Pelican

Team Member Handbook



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The organisation reserves the right to amend this team member handbook, but will make every effort to notify team members when there is an official change to a policy that it refers to.

Section 1: Definitions

Team member

Refers to all team members employed by Pelican Business Services, a trading name of Bristol Wessex Billing Services Limited (BWBSL) who are not covered by TUPE arrangements.

Working Week

The normal working week will be 37 hours and 40 hours for M Grade roles.

Section 2: Standards and Expectations

As part of our ongoing focus of keeping our offices, people and data safe, we require team members to wear a visible and valid building access pass at all times whilst on company premises.

This should be removed when leaving company premises and stored safely in a pocket or bag. Please do not leave building access passes unattended in vehicles as this represents a potential security risk, and please do not wear lanyards whilst driving as this can cause additional harm in the event of a car accident.

If you have any clothing carrying company logos, these should not be worn in public unless you are representing the company. If you have any queries, please contact your line manager.

Personal Relationships

We recognise that team members who work together may form personal friendships and, in some cases, close personal relationships. As a general rule, the Company does not wish to interfere with personal relationships, but we must ensure that team members continue to behave in an appropriate, professional and responsible manner at work and that they continue to fulfil their job duties both diligently and effectively.

If you are in a close relationship with another team member, supplier, contractor, or a parent company employee, you should declare this to your line manager as soon as reasonably practicable. This is particularly important if you are the line manager of the team member or work in the same department.

If a personal relationship (or the breakdown of a personal relationship) starts to affect your performance or conduct at work, then your line manager will speak to you with a view to addressing your performance.

Dress code

At Pelican Business Services we operate a smart dress code to ensure that we look professional as part of our ongoing commitment to excellent customer service. Smart wear can include shirts worn with smart trousers and skirts, or perhaps a jumper or cardigan over a blouse or shirt instead of a jacket. Denim, flip flops (unless worn on a company ‘dress down day’) and short skirts are not acceptable. Always make sure you dress appropriately for the job that you are doing; this includes wearing Personal Protective Equipment (PPE) that has been issued to you for the purpose of your role.

Working Environment

Please use the team member entrance to enter and exit from the building (at the side of the

building). Team members must not allow others who are not wearing a Pelican Business Services ID to pass through the staff door as all visitors must be hosted by a team member, and report to the main reception to log in and obtain a visitor's pass. Please ensure all staff doors are closed behind you. If you are expecting a visitor, you are responsible for arranging to collect them and for ensuring that they are escorted to and from meeting rooms, and when they leave the building. You will need to let them into reception through the main reception double doors and issue them with a visitor's pass which you will need to collect from them as they leave.

Your Water Services Account

All our team members must maintain their customer relationship with Bristol Water and Wessex Water in a professional manner. Payments to Pelican Business Services in respect of Wessex Water and /or Bristol Water charges must be paid promptly or under one of our recognised arrangements. We reserve the right to make occasional audit checks to ensure that this is so.

Under no circumstances should team members view, access, or make any changes to their own water services account, or that of their friends or family on Rapid. If you require an amendment, it must be done by a team leader or team manager, not a colleague. Staff records are checked regularly on Rapid and any member of staff who has amended their own record may be subject to disciplinary action.

Section 3: Salary and performance related bonus scheme

Grade and Salary

The salary structure ranges from Grade A to Grade H, and M Grades for Managers. Salary levels will be reviewed annually, subject to any agreed pay award or deal in place. The allocation of a job to a particular grade is determined by a formal job evaluation process.

Apportionment of salaries

Salaries are apportioned as follows:

- For each calendar month – one twelfth of annual salary
- For periods of less than one month each day is calculated by dividing the monthly salary by the number of days in that month and multiplying by the number of days worked.

Performance reviews

Team members will receive an annual year review with their manager around April.

The team member's manager will send them an invitation to their appraisal meeting and will attach a copy of the appraisal form so they can update it with comments to prepare for the meeting. Please refer to the appraisal guidelines available on the intranet for further information.

We would expect the appraisal meeting to last up to an hour (depending on topics for discussion). At the end of the meeting, the manager will provide the team member with a rating to reflect their thoughts on the team member's performance and how they have demonstrated the

company values. Our ratings structure is as follows:

Exceptional Performer	High Performer	Valued Performer	Developing Performer	Underperformer	Not Rated
Has exceeded expectations against all performance objectives and demonstrated exceptional levels of behaviours and living our values.	Has exceeded performance objectives and demonstrated expected levels of behaviours: living our values. Or Has met all performance objectives and demonstrated exceptional levels of behaviours: living our values.	Met the expected performance objectives and demonstrated expected levels of behaviours: living our values.	The individual is new to role and is still developing Or Has failed to meet some performance objectives Or Has failed to demonstrate expected levels of behaviours: living our values.	Has failed to meet performance objectives Or Has failed to demonstrate expected levels of behaviours: living our values and has received formal guidance for improvement.	Team Member still in probation period or with less than six months' work history within appraisal year (including parental leave and sick leave)
Bonus allocation 9 – 10%	**Bonus allocation 7 – 9%**	**Bonus allocation 5 – 7%**	**Bonus allocation 0 – 5%**	**Bonus allocation 0%**	**Bonus allocation 0 – 5% pro rata**

If a team member has any questions about the appraisals process, or the meeting itself then we ask for them to speak with their line manager. If you're unhappy with your end of year appraisal rating, normally this can be resolved by further discussion with your line manager. If your concerns cannot be resolved, you may wish to consider appealing your rating to a more senior manager.

Appraisal ratings appeals do not fall under the grievance procedure.

Payment Method

Team members will be paid monthly by credit transfer, normally on the 25th of each month into their nominated bank account. If you need to update your bank details this can be completed via Trent Self-Service, in MyHR.

Performance related bonus

A discretionary performance related bonus is available for team members and is paid annually subject to the Company's ability to make such a payment and in accordance with the company rating structure.

