:

- A line manager
- A Business Support team member
- A senior manager or director

Employees may bypass their manager if the complaint involves them or if they feel uncomfortable reporting to them. Complaints will be handled sensitively and confidentially where possible.

Investigation

All complaints will be investigated promptly, fairly and impartially. The investigation process may involve:

- Interviews with the complainant and the person accused
- Interviews with witnesses
- Review of relevant documents or communications

Employees are expected to cooperate fully with investigations.

Protection from Victimisation

Under the Equality Act 2010, victimisation occurs when someone is treated unfairly because they have:

- Made a complaint of harassment
- Supported someone else's complaint
- Participated in an investigation

Victimisation is unlawful and will not be tolerated.

Disciplinary Action

If sexual harassment is confirmed following investigation, disciplinary action will be taken in accordance with the company's disciplinary procedure. This may include:

- Formal warnings
- Mandatory training
- Suspension
- Dismissal for gross misconduct

Support for Employees

The company will support employees affected by harassment where possible. Support measures may include:

- Adjustments to working arrangements
- Temporary changes to reporting lines
- Access to employee support resources

Short-term / Lay-off

The Company reserves the right to introduce short time working on proportionately reduced pay, or a period of temporary layoff without pay (with the exception of any statutory entitlement), when this is necessary to avoid redundancies, where work cannot be performed due to exceptional circumstances, or where there is a shortage of work.

Slavery and human trafficking

What this policy covers

Slavery and Human Trafficking remains a hidden blight on our global society. We all have a responsibility to be alert to the risks, however small, in our business and in the wider supply chain.

Our Commitment

The Company is committed to ensuring that there is no modern slavery or human trafficking in our supply chains or in any part of our business.

We are committed to acting ethically and with integrity in all our business relationships, and taking reasonable steps to ensure slavery and human trafficking are not taking place in any business or organisation that has any sort of a business relationship with our Company.

Due diligence processes for slavery and human trafficking

The Company has zero tolerance to slavery and human trafficking. We expect all those in our supply chain and contractors to comply with our values.

As part of our initiative to identify and mitigate risk, the Company has in place systems to encourage the reporting of concerns and the protection of whistleblowers.

Our supply chain providers are always with a UK provider, and we expect these entities to have suitable anti-slavery and human trafficking policies and processes.

Training

Media 10 provides training and awareness to relevant staff, including:

- Induction training for employees outlining expected standards, ethical conduct, and reporting routes
- Management responsibility for compliance within their departments and supplier relationships
- Targeted awareness for teams involved in procurement, supplier management, and contractor engagement

Our effectiveness in combating slavery and human trafficking

The Company uses the following key performance indicators to measure how effective we have been to ensure that slavery and human trafficking is not taking place in any part of our business or supply chains:

- Right-to-work checks and monitoring for relevant roles
- Payroll audits and labour monitoring where applicable
- Supplier onboarding controls and documentation checks
- Maintaining active communication with key suppliers and subcontractors
- Periodic reviews of supplier practices and working arrangements
- Review of policies and working practices to confirm commitment and promote ongoing improvement

Where concerns are identified, Media 10 will investigate and take appropriate action, including escalation, remedial steps, or ending supplier relationships where necessary

Reporting suspicions of slavery

Media 10 encourages employees, contractors, and others working on our behalf to report any suspicions of slavery either through the Company's Public Interest Disclosure (Whistleblowing) Policy, or externally to the Modern Slavery Helpline. Details are set out below:

Website: <https://www.modernslaveryhelpline.org/>

Tel: 08000 121 700.

Smoking / vaping

We are committed to protecting your health, safety and welfare and that of all those who work for us by providing a safe place of work and protecting all workers, service users, customers and visitors from exposure to smoke.

All of our workplaces are smoke-free and all staff and visitors have a right to a smoke-free environment.

This no-smoking policy complies with the Health Act 2006 and associated regulations. We are committed to a programme of action to make this policy effective and to bring it to the attention of all staff.

Smoking is banned in any enclosed or substantially enclosed premises within our workplaces. The ban applies to anything that can be smoked and includes, but is not limited to, cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.

