



Reddan Employee Handbook

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1 Introduction

This handbook sets out company policies, procedures, processes and expectations ensuring a clear understanding of the employer's and employee's expectations.

If you require clarification or further information on the content of this handbook, please speak to your manager.

This handbook will be regularly reviewed and if the contents are updated a revised version will be issued to all employees.

2 Company Information

2.1 Information Systems

Reddan use a variety of in-house IT systems to allocate and track work. Employees are expected to use these systems as instructed and will be given training on the relevant systems required for their role.

The primary system for engineers is Red Engineer. This is used to allocate/manage activities, track time and submit expenses.

The primary system for office-based staff is Red Desk which is used to record client requests, allocate work to engineers, process quotes and record financial information.

Employees will be introduced to other systems as required for their job role.

2.2 Employee Contract

Each employee will be issued with an employee contract. This will provide details of your role-specific terms and conditions, including job description, working hours, salary and benefits.

2.3 Personal Information

All employees will be asked to complete a form when joining the company providing personal details such as home address, phone number, medical conditions and emergency contact information. This will be retained in a personnel file.

In accordance with our GDPR policy, any employee may request access to their personnel file.

It is the responsibility of the employee to ensure the company is made aware of any changes to this information. They should notify their manager or the helpdesk with the updated information as soon as possible.

3 Remuneration

3.1 Salary

Employees work a week in hand. Your salary will be paid into your bank account weekly via BACS.



3.2 Expenses

All reasonable claims for expenses wholly incurred for the purpose of business should be submitted via the internal job system (Red Engineer) or direct to the office if applicable. Receipts must be provided where necessary. Expenses will be reimbursed via BACS payment to your bank account.

3.3 Deductions

** TBC **

4 Working Hours

4.1 Standard Hours

The basic week for site and maintenance operatives is 42.5 hours. Unless agreed otherwise with your manager, your standard hours are 8am-5pm Mon-Fri. Half an hour will be taken for lunch around the middle of the day or to suit the job that you are working on.

The basic week for office-based staff is 35 hours. Unless agreed otherwise with your manager, your standard hours are 9am-5pm Mon-Fri. One hour will be taken for lunch around the middle of the day.

4.2 Overtime

Overtime must be authorised by your manager and will be paid at 1.5 times your hourly rate. An enhanced rate will be paid between 6pm-6am on weekdays and at all times over weekends and bank holidays.

Because of the nature of our business, you will be expected to undertake a reasonable amount of overtime and work outside of the normal day when asked to do so.

If you agree to work a double shift you will be paid at time and a half for the evening and night period. You will not be paid for the next day rest period.

4.3 Time-Off In Lieu

Subject to workload, you may request time off in lieu of overtime payments. This should be agreed with your manager.

4.4 On-Call

As a business we provide an out of hours service to our clients. You may be required to provide cover for this service. You will be paid a standard amount for each callout.

4.5 Timesheets

Engineers are required to record their working hours via Red Engineer.



5 Sickness

5.1 Absence Notification

If you are sick, you should telephone your manager within one hour of your normal starting time. If you cannot do this, then get someone to do it for you. Failure to do this may result in disciplinary procedure.

5.2 Statutory Sick Pay

All employees paying Class 1 National Insurance contributions will receive SSP. You will not receive SSP for the first three days of absence. These are called waiting days. Payment of SSP will be made for absences lasting over four consecutive days.

To qualify for SSP you must complete a self-certification form, which can be obtained from the office. These should be completed on a weekly basis. You are entitled to SSP for up to 8 weeks in any tax year.

If for any reason you are not entitled to SSP you will be advised by the office and told why.

SSP will only be paid if you yourself are unable to do the work that you are contracted to do. You will not receive SSP if you are absent from work for compassionate reasons.

5.3 Medical Certification

If you are sick for seven or more consecutive days (including Saturdays and Sundays), you should obtain a doctor's certificate signed by your GP or a hospital doctor. The Certificate should be submitted to the office by the eighth day of absence. In addition, you should continue to self-certify.

5.4 Medical Appointments

So far as is practical, every effort should be made to arrange medical appointments at the beginning or end of a working day. You should always give your manager advanced notice of any appointment.

Absence from work will be adjusted on your timesheet. If your absence involves a whole day, it may be deducted from your holiday entitlement or be taken as unpaid leave.