The following team members will be excluded from the annual bonus:

- Anyone with less than six months' service during the relevant bonus year
- Anyone who is working their notice in the period up to 25th June
- Anyone on a temporary or fixed term contract
- Anyone with an appraisal rating of underperformer
- Anyone who has not yet passed their probation

The following guidelines will be applied to bonus payments:

- Where a team member incurs sickness absence which exceeds a total of ten working days in the relevant bonus period, their bonus will be calculated on a pro rata basis for the period they were in work during the relevant bonus year
- Anyone on parental, maternity (excluding the two weeks of compulsory maternity leave),

paternity or adoption leave will have their bonus calculated on a pro rata basis for the period they were in work during the relevant bonus year

- Anyone who has less than 12 months' service will have their bonus calculated pro-rated for the period they were in work during the relevant bonus year
- A change of salary, job role or working hours will be reflected pro-rata during the relevant bonus year
- Bonus will be based on base salary only and excludes any allowances
- If a team member is on a secondment, the bonus recommendation should be provided by the seconded manager, who has responsibility for liaising with the substantive manager

Section 4: Working hours

Normal office hours of work

The normal working week will be 37 hours per week. Lunch breaks are 45 minutes and are unpaid.

Other Employment

You must devote the whole of your time, attention, and abilities during your hours of work for the Company to your duties for the Company. You may not, undertake any other employment during your hours of work for the Company. You will not engage in any other employment or business during the term of your employment without written consent from the Company.

Flexible Working

Every team member has the right to request flexible working. As an employer, we have a duty to handle all requests in a reasonable manner.

In order to make a flexible working request an individual will:

• Be a team member (not an agency worker or self-employed contractor)
• Not have made another application to work flexibly during the past 12 months

Please refer to the most recent policy on the intranet.

Section 5: Overtime

Occasionally we may ask our team members to carry out overtime. Time off in lieu will always be encouraged as an alternative to overtime payments. All authorised overtime will be paid at standard hourly rate for full time team members. Should business needs dictate, the SLT will consider an alternative payment such as time and a half. As per the working time directive, no team members should be working more than 48 hours per week.

Section 6: Leave

Leave

The company operates individual leave years for team members. All team members' annual leave year will commence from their first day of employment and continue for the following 12 months.

Team members should give their manager reasonable notice of their intention to take leave, and obtain the agreement of their manager before taking leave or making holiday arrangements.

To avoid disappointment, you should ask at least one month in advance for holiday dates and you must make sure the time is available before making any permanent bookings with travel agents etc. The diary is open for bookings on a rolling 12 month basis.

Up to five days annual leave may be carried forward to the next leave year. Managers can adjust their team members' balances via People Manager.

Leave entitlement

In addition to the public holidays the following entitlement will apply

Continuous service completed by start of the leave year	Annual entitlement
Less than 3 years	25 Days
3 Years	26 Days
4 Years	27 Days
5 Years	28 Days

Exceptions such as pre-booked leave or annual family holidays may be agreed with your team leader. Holidays can be requested via Trent Self-Service, My HR.

On leaving the company, team members will be entitled to holiday pro rata to the completed service in their current holiday year, less any holiday already taken. Team members who have exceeded their entitlement will be required to repay to Pelican Business Services the excess days taken. Payments or deductions in respect of annual leave will calculated on the basis of dividing annual (FTE) salary by 260 days per year.

Sickness during holidays

Please refer to the sick absence policy for guidelines on sickness during holidays.

Buying and Selling Holiday

Where team members are paid for their leave this will calculated on the basis of dividing annual (FTE) salary by 260 days per year. Further information on how this is calculated can be found in the Buying and Selling Holiday policy.

All team members are entitled to buy or sell holiday up to five days (or a pro-rata amount of this for part time team members). This request must be made via the iTrent application process and

placed before the last month of the current holiday year. Please refer to the Buying and Selling Holiday policy on the intranet for more information.

Special leave

Special leave may be granted with pay in the following circumstances:

- Compassionate leave (requests will be considered sympathetically and will depend on individual circumstances, authorised at managerial discretion)
- Jury service
- Training for volunteer forces
- Service on public bodies
- Fertility and IVF

Where a team member receives payment for the activities undertaken during special leave, they must declare it to Pelican Business Services, who may deduct it from salary where special leave with pay, is granted. Further guidance is available in the policy on the intranet.

Appointments

Routine Appointments

Where possible, routine appointments for doctors and dentists should be made outside of your working hours. If an appointment needs to be made during your working day/shift then it should be made as close to the beginning or end of the day as possible or at lunch times.

Appointments with opticians should be made outside office hours or the full time made up. Please refer to the sick absence policy for further information.

Emergency Appointments

If this appointment is for you, then time will be allowed for travel and the appointment itself – this time is not expected to be made up. If the appointment is for any other family member, including children, then you will be expected to either take the time as annual leave or make the time up.

Section 7: Sick Pay

Team members unable to work through sickness or injury are entitled to the following:

Length of Service	Full pay entitlement	Half pay entitlement
Less than 6 months service	10 days full pay	N/A
6 to 12 months service	1 months full pay	N/A
After 12 months to 3 years	3 months full pay	3 months half pay
After 3 years	4 months full pay	4 months half pay
After 4 years	5 months full pay	5 months half pay
After 5 years	6 months full pay	6 months half pay

Payment of company sick pay is subject to adherence to the expectations outlined in the sick absence policy. Company sick pay is a benefit not an entitlement, paid at the discretion of the company.

Sickness absences will be accrued over a 12 month rolling period.

Please refer to the sick absence policy for further information.

Section 8: Maternity/Paternity/Adoption Leave and Shared Parental Leave

Pelican Business Services has agreed enhanced leave and pay arrangements above the statutory minimum for certain eligible team members on maternity, paternity and adoption leave. All references are to both full time and part time team members.

Maternity Leave

Team members with 12 months' continuous service at the start of their maternity leave are entitled to the following Company provisions:

- 18 weeks on full pay (incorporating the higher rate of Statutory Maternity Pay - SMP)
- 21 weeks of the lower rate of SMP or 90% of earnings whichever is lower
- Up to 52 weeks maternity leave

Team members with between 26 weeks and 1 year's continuous service at the 15th week before the expected week of confinement are entitled to the following statutory provisions (provided they have average earnings greater than or equal to the lower earnings limit for NI contributions per week):

- Higher rate of SMP of 90% of earnings for 6 weeks.
- Lower rate SMP for 33 weeks or 90% of earnings whichever is lower.
- Up to 52 weeks maternity leave.