The Company acknowledges that you may wish to make use of electronic cigarettes (“e-cigarettes”) or ‘vapes’ in the workplace, particularly as an aid to giving up smoking. E-cigarettes/vapes are battery-powered products that release a visible vapour that contains liquid nicotine that is inhaled by the user.

Although they fall outside the scope of smoke-free legislation, the Company prohibits the use of e-cigarettes in the workplace. The Company’s rationale for a ban on e-cigarettes is that:

- although they do not produce smoke, e-cigarettes/vapes produce a vapour that could provide an annoyance or health risk to other employees;
- some e-cigarette/vape models can, particularly from a distance, look like real cigarettes, making a smoking ban difficult to police, and creating an impression for visitors / customers / other employees that it is acceptable to smoke.

Staff may only smoke outside in designated areas. When smoking outside, staff should ensure that they dispose of cigarette butts and other litter in the bins provided.

We are committed to making this policy effective and to promoting a healthy working environment. Staff who experience particular difficulty complying with this policy should discuss their situation with a Manager.

Breaches of the policy

Breaches of this policy will be dealt with under our Disciplinary Policy and, in serious cases, may be treated as gross misconduct leading to summary dismissal following a fair process.

Smoking in smoke-free premises is also a criminal offence and may result in a fixed penalty fine and/or prosecution.

Social media

This policy is in place to minimise the risks to our business through use of social media.

This policy deals with the use of all forms of social media, including, but not limited to, Facebook, LinkedIn, Twitter, Google+, Wikipedia, Whisper, Instagram, Vine, Tumblr and all other social networking sites, internet postings and blogs. It applies to use of social media for business purposes as well as personal use that may affect our business in any way.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

Personal use of social media

The use of your own personal social media is your own responsibility and does not involve unprofessional or inappropriate content, does not interfere with your employment responsibilities or productivity and complies with this policy.

Prohibited use

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.

You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate colleagues or third parties.

You must not express opinions on our behalf via social media, unless expressly authorised to do so by a Director. You may be required to undergo training in order to obtain such authorisation.

You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property. You must not include our logos or other trademarks in any social media posting or in your profile on any social media, unless authorised by a Director to do so.

The contact details of business contacts made during the course of your employment belong to Media 10 and are our confidential information. On termination of employment, you must provide us with a copy of all such information, delete all such information from your personal social networking accounts and destroy any further copies of such information that you may have. This may mean handing over relevant passwords and login details to us to ensure compliance to this policy.

Any misuse of social media should be reported to a Director.

Guidelines for responsible use of social media

You should make it clear in social media postings, or in your personal profile, that you are speaking on your own behalf. Write in the first person and use a personal e-mail address.

Be respectful to others when making any statement on social media and be aware that you are personally responsible for all communications which will be published on the internet for anyone to see.

If you disclose your affiliation with us on your profile or in any social media postings, you must state that your views do not represent those of Media 10 (unless you are authorised to speak on our behalf as set out above). You should also ensure that your profile and any content you post are consistent with the professional image you present to clients and colleagues.

If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from posting it until you have discussed it with a Director.

If you see social media content that disparages or reflects poorly on us, you should contact your manager or a Director.

Breach of this policy

Breach of this policy may result in disciplinary action up to and including dismissal. Any member of staff suspected of committing a breach of this policy will be required to co-operate with our investigation, which again, may involve handing over relevant passwords and login details.

You may be required to remove any social media content that we consider to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

Substance misuse

Media 10 is committed to ensuring the health, safety and welfare of its employees and those affected by its activities. It will take all reasonable steps to reduce, if not eliminate, the risk of injuries or incidents occurring due to individuals suffering from the effects of alcohol or substance abuse. This policy applies to all employees and all persons coming onto Media 10's premises.

Media 10 will undertake and regularly review risk assessments to identify and assess the risks associated with alcohol and substance abuse. The risk assessments will consider the scope of all work activities undertaken by Media 10 (in particular any safety critical operations) to determine the appropriate policies and arrangements for managing the risks associated with alcohol and substance abuse by employees and, where relevant, contractors, customers and the public.