5.5 Sickness Monitoring

If it is considered that you are developing a poor record of attendance you will be interviewed by your manager to establish the reasons. Failure to provide justifiable reasons for your absence will be treated as misconduct and the appropriate proceedings implemented.

6 Annual Leave

6.1 Entitlement

The company's holiday year runs from 1st January to 31st December. You are entitled, in addition to public holidays, up to 20 days each year which will include a maximum of 5 days to be taken at Christmas.

New employees with less than 12 months service will receive one twelfth of 20 days for every completed month up to 31st December.



Should you leave the company during the holiday year, any holiday entitlement taken more than the amount accrued to the date of leaving will be deducted from your final wage.

One month's notice must be given before any holiday is taken. Holiday requests must be submitted via Red Engineer. The request is not finalised until your manager has approved the request.

The granting of time off when a shorter notice is given will be at the discretion of your manager.

Holiday may not be taken in periods exceeding two consecutive weeks without the consent of your manager.

All annual leave is to be taken within the calendar year, unless written permission is given by Senior Management to carry days over to the following year.

Before making firm holiday arrangements you should ensure the required dates have been approved. The company is not liable for any costs incurred if a request is not approved.

6.2 Payment In Lieu Of Holiday

This option may be available in exceptional circumstances to employees by mutual agreement. Payment will be subject to the employee having accrued sufficient entitlement at the time of the agreement. Any such payment will be subject to the normal statutory deductions.

6.3 Holiday/Sickness

You will not be reimbursed holiday entitlement if you become sick during your holiday period.

6.4 Compassionate Leave

One days paid leave will be given to attend the funeral of a close relative. Additional paid leave will be subject to the circumstances and be at the discretion of the Managing Director.

6.5 Unpaid Leave

All requests for unpaid leave must be addressed to your manager and will only be granted in exceptional circumstances.

6.6 Time Off for Public Duties

At the commencement of your employment, you must advise us of any public duties that you are engaged in.

Reasonable time will normally be allowed without pay for public duties, but this is discretionary and is dependent upon the nature of your job and the work situation.

If you are called for jury service, you will be able to claim certain allowances i.e. travelling, subsistence, loss of earnings, etc. You should retain any monies received and notify the office in order that appropriate deductions can be made from your wages.

6.7 Maternity/Paternity Leave

The company will comply with both the letter and the spirit of current legislation concerning maternity/paternity leave, statutory pay, anti-natal care, etc.



7 Presentation

7.1 Personal Appearance

Your personal appearance and hygiene reflect your professionalism and attitude and has a direct effect on the reputation of the company. It is important that you always maintain the highest standards.

7.2 Uniform

You will be issued with the company uniform at the commencement of your employment and be expected to always wear it whilst on company business. Failure to do so without good reason will be treated as a disciplinary matter.

Additional garments will be issued as necessary to take account of normal wear and tear. Old and worn clothes must be handed in to exchange for new.

You are required to maintain your uniform in good repair and to keep it clean. If you leave the company, you must return your uniform to your manager in a clean condition.

7.3 ID Cards

Reddan uses digital ID cards accessible via Red Engineer. Employees are required to provide a passport photo that can be uploaded to the system.

8 Conduct

Failure to adhere to any of the following policies may be regarded as misconduct.

8.1 Data Protection

As an employee you must adhere to our General Data Protection Regulation (GDPR) Policy (see appendix A).

8.2 Personal Behaviour

You are expected to always behave professionally whilst working for Reddan. Failure to do so may result in disciplinary action being taken. Unprofessional behaviour includes:

- Gambling
- Drinking or being under the effect of alcohol
- Taking or being under the influence of illegal substances
- Anti-social behaviour
- Violent behaviour
- Any other behaviour that is deemed to be detrimental to the company's reputation

8.3 Time Keeping

You are expected to be at your place of work at the agreed start time, unless agreed with by your manager, and to work your full hours

8.4 Smoking/Vaping

You must not smoke or use vaping devices on client premises, Reddan premises or Reddan vehicles.