Team members with less than 26 weeks continuous service at the 15th week before the expected week of confinement AND/OR have average earnings of less than the lower earnings limit for NI contributions per week are not entitled to Company or statutory provisions, are entitled to:

- A maternity allowance to be claimed from the Department for Work and Pensions (DWP), payable for 39 weeks,
- Up to 52 weeks maternity leave.

Please refer to the maternity policy for further information.

Paternity Leave

Team members with 12 months' continuous service at the start of their paternity leave are entitled to 2 weeks full pay.

For team members with less than 12 month's continuous service, Statutory Paternity Pay (SPP) will be paid for the duration of the chosen period of leave or 90% of earnings, whichever is lower.

Notice of intention to take Paternity Leave

- The team member must inform the manager by the 15th week before the week the baby is due
- The team member must state how long they wish to take and when they wish to take it

Please refer to the paternity policy for further information.

Neonatal Leave and Pay

The Company will provide full paid leave for parents of either gender for every day their baby is admitted to neonatal care within their first four weeks of life. This applies to stays that last a week or more (to a maximum of up to 12 weeks). The qualifying period for this is in line with the Company Maternity and Paternity Pay provisions. Neonatal leave will be an additional period of time added to the end of your maternity/paternity leave. The leave must be taken in a continuous block of one or more weeks.

Adoption Leave

Team members with 12 months' continuous service at the start of their adoption leave are entitled to the following Company provisions:

- 18 weeks on full pay (incorporating the higher rate of Statutory Adoption Pay – SAP)
- 21 weeks of the lower rate of SAP or 90% of earnings whichever is lower.
- Up to 52 weeks adoption leave.

Team members with between 26 weeks and 1 year's continuous service at the start of their adoption leave are entitled to the following statutory provisions (provided they have average earnings greater than or equal to the lower earnings limit for NI contributions per week):

- Higher rate of SAP of 90% of average weekly earnings for 6 weeks.
- Lower rate SAP for 33 weeks or 90% of earnings whichever is lower.
- Up to 52 weeks adoption leave.

Team members with less than 26 weeks continuous service at the start of their adoption leave AND/OR have average earnings of less than the lower earnings limit for NI contributions per week are not entitled to Company or statutory provisions, are entitled to:

- You may get financial support from your local council
- Up to 52 weeks adoption leave.

Please refer to the adoption policy for further information.

Shared parental leave

Team members with more than 26 weeks continuous service at the end of the 15th week before the expected week of confinement (or the end of the week in which they are matched with a child) can choose to take shared parental leave, which allows them to decide how to share the care for their child during the first year after they are born or adopted.

Please refer to the shared parental leave policy for further information.

Section 9: Trent Self-Service, My HR

My HR is an online system where team members can request holidays, input expenses, update their personal details and sensitive information. A team member can view their payslips as well as have the opportunity to have their payslips sent to their personal email. Team members can also use this portal to access their career and development section where they can check their current learning activities and add their skills and qualifications.Section 10: Learning Portal (ILearn)

All team members have access to our learning portal – '*ILearn'*.

I*Learn* provides team members access to a wide range of learning resources including e-learning, diagnostics and self-assessments, fact sheets, job guides, management and coaching tools, videos and presentations, and of course our internal classroom courses. The great news is that it's accessible whether you're on a PC, tablet or phone. The link to ILearn is available on the Intranet.

Section 11: Notice Periods

During the probationary period, the notice required from both employer and team member is one week.

Thereafter, the minimum period of notice required from the team member is four weeks. Please refer to your contract of employment for the required notice period. The minimum period of notice from the employer is as follows:

Continuous Service	Period of Notice
Less than 4 years	4 Weeks
Over 4 years, but less than 12 years	One week for each completed year of service
12 years' service or more	12 weeks

Section 12: Data Protection

Employee data protection notice

1 About this document

1.1 This document applies to Wessex Water Limited and YTL Land and Property (UK) Limited together with their subsidiaries including Pelican Business Services (referred to in this Notice as the **Group**, **we** or **us**).

1.2 This document tells you what personal data we collect about you as an employee, the purposes for which we use that personal data and how your personal data is treated by the Group.

1.3 We will review this notice periodically and may update it from time to time, in which casethe updated notice will be brought to your attention when you log in to use the iTrent system.

1.4 We may also from time to time, provide you with additional information about how we useyour personal data in separate notices, communications or correspondence.

1.5 If you have any questions about how we process your data, you can contact the Data Protection Officer at GDPR@Pelican.co.uk.

1.6 During the course of our activities as an employer, we will process personal data about our employees, casual workers and other members of staff (all referred to throughout thisNotice as **employees**).

2 Data Controller

2.1 Each Group company with its own legal identity will be a controller of the personal data of its employees for the purposesof data protection legislation. We take the privacy of our employees very seriously and we are committed to ensuring that we only use our employees' personal data in a manner compliant with data protection laws and which is fair to employees.

2.2 We neither control nor process your personal data if you communicate with other employees using SMS texts or applications such as WhatsApp or social media accounts that are not managed by the Group and to which we have no access. As such we cannot fulfil any request for the exercise of data subject rights with respect to the use of your personal data in this way.

3 Legal bases for processing

3.1 The legal basis for us using your personal data will depend on the activity for which yourpersonal information is being processed. We routinely process personal data under the following legal bases as listed below.

3.1.1 To fulfil our obligations under the contract between employer and employeeas follows:

(a) paying your salary;

(b) processing annual leave requests; or

(c) providing other contractual benefits.

3.1.2 We may also process your information if we have a legal obligation as anemployer to do so, for instance:

(a) disclosing tax payable or information about your employment to Her Majesty's Revenue and Customs (HMRC);

(b) in carrying out workplace or occupational health assessments;

(c) to monitor your location if you are a lone worker to be able to keep in touch with you under health and safety legislation; or

(d) monitoring equal opportunities.