Media 10 prohibits the drinking of alcohol by employees and contractors in the workplace or on Media 10 business other than reasonable drinking of alcohol in connection with approved social functions. Media 10 regards drinking to an 'unreasonable level' as any of the following situations:

- The individual is over the legal limit stipulated for driving (i.e. 35mcg/100ml of breath alcohol concentration).
- In the opinion of management, the individual's performance is impaired. This may be at less than the legal limit stipulated for driving.
- In the opinion of management, the individual's behaviour may cause embarrassment, distress or offence to others.
- The individual continues to drink when instructed to stop by a manager

Media 10 will take all reasonable steps to prevent employees and contractors carrying out work-related activities if they are considered to be unfit/unsafe to undertake the work as a result of alcohol consumption or substance abuse.

Media 10 expressly prohibits the use of any illegal drugs or any prescription drugs that have not been prescribed for the user. It is a criminal offence to be in possession of, use or distribute an illicit substance. If any such incidents take place on Media 10 premises, in company vehicles or at a Media 10 function, they will be regarded as serious, will be investigated by Media 10, and may lead to disciplinary action and possible reporting to the police.

No employee or other person under Media 10's control shall, in connection with any work-related activity:

- report, or endeavour to report, for duty having consumed drugs or alcohol likely to render him/her unfit and/or unsafe for work;
- consume or be under the influence of drugs or alcohol while on duty unless, in the case of alcohol, with the agreement of line management for the purposes of official company entertaining;
- store drugs or alcohol in personal areas such as lockers and desk drawers; or
- attempt to sell or give drugs or alcohol to any other employee or other person on the company premises

Employees must inform their line manager or a Director regarding any prescribed medication that may have an effect on their ability to carry out their work safely and must follow any instructions subsequently given. Drugs that cause drowsiness must not be used while at work

Any employee suffering from drug or alcohol dependency should declare such dependency, and Media 10 will subsequently provide reasonable assistance, treating absences for treatment and/or rehabilitation as any other sickness absence. Failure to accept help or continue with treatment will render the employee liable to normal disciplinary procedures.

Training and development

We are committed to developing the skills of our employees and recognise that training can benefit us and our staff.

We are keen to encourage the development of our staff. Clearly, if you stay with us and we are able to promote you, we are retaining your skills and knowledge in the Company, as well as helping you.

The Company is committed to developing its employees at all levels. We are a meritocracy and committed to life-long learning.

If you wish to attend a course, which is relevant to your role in Media 10, and you can demonstrate that it will enhance your knowledge and skills in performing your current role, Media 10 will consider reimbursing part or all of the cost for eligible staff. In the event that you receive sponsorship, you will be required to pay back a pro rata amount of the costs, if you choose to leave, or are dismissed, within a two-year period from the date the course commenced. You will not be required to refund the costs if the reason for termination is redundancy. E.g., you leave 12 months after the course, you will be required to repay 12/24 of the costs.

Transfer of employment

The Company reserves a right to transfer your Contract of Employment to any associated Company at any time, so that your Contract of Employment shall have effect after the transfer, as if originally made by you and the transferee. For the purposes of this paragraph, associated Company means a Company which is from time to time a subsidiary or a holding

Company of the Company, or a subsidiary (other than the Company) of a holding Company of the Company. The words “subsidiary” and “holding” have the same meanings as in Section 736 of the Companies Act 1985 as originally enacted.

Whistleblowing

About this policy

We are committed to conducting our business with honesty and integrity and we expect all staff to maintain high standards. We encourage staff to report suspected wrongdoing as soon as possible.

This policy does not form part of any employee's contract of employment, and we may amend it at any time.

Who is covered by this policy?

This policy applies to all individuals working at all levels of the Company, including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term workers, casual and agency staff and volunteers (collectively referred to as staff in this policy).

What is Whistleblowing?

Whistleblowing is the reporting of suspected wrongdoing or dangers in relation to our activities. This includes bribery, fraud or other criminal activity, miscarriages of justice, health and safety risks, damage to the environment and any breach of legal or professional obligations.

A disclosure is protected if the individual reasonably believes the information shows wrongdoing and that it is in the public interest.