8.5 Phone Use

If you are supplied with a company mobile phone, you must adhere to the following:

- Company-provided phones are intended for work use only. Personal use is allowed at the discretion of the employer.
- Employees must protect the confidentiality of sensitive company information accessed or stored on their mobile phones.
- Mobile phones should be used in a professional and respectful manner. Avoid using offensive or inappropriate language or content.
- Personal calls should be taken outside of the workplace or during designated break times.
- You must not make personal calls whilst on client premises.
- Data usage is monitored.
- The use of personal apps on company-provided devices may be restricted to ensure security and compliance.

Use of personal mobile phones during work hours should be minimized and should not interfere with work productivity.

Using any phone whilst driving is illegal and therefore forbidden.

8.6 Equality, Diversity & Inclusion

As an employee you must adhere to our Equality, Diversity & Inclusion Policy (see appendix A). In summary:

- Everyone has a duty to act in accordance with this policy and to always treat colleagues with dignity
- Ensure that everyone is provided with the opportunity to fulfil their potential whilst at work and perform at their best every day
- Recognise and value differences amongst our colleagues
- Ensure that everyone is treated fairly and protected from discrimination, bullying or harassment
- Ensure that our values and behaviours are demonstrated through our actions and the way we conduct ourselves
- Ensure the people we recruit have the behaviours and attitudes that meet the needs of our business
- Behaviour, actions or words that contravene this policy will not be tolerated and will be dealt with in line with Reddan Group PLC 's Disciplinary Procedure

8.7 Personal Property

The Company cannot be responsible for your personal property whilst you are on Company business.

You are reminded of the need to ensure that money and valuables are not left where they can be stolen, particularly in Company vehicles.



It is recommended that you obtain insurance to cover your personal possessions including your own tools.

9 Vehicles

9.1 Vehicle Usage

- **Authorized Drivers:** Only employees who have been specifically authorized and trained to drive company vehicles may do so.
- **Business Purposes:** Company vehicles must be used solely for business purposes. Personal use is strictly prohibited.
- **Vehicle Maintenance:** Employees must report any mechanical problems or damage to company vehicles immediately. Regular maintenance and inspections will be scheduled.
- **Vehicle Tracking:** All company vehicles are equipped with tracking devices that allow the company to track all vehicle usage.

9.2 Driving Responsibilities

- **Safe Driving:** Employees must drive safely and in compliance with all traffic laws.
- **Driving License:** Employees must ensure that their personal driver's license is valid.
- **Insurance:** Reddan will ensure your company vehicle has adequate insurance coverage.
- **Fuel:** Employees will be issued with a fuel card for the purchase of fuel. This must only be used to purchase fuel for your company vehicle.

9.3 Accidents

- **Reporting:** Any accidents or incidents involving company vehicles must be reported to a manager immediately.
- **Insurance Claims:** The company will handle insurance claims related to accidents involving company vehicles.
- **Liability:** Employees may be held personally liable for any accidents or incidents caused by their negligence such as drink/drug driving, speeding or dangerous driving. This may result in the employee being liable for any excess and/or additional costs incurred by the company.

9.4 Vehicle Security

- **Locks:** Vehicles must be securely locked whenever they are unattended.
- **Keys:** Employees must ensure that company vehicle keys are kept secure and not left unattended.
- **Parking:** Company vehicles should be parked in designated parking areas or secured locations.

10 Communications

As an employee you must adhere to the following guidelines when communicating with colleagues, clients and members of the public. In summary:

- Treat people with respect and courtesy.



- Communicate clearly and concisely, avoiding technical terms that may not be understood by everyone.
- Respond to emails, phone calls and other communications promptly.
- Avoid sharing confidential information.
- Always use appropriate language.

11 Grievance Procedure

11.1 Purpose

This grievance procedure is designed to provide a fair and equitable process for employees to address concerns or complaints related to their employment. It aims to resolve issues promptly and prevent disputes from escalating.

11.2 Scope

This procedure applies to all employees and may relate to:

- Workplace treatment (harassment, discrimination, bullying)
- Working conditions (safety, hours, pay)
- Performance reviews or disciplinary actions
- Contractual disputes

11.3 Informal Resolution

The employee should attempt to resolve the issue informally by discussing it with their immediate supervisor within 7 days of the incident. The supervisor will investigate the matter and attempt to address the employee's concerns.

11.4 Formal Grievance

If the informal resolution is unsuccessful, the employee may submit a written grievance to senior management within 3 days of the informal resolution.