3.1.3 We may have identified a legitimate interest to use your information, for example:

(a) gathering records of your training;

(b) benchmarking salary information;

(c) submitting information to external bodies for award purposes;

(d) registering you for external training or apprenticeship;

(e) recording telephone calls for use in monitoring performance, identifying training needs and resolving disputes and complaints if you work in our contact centre teams;

(f) protecting you and other employees by carrying out drug and alcohol testing;

(g) sharing your name, home address and national insurance number with AXA PPP Healthcare if you use the Back to Health (B2H) Scheme;

(h) investigating complaints and carrying out disciplinary and grievance procedures;

(i) to be able to locate your position, if you are provided with a liveried company vehicle; and

(j) publishing your name, job title, photograph and contact details within ourcompany intranet, internal communications and IT systems for use by other employees.

3.2 Where we are processing information about you under a legitimate interest it will be subject to an assessment which takes into account our reason for processing it and whether your privacy rights take precedence over our or another organisation's interests in processing your information for such purposes.

3.3 We may also process sensitive or 'special category' personal data about you where we have a right or a legal obligation either conferred or imposed on us by law connected withemployment such as processing:

3.3.1 information about your health so we can maintain records of statutory sickpay or maternity pay;

3.3.2 details of injuries and health if we are required to make a report to the Healthand Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013;

3.3.3 medical reports to identify reasonable adjustments we may need to make;

3.3.4 information about your health and vaccination status so we can schedule work and safeguard vulnerable people in the substantial public interest; or

3.3.5 information which you agree to give us about your race, sex, disability, religion or sexual orientation so we can prevent unlawful discrimination. We also use this information to monitor equal opportunities and diversity within the Group but, wherever we can, we carry out the monitoring on aggregatedinformation. You do not have to provide this information to us but should youdo so, you can remove this information at any time by visiting the iTrent system where your records are held.

3.4 If we need to gather information contained within your medical records or request that you attend an occupational health meeting or examination, we will ask for your specific consent to use your information for such purposes which you can withdraw at any time.

3.5 For more information, please see the Processing of Special Categories of Personal Data and Criminal Offences Information Policy.

4 The data we collect and process

4.1 We may collect, hold and store a variety of personal data about you, including but not limited to your:

4.1.1 address, contact details, date of birth, employee number, national insurancenumber, bank details, vehicle registration number;

4.1.2 employment history;

4.1.3 references;

4.1.4 photographs or images;

4.1.5 performance at work and performance reviews records;

4.1.6 images captured through use of closed-circuit television systems (CCTV) inuse at our sites;

4.1.7 sickness information and reasons for other absences;

4.1.8 vaccination status where we need to schedule your availability to work or interact with vulnerable customers; and

4.1.9 training records.

4.2 We may also hold personal data that you choose to provide us with or to record within our systems, for example personal data that you record in email correspondence or notes entered when requesting absence.

5 The purposes for which we use your data

5.1 We may use your personal data for all purposes relating to your employment, including but not limited to:

5.1.1 administering and maintaining your personal records and your personnel file;

5.1.2 paying and reviewing your salary and other remuneration;

5.1.3 keeping records on our systems of work-related activities carried out as part of your day-to-day job performance;

5.1.4 recording telephone calls made or received on our systems if you work in our contact centre teams;

5.1.5 providing and administering employee benefits;

5.1.6 undertaking performance reviews and appraisals;

5.1.7 maintaining sickness and other absence records;

5.1.8 investigating complaints;

5.1.9 undertaking disciplinary and grievance procedures;

5.1.10 making sure we can help you if we get an alert when you are working alone;

5.1.11 providing references and information to future employers;

5.1.12 providing information to governmental and quasi-governmental bodies for social security and other purposes;

5.1.13 providing information to HMRC for taxation purposes;

5.1.14 registering you and enrolling you on external training courses or submitting information about you to award bodies; and

5.1.15 establishing, managing or defending legal claims.

5.2 If your work involves regular contact with children or vulnerable people, we are obliged by law to process your personal data about criminal convictions. We may ask for your agreement to process information about unspent criminal convictions if you are offered certain roles within the Group. We will retain this information for the period of employmentwithin the role and for five years after this.

5.3 There may be occasions when we ask for your agreement to process your information, for example, if you wish to buy or sell leave or to use your image for publicity purposes. You can withdraw such agreement at any time by notifying us.

5.4 We will always take reasonable measures to keep your personal data secure and makesure that no-one either within or outside the Group can access your data unless they areauthorised to do so.

6 Information in relation to monitoring

6.1 We also use your personal information to ensure that you are keeping to our policiesand procedures and that our sites and IT systems are secure. We:

6.1.1 monitor electronic communications that have been sent or opened by you through Group information communications technology systems like email and messaging – these activities are carried out for training, supervision, risk management and investigatory purposes (for more information please refer to the IT Acceptable Use Policy);

6.1.2 record and monitor images from CCTV systems we operate for the purposesof crime prevention and public safety at our sites;

6.1.3 record and monitor hours worked and frequency of overtime claims; and

6.1.4 record and monitor your location if you are provided with a liveried company vehicle (use of which is limited to business purposes) to allow us to best manage availability of resource.

7 How long we keep your information

7.1 We will retain your information in accordance with our Data Retention Policy but generallythis will be for six years after your employment with us ceases.

7.2 We are required to keep records of incidents where reports have been made to the Healthand Safety Executive following exposure to hazardous substances and associated occupational health records for 40 years.

7.3 We will only retain information about your protection against diseases, such as coronavirus, or to pass them on to others if required, for as long as it is relevant.

7.4 CCTV images will be retained for 31 days unless they are required for use in any court or disciplinary process.

7.5 We retain telephone recordings made from or received into our contact centres for five years to allow us to establish, manage or defend legal claims.

7.6 We will erase your work email account (including any personal emails you receive from external sources) in line with our leaver's procedures (usually within 2 weeks following you leaving the company).