Examples of reportable wrongdoing include:

- Criminal offences (e.g. fraud, corruption, theft)
- Breaches of legal obligations
- Health and safety risks
- Environment damage
- Miscarriages of justice
- Deliberate concealment of wrongdoing
- Sexual harassment or systemic harassment in the workplace

How to raise a concern

We hope that in many cases you will be able to raise any concerns with your manager. However, where you prefer not to raise it with your manager for any reason, you should contact a member of the Business Support Team. Contact details are at the end of this policy.

We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

Confidentiality

We hope that staff will feel able to voice whistleblowing concerns openly under this policy. Completely anonymous disclosures are difficult to investigate. If you want to raise your concern confidentially, we will make every effort to keep your identity secret and only reveal it where necessary to those involved in investigating your concern.

External disclosures

The aim of this policy is to provide an internal mechanism for reporting, investigating, and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage you to seek advice before reporting a concern to anyone external. Public Concern at Work operates a confidential helpline. Their contact details are:

- Protect Advice Line: 020 3117 2520 (* option 1)
- E-mail: whistle@protect-advice.org.uk

- Website: www.pcaw.co.uk

Protection and support for whistleblowers

We aim to encourage openness and will support staff who raise genuine concerns under this policy, even if they turn out to be mistaken.

Staff must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform a Director immediately. If the matter is not remedied, you should raise it formally using our Grievance Procedure. Protection applies from the first day of employment.

Staff must not threaten or retaliate against whistleblowers in any way. If you are involved in such conduct, you may be subject to disciplinary action.

If we conclude that a whistleblower has made false allegations maliciously or with a view to personal gain, the whistleblower may be subject to disciplinary action.

Working from home

If your role allows you to work from home, whether full-time or hybrid, the following stipulations are to be adhered to:

- Any external meetings are to be arranged on the days that you are based at home, and not when you are based in the office, where possible.
- There will be flexibility if you are required to be in the office for meetings on normal working from home days. For example, if you are required to be in the office for a meeting on Monday, Tuesday could be your working from home day.
- If your working pattern is hybrid, any change in work from home days will be made up on another day. For example, if you normally work from home on a Tuesday, but you need to work from home on Thursday, you can swap them. As long as the agreed number of working from home days is met each week.
- All working from home agreements are based on a three month trial period. Your manager will review your performance to ensure targets are achieved, and a good level of communication with other members of the team are maintained. Your manager will confirm your working from home pattern after this trial period has been completed successfully.
- If performance and communication levels are not to a high standard and targets are not being met after the trial period, your manager will discuss another working pattern that may be more office based.
- It is imperative that all business calls are made and taken through the Kerio App for every day that you are working from home. The Reception Team will patch any calls through to you via this medium, and other team members can also contact you via the Kerio App.
- Please ensure IT install the Kerio App on your phone on your first day. Or speak with IT and they will provide you with a desktop phone on the Kerio system if you'd prefer, or if you have been experiencing issues with the Kerio App. At all times, all business calls must go through the Kerio phone system or your company mobile phone, and not your personal phone.
- If you work from home on an ad-hoc basis, you must log these days on Cezanne, after you've received the approval of your manager.
- If you work from home on a permanent hybrid basis, and based on your agreed working pattern, these must also be logged onto Cezanne.

Working time regulations and rest periods

These control the hours you may work and entitlement to holidays and breaks. The Company must comply with these regulations.

In line with the Working Time Regulations, it is expected that Regulation 4 will not apply to your Contract of Employment. You may, therefore work the hours necessary to perform your role. You may withdraw your agreement to exclude Regulation 4 of the Working Time Regulations by giving three months' notice in writing at any time.

Due to the nature of our business, it is sometimes necessary to work overtime. When this is needed, reasonable effort will be made to give you advance notice of the requirement to minimise any inconvenience. The Company does not make overtime payments. The Company may reimburse your overtime with time off in lieu.

Breaks

- You are entitled to appropriate rest and break periods under the Working Time Regulations, which we expect you to take.

Hours of work

- These are noted in your Contract of Employment.