8 Your rights

8.1 You have certain rights in relation to the personal data that we hold about you, as follows:

8.1.1 a right to be informed, this Notice is designed to explain this;

8.1.2 a right to request a copy of your personal data. Please contact your HR Business Partner for more information on how to make a subject accessrequest;

8.1.3 a right to ask us to correct inaccurate personal data that we hold about you.If your personal circumstances or your personal details change, please usethe HR system to make the appropriate changes or notify your line managerto enable us to keep our records up-to-date;

8.1.4 a right to object to our processing your personal information in certain circumstances;

8.1.5 a right to request erasure of your information. This is known as 'being forgotten' and in specific instances you can request that your personal information is deleted; and

8.1.6 a right to restrict processing which you can request if you wish us to hold information about you but not use it for the purpose for which it has been collected.

8.1.7 Further information is provided within the Group's Data Subject Rights Procedure.

9 Sharing your personal data

9.1 We will generally only share your personal data with certain, limited third parties where we are required to do so to achieve the purposes above.

9.2 In particular, we share your personal data:

9.2.1 with any future purchasers of any or all companies within the Group;

9.2.2 if we are required to do so because of a legal obligation or court order;

9.2.3 with third party providers of employment benefits to enable them to provide your benefits to you;

9.2.4 with healthcare professionals if you need health assessments concerning your employment;

9.2.5 with third parties that we use to carry out tasks on our behalf (for example payroll providers);

9.2.6 with local public health bodies and local authorities when an accident or incident has occurred which involves you;

9.2.7 with our regulators, government agencies or the police in any investigation which may be conducted involving you;

9.2.8 with individuals where your voice recordings form part of complaint investigations or responses to requests for access to personal data;

9.2.9 with pension providers where you participate in a company pension scheme;

9.2.10 with Simplyhealth Access so they can validate notification of claims made under your Optimise Health Plan or so you can use their helpline services;

9.2.11 with loan providers where you choose to have repayments deducted direct from your salary. We will share your name, address, email address, telephone number, salary, date of birth and start date of employment for these purposes under the consent you give to the loan provider;

9.2.12 if you are working alone, a company will monitor your location on our behalfand alert us if you do not sign in regularly;

9.2.13 with providers who arrange awards, gifts and other items in recognition of performance;

9.2.14 with our insurers or professional advisers to establish, manage or defend claims or obtain legal advice; and

9.2.15 if you are provided with a company vehicle, with external fleet administratorsengaged

by the Group from time to time, to enable the fleet administrator toprocess your personal data for the purposes of verifying your entitlement to drive and for establishing and disclosing your identity as a driver of a vehicle for offences and penalties. Such disclosure will be governed by the fleet administrator's own privacy notice and the Group is not responsible for suchdisclosures.

10 When personal data may be processed outside of the European Economic Area(EEA)

10.1 Some development projects to improve our systems and websites may involve workingwith your personal data outside the EEA where part of the company's IT service department is based. Security arrangements involved are certified to the ISO 27001:2013 standard and governed under our Information Security Policy with the same level of protection controls applied as in the UK environment.

11 Concerns and complaints

11.1 For answers to any questions or concerns about how we use your personal data please contact either your HR Business Partner or gdpr@water2business.co.uk

11.2 If you are unhappy about the way your personal data has been used by us, you should speak to your line manager or HR team. You also have the right to lodge any complaint about the handling of your personal information to the Information Commissioner's Office (www.ico.org.uk or telephone 0303 123 1113).

Section 13: Compliance with Competition Law

You must comply at all times with the Pelican Business Services Compliance Policy, as covered in the competition training on ILearn and as published on the Company's intranet and any associated guidance issued in the context of the development of the non-household retail water market.

Section 14: Bribery and Corruption

You must comply at all times with the Company's Anti Bribery and Corruption Policy, as published on the intranet. We expect our employees to follow our values and act with integrity in everything they do. Anyone working for the Company who is worried about an issue which could breach this policy is encouraged to talk to their line manager in the first instance in accordance with the Whistle Blowing Policy.

Section 15: Confidentiality

You must not, whether during the course of your employment with the Company or after the end of it (unless expressly authorised to do so by the Company), disclose to any unauthorised person or use any confidential information relating to the business affairs of trade secrets of the Company, including but not limited to any details about the Company's business affairs, trade secrets, finances, clients, contacts, officers or employees known to you or with whom you have dealt during your employment with the Company. If you are in doubt whether information is "confidential information" or not, you should contact your manager in the first instance and should assume the information is "confidential information" unless instructed otherwise. This restriction shall apply without limit in point of time but shall cease to apply to information or knowledge which shall come (otherwise by breach of this clause) into the public domain.

Section 16: Return of Company Property

If you cease to be employed by the Company, you must immediately return to the Company all documents and copies (including electronic or recorded versions and copies in whatever medium held) together with all other property belonging to the Company or relating to the business or affairs of the Company or their business contacts prospective, current or past clients, contacts, officers or employees in your possession or control.

Section 17: Email, Internet, & Mobile Phones

Emails

Emails are for business use only and not for personal use. Any such use is restricted to break and lunch times. Use of the email system may be monitored if considered appropriate or necessary by your Line Manager.

Please remember that all emails bear the company name and that the content may be construed to be attributable to the Company.

Inappropriate language, obscenity, and libellous or defamatory statements are prohibited at all times. Words should be chosen carefully as they might be misunderstood or misconstrued, either by the initial recipient or by anyone else to whom it may be forwarded. Language that may be misunderstood or misconstrued as harassment, racial bias, age or gender discrimination, or any other improper treatment should never be used. Derogatory statements and language should never be used in relation to internal or external matters as this could render the company liable to third parties if any statement is untrue, offensive or misleading. Email file attachments whose contents cannot be verified must not be opened or stored.

Email must not be used for any illegal purpose, or for accessing, receiving or transmitting any material deemed illegal, indecent, offensive or otherwise unacceptable under UK law, the laws of any destination country or any country via which such material travels to reach its destination or the Company's' policy.

Information received by email will be treated in the same manner as all other written memos, and therefore emails should not be forwarded or further disseminated except where it is for an identified business purpose.

Incoming and outgoing emails are automatically screened for inappropriate content. Breaches of this screening process may result in disciplinary action.

Company data is not permitted for sharing via email outside of the company or associated third party professional relationship.

Internet usage

The internet is provided primarily for business use. The Company recognises that many team

members use the internet for personal purposes outside of working time and that many team members participate in social networking on websites. The Company does not allow access to social networking websites from its computers or mobile handheld devices at any time. The Company has added websites of this type to the list of restricted websites.
The internet is only to be used during lunch or break periods and should not be used at any other time. Anyone who breaches this could be subject to disciplinary action.

Please refer to the latest version of the Acceptable Use and Social Networking policies for more information which can be found on the intranet.

Mobile Phones

The use of mobile phones whilst working is not permitted, unless it is a specific work mobile as part of your contract. If you need to take a personal phone call during the working day you must inform your line manager. You may give out your desk phone number to next of kin, but this is strictly for emergency use only. Anyone who breaches this may be subject to disciplinary action.

Work mobile telephones are provided at the discretion of the Company on the basis of business need. Please refer to the Mobile Phone Policy for more information which can be found on the intranet.

Section 18: Travel on Company Business

Team members who are required to travel on company business are classified as either casual users, essential users or business users.

Casual User

Team members who travel on company business on an occasional basis are classified as casual users. Business mileage will not normally exceed 10,000 miles. Casual users may use their own vehicle on company business with prior approval from their manager. By using their own vehicle, they are responsible for ensuring that it has a current MOT, Road Tax, is adequately insured for business, and that they hold a valid driving licence.

The company will pay all business miles in accordance with the applicable casual user rates.

Essential Users

Team members who are required to travel on company business on a regular basis as a requirement of their role are classified as essential users. Essential users will be regularly required to drive to, from and between operational sites or customers.

Essential users are either provided with a company van or a specified company car. The Company will pay all business miles in accordance with the applicable essential user mileage rates.

Business Users

Team members who are required to travel on company business on a regular basis and receive a car benefit are classified as business users. Business users will have business mileage exceeding 10,000 miles per year or be eligible for a car benefit due to the seniority of their grade.

Business users can choose between a car allowance payable with their salary or a company car. The choice of company car requires line manager approval. The Company will pay all business miles in accordance with the applicable business user mileage rates.

Mileage

Mileage on company business will be reimbursed in line with HMRC guidance. Casual users will be reimbursed at the approved mileage rate. Essential and business users will be paid at the highest of the advisory fuel rates for each fuel type. Mileage rates will be reviewed periodically in line with HMRC advisory fuel rates and are subject to change.

Please refer to the Driving on Company Business policy for full details.

Section 19: Business Expenses

Reasonable, receipted out of pocket expenses will be reimbursed, subject to line manager authorisation.

All expenses claims must be made on the appropriate claim form/ via Trent self-service, signed by the claimant and authorised by the designated manager. All claims must be supported by receipts/ticket. Forms / Trent submissions must reach the Payroll Department, Operations Centre, Claverton Down, Bath BA2 7WW by the 5th working day of the month to guarantee payment that month.

Please refer to the company's expenses and benefit policy for full details.

Section 20: Health and Safety

All health & safety policies can be located on the intranet. Please refer to these for more information.

Accidents/Incidents

All incidents, however minor, must be recorded. Any team member that witnesses an incident, finds a casualty, or administers first aid, must promptly inform the manager of the team member involved in the incident, or any member of SLT. The accident or incident must be logged on the company reporting system Engage which can be found on the intranet.

There are qualified first aiders across the business. A list of First Aiders can be found on each landing, alongside a first aid kit and eye wash. You can find a list of your nearest first aider on the intranet under Health and Safety.

In addition to first aiders, all managers and team leaders can act as an Appointed person in the event of an incident or accident. An Appointed person will take charge of a situation and will be responsible for first aid arrangements.

Automated External Defibrillators (AED) are installed on the 2nd Floor lobby area at 1 Clevedon Walk, in the main office at the Pelican Wing, and in the main office at water2business. First Aiders have been trained on how to use the AED and undergo refresher training.

Personal Protective Equipment (PPE)

PPE issued to team members who are required to wear PPE as part of their role due to health and safety requirements, must do so. If there is a problem with any item of PPE that has been issued, and requires replacing, team members must inform their line manager at the earliest opportunity. If a team member fails to wear PPE that has been issued as a requirement for their role, may be subject to disciplinary action.

Fire Drills

A fire alarm test will take place every Friday morning at 9am. Regular fire drills take place every year. Fire training is included within your Learning Management System.

Fire Wardens

The business has designated Fire Wardens who are trained to assist team members during a Fire. Generally, the Office Manager or Facilities Manager would take the lead during an evacuation and call the Emergency services if a fire is confirmed, however in their absence, and in addition, nominated persons have been trained to take control should the need arise. Fire Wardens are listed on the intranet under Health and Safety, and will wear a fluorescent tabard during a drill or event.

Leaving the building on hearing the fire alarm

- If it's quick to do so, close any windows near you and switch off fans but leave your PCs on. Do not close internal office doors
- If you are talking to a customer on the phone terminate the call. Explain the circumstances, by saying "I'm sorry, the fire alarm has been activated, I need to terminate the call immediately, please call back later"
- Move quickly and quietly to the fire exit. Stay calm. Do not stop to put on coats. It can be a bit chilly and draughty standing around the precinct waiting for the all-clear, however, experience shows that the time taken to collect and put on coats, and the disruption it causes to staff leaving buildings presents a real risk. Given the number of people on the move it is also dangerous to carry coats as they represent a real danger of tripping
- Do not stop for bags, phones, or other items. It's probably impossible to resist the urge to pick up your handbag or wallet, if it is beside you, but leave everything else behind. Don't return to your desk to pick them up
- Leave drinks and food behind. Do not carry drinks down the stairs when everybody is trying to exit the building. Anything spilt represents a real potential for slips and trips
- Don't use the lift
- Move to the left of the stairs as soon as you can as you go down. This leaves space for other staff to get through the exit doors and onto the stairs and it leaves a free path for any fire staff to come up the stairs if they need to
- Leave the building and move quickly to the assembly point in front of reception
- Listen to and follow fire warden's instructions

Bomb Threat

Please follow the same procedure as the fire evacuation. Please inform the Fire Warden that the fire alarm has been activated due to a bomb warning, the Fire Warden will then report the matter to the Emergency Services and arrange for staff to be led to the fire service building in Clevedon Road, unless directed elsewhere by the Police and Fire Service.

Section 21: Disciplinary procedure

Introduction

The purpose of the disciplinary procedure is to ensure that standards are maintained and to provide a fair and consistent method of dealing with alleged failure(s) to observe standards.

Disciplinary issues will normally fall under conduct (behaviour) or capability, which is defined as a team member's ability to carry out their role due to health, qualification, skill or ability.

The procedure applies to all team members who have passed their probationary period. Where team members are still in their probation period, the disciplinary procedure may only apply in exceptional cases such as potential gross misconduct.

All cases of disciplinary action under these procedures will be recorded and placed in the team member's record.

The role of the manager

It is the responsibility of managers at all levels to ensure that the part of the organisation that is within their control operates effectively, and that they manage team members who do not observe standards in a fair and appropriate manner.

It is important that all managers clearly understand their responsibilities within the disciplinary procedure. Generally, managers are responsible for three main areas:

maintaining standards of conduct and capability of their team members
halting unacceptable behaviour at the outset (e.g., lateness), initially by informal action
undertaking a thorough investigation of any complaint concerning conduct or capability prior to taking informal or formal action.

Informal action

The maintenance of good working practices does not necessarily require the use of formal procedures. At the company's discretion, it may choose to deal with minor instances of misconduct or capability concerns informally by way of providing feedback, setting clear expectations, coaching, guidance, instruction, or informal cautioning.

Informal action is the responsibility of the manager and will in many cases resolve the problem. The objective of any such action is to help the team member improve, and any criticism should be constructive. These discussions should be held privately and should explain where the standard of conduct or capability has fallen short of expectation and agree with the team member the improvement required.

When a manager is having a repeated conversation about a team member's capability, they should refer to the Performance Management Guidelines and introduce a Performance Improvement Plan (PIP). It is recommended that a PIP be in place for a maximum of 12 weeks and supported by an appropriate development plan. If the required performance objectives are not met, then the disciplinary process will commence.

Formal action

Where an issue cannot be resolved informally then it may be pursued formally.

Investigation

Before a disciplinary process commences, the company may need to carry out an investigation, to establish the facts of the case and make a decision if the disciplinary process should commence.

Investigations of potential disciplinary matters will be made without unreasonable delay to establish the facts of the case. Except for in exceptional circumstances, any team member who is being investigated against allegations of potential gross misconduct will be suspended with pay from the business to allow for an effective investigative process.

Where practicable, a different manager should carry out the investigation and disciplinary hearing.

Where there is already a performance improvement plan (PIP) in place and the team member has not met the required standards set out in this PIP, this is deemed to be the investigation stage and the team member should be invited to a disciplinary hearing.

Where the team member has exceeded sickness tolerance levels and a return-to-work discussion has taken place, this is deemed to be the investigation stage and the team member should be invited to a disciplinary hearing.

A disciplinary sanction cannot be imposed at an investigation meeting and an employee does not have the right to be accompanied at an investigation meeting. No advance notice of an investigation meeting need be given.

Disciplinary hearing

Once the investigation has been completed, the manager will invite the team member to a disciplinary hearing in writing giving a minimum of two working days' notice. The disciplinary invitation will include a summary of the nature of the employee's perceived failure to achieve or maintain standards. This may include any written evidence from the investigation and copies of witness statements if appropriate.

Team members can be accompanied at any formal meeting by a colleague employed within the same company or a trade union representative.

During the disciplinary meeting, the company will inform the employee of the basis of the problem and give them an opportunity to put their case in response before any decision is made.

Should the team member wish to rely on evidence from another party, they should provide full details to the chair, who will consider the relevance to the disciplinary matter. The hearing may be adjourned, or a decision delayed, if further information is required.

No formal disciplinary penalty will be imposed without offering the team member a disciplinary hearing, but a hearing may proceed in the team member's absence if they fail to attend the meeting without due cause.

At the hearing the circumstances of the alleged offence, including all the documentation and information, will be considered by the manager chairing, before any disciplinary action is decided.

Disciplinary penalties

First written warning

A first written warning constitutes the first formal outcome of this procedure. Documentation relating to the warning will be placed in the team member's records but will be disregarded for disciplinary purposes after 12 months, unless stated otherwise. The team member will be advised of the outcome in writing, which will also include how and when their conduct or capability must improve.

Final written warning

If the team member's conduct or capability is deemed to be of a more serious nature, or fails to improve following a first written warning, or if the capability or conduct standard is not maintained, or if further misconduct occurs, then a final written warning will be given in writing. Documentation relating to the warning will be placed in the team member's records but will be disregarded for disciplinary purposes after 12 months. The team member will be advised of the outcome in writing, which will also include how and when their conduct or capability must improve. This warning will state that any further offence of misconduct or capability concern within the warning period could result in dismissal.

Dismissal

If the team member's capability or conduct is deemed to be of a more serious nature, or fails to improve following a final written warning, or if the capability or conduct standard is not maintained, or if there is further misconduct, then the team member may be dismissed. Offences which constitute gross misconduct will result in immediate dismissal without notice or pay in lieu of notice, unless in exceptional circumstances.

The decision to dismiss will not be taken without reference to the Head of People or the Managing Director. Dismissal will be notifiable in writing to the team member.

Alternative sanctions

The Company may apply as substitute at any stage of disciplinary or performance review procedures, a sanction or penalty or similar measure, for example:

- demotion
- period or periods of retraining at a lower grade or status
- withdrawal of any entitlement to participate in any bonus scheme, incentive scheme, shift or attendance allowance scheme
- reduction in remuneration for the relevant period.

In each case the sanction shall be applied for a specified period of time decided the Company as appropriate, according to the gravity of the misconduct or capability concern and will be notified to

the team member in writing.

Appeals

If the team member is not satisfied with the outcome of a disciplinary hearing, they are entitled to appeal to either their line manager or HR in writing within five working days of receiving the disciplinary hearing outcome. Appeals should be raised using the Appeal Form, stating the grounds for their appeal and providing supporting evidence.

Grounds for an appeal need to demonstrate a particular failure, and decisions cannot be appealed simply because the team member disagrees with the decision. Appeals may be raised on any number of grounds, but could include:

- Procedural defects in the original process (for example, failure to follow the disciplinary policy)
- Evidential matters (for example new evidence or a failure to investigate appropriately)
- Undue severity of the sanction

The appeal will be heard by either a manager of the same grade as the disciplining manager, or a more senior manager. Team members can be accompanied by a colleague employed within the same company or a trade union representative. The decision of the appeal manager will be notified to the team member in writing within 10 working days of the appeal meeting. The decision of the disciplinary appeal is final.

Records

In all situations where disciplinary action is taken records will be made and held on the team member's HR file.

If it is necessary to take further disciplinary action during the duration of an active disciplinary penalty then the previous disciplinary action will be taken into account when a decision is made on further action. A copy of the disciplinary records concerning the team member will be supplied to the team member at their request.

Misconduct and Capability

The following are examples of (but not exclusive to) misconduct and capability concerns:

- bad timekeeping
- unreasonable or unexplained absence
- absence in excess of company tolerance levels
- unsatisfactory or careless work
- failure to meet performance expectations
- minor breach of the internet/email policy
- minor damage to or loss of the Company's property
- minor breach of company rules
- minor breach of industry statutory regulations
- failure to observe company procedures
- smoking in prohibitive areas

- discourteous or inappropriate conduct towards customers, suppliers or other team members
- minor breach of driving regulations
- failure to carry out reasonable management instruction.

Gross Misconduct

The following offences are examples of (but not exclusive to) gross misconduct:

- theft (of property belonging to the Company, staff suppliers or customers)
- deliberate falsification of time sheets, reports, accounts, expense claims, self- certification forms, references or making false statements in support of an application for employment
- fraud – deliberately defrauding the Company, staff, suppliers or customers
- failure to perform the duties in a safe manner through the consumption of alcohol or misuse of drugs (this includes driving any company vehicle)
- intoxication from drink or drugs during working hours or presenting to work under the influence of alcohol and/or drugs
- malicious or negligent damage to or loss of property belonging to the Company, staff or customers
- abusive behaviour or assault (verbal or physical) on or off company premises directed against a fellow team member, client, customer, supplier or any other person
- wilful, deliberate or negligent acts or carelessness
- Any action which injures or endangers the safety of staff, suppliers or customers or any serious disregard of safety rules
- serious acts of insubordination
- sexual misconduct at work or sexual harassment of either sex by either sex
- racial or other forms of harassment
- discrimination on the grounds of race, colour, religion, ethnic or national origin, gender, marital status, sexual orientation, disability or age or any other protected characteristic
- unauthorised disclosure of company confidential information
- unauthorised disclosure of internal confidential processes
- serious breach of any company policy
- criminal offences including offences that bring the company into disrepute or may bring into question the team member's ability to work for the Company this includes failure to disclose any unspent criminal offence or failure to disclose any charges of such an offence
- serious breach of driving regulations
- prolonged or ongoing unauthorised absence

The penalty for gross misconduct will normally be summary dismissal except in extreme extenuating circumstances when consideration may be given to reducing this to a final written warning.

These offences are not exclusive or exhaustive and offences of a similar nature will be dealt with under this procedure.

Section 22: Grievance procedure

It is recognised that it is important to have an effective, fair procedure for team members to raise

grievances. Grievances are concerns, problems or complaints raised by a team member with management. Please note that appraisal ratings appeal does not fall under the grievance procedure.

Stage 1 – Informal process

It is important to resolve grievances as quickly as possible and the company therefore believes that grievances should be resolved informally, preferably between the team member and his/her line manager. The team member should let their manager know the nature of the grievance and the desired outcome promptly. The line manager should try to resolve any grievance informally and as quickly as possible.

Stage 2 – Formal process

Where the team member feels that the issue has not been resolved informally with their line manager, they may raise the grievance formally by writing to their manager or HR, using the Grievance Template, and stating the reason for the grievance and the desired outcome of any hearing. A grievance hearing will be convened as soon as possible. The manager will then carry out any necessary investigations to establish the facts of the cases and shall reply in writing to the team member giving his/her decision within 10 working days of the formal grievance hearing.

Team members can be accompanied at any formal meeting by a colleague employed within the same company or a trade union representative.

Appeal process

If the team member is not satisfied with the outcome of a grievance hearing, they are entitled to appeal to either their line manager or HR in writing within five working days of receiving the grievance hearing outcome. Appeals should be raised using the Appeal Form, stating the grounds for their appeal and providing supporting evidence.

Grounds for an appeal need to demonstrate a particular failure, and decisions cannot be appealed simply because the team member disagrees with the decision. Appeals may be raised on any number of grounds, but could include procedural defects in the original process (for example, failure to follow the grievance policy) or evidential matters (for example new evidence or a failure to investigate appropriately)

The appeal will be heard by either a manager of the same grade as the grievance hearing manager, or a more senior manager. The team member is entitled to be accompanied by a colleague employed within the same company or trade union representative. The decision of the appeal manager will be notified to the team member in writing within 10 working days of the appeal meeting. The decision of the grievance appeal is final.

Grievance after Leaving Employment

Former team members have the right to raise a grievance after leaving the company's employment under a shortened procedure. The grievance should be submitted within three months of leaving employment.

The former team member must set out the grievance in writing, providing details of the basis of

the complaint and send it to their former line manager. If the grievance concerns the team member's immediate line manager, the issue may be referred to their manager.

The line manager will then arrange to meet with the former team member to discuss the issues raised within 10 working days of receipt of the grievance letter and provide a decision in writing within 10 working days of the meeting.

There is no right of appeal under this modified procedure.