The grievance should include a clear statement of the issue, the date(s) of the incident(s), and any relevant evidence.

11.5 Investigation

Senior management will conduct a prompt and impartial investigation of the grievance. The investigation may involve interviews with the employee, the supervisor, and other relevant witnesses.

11.6 Grievance Meeting

A formal meeting will be held to discuss the grievance. The employee, their supervisor, and a representative from senior management will attend. The employee may also choose to be accompanied by an independent representative.

The meeting will provide an opportunity for the employee to present their case and for the supervisor to respond.



11.7 Decision & Appeal

Following the grievance meeting, a decision will be made regarding the grievance. The decision will be communicated to the employee in writing.

If the employee is dissatisfied with the decision, they may appeal to the senior management within 14 days of receiving the decision.

11.8 Additional Information

All grievances and investigations will be treated with confidentiality to protect the privacy of the employee and the company.

Any form of retaliation against an employee for filing a grievance is strictly prohibited.

The company will strive to resolve grievances promptly. However, unforeseen circumstances may cause delays.

Employees should be aware of their rights under applicable employment laws.

12 Disciplinary Procedure

12.1 Formal Oral Warning

If your conduct or performance does not meet acceptable standards you may be given a formal oral warning by your manager or a Company Director. A record will be kept of this warning and retained on your personal file.

You will be told clearly that you have been given a formal oral warning. Where appropriate, the person giving you the warning will discuss steps that need to be taken to improve your conduct or performance and a time limit set for achieving those improvements.

It will be made clear to you that failure to correct the problem will result in further disciplinary action being taken.

12.2 First Written Warning

Where the matter is of a more serious nature, or where you have failed to meet the required standard after receiving a formal oral warning within the timescale specified, you may be given a first written warning by your manager or a Company Director.

This will state the nature of the complaint, the required standards which must be met and, where appropriate, a time limit for improvement. A warning will be given that further disciplinary action will happen if the required standards are not met or if there is further misconduct.

You will be informed of your right of appeal, and how and where it should be made.

On receipt of the first written warning, you will be asked to sign a copy of the letter by way of acknowledgement. This letter, along with a record of the warning and any related discussions, will be placed on your personal file for twelve months. After twelve months the warning will cease to have effect.

You have the right of appeal and will be advised of the appeal process in writing.



12.3 Final Written Warning

For more serious matters or where you have failed to meet the required standards after being warned you may receive a final written warning.

This will state the nature of the complaint, the required standards which must be met and where appropriate, a time limit for improvement and that you will be dismissed if the standards are not met if there is further misconduct.

You have the right of appeal and will be advised of the appeal process in writing.

A record of the warning and a note of all relevant discussions will be placed on your personal file.

12.4 Dismissal

Where you have failed to meet the required standards after receiving a final written warning within the prescribed timescales, you may be dismissed.

The dismissal will be confirmed in writing giving the appropriate notice and details of the appeals procedure.

12.5 Instant Dismissal

Serious misconduct that is deemed to be criminal in nature or a severe breach of company policies will result in instant dismissal. The employee will be removed from all duties with immediate effect.

The dismissal will be confirmed in writing which will include details of the appeals procedure.

12.6 Disciplinary Interview

Where it is considered appropriate, you will be asked to attend a disciplinary interview with a senior manager at which you will be told of the complaints against you. You will be given advanced notice of the interview and asked if you wish to be accompanied by another member of staff as a witness.

12.7 Appeal Procedure

If you wish to appeal against a disciplinary decision, it must be made in writing and sent to a Company Director. The Director will nominate two senior managers who have not been involved with the disciplinary procedure to hear the appeal.

The outcome of the appeal will be confirmed to you in writing. There is no further right of appeal.

13 Leaving Employment

13.1 Notice Period

If you decide to leave the company, you must inform senior management in writing giving 4 weeks' notice.

13.2 Return of Company Property

On your final day you must return all company issued property. This includes:

- Uniform
- Vehicle and keys



- Phones & tablets
- Fuel cards
- Tools
- Any additional items that were purchased and issued by the company

Failure to return these items in reasonable condition may result in deductions being made from your final salary payment to cover the cost of replacements.

13.3 References

Any request for references for future employment should be sent to your manager at the office address.

13.4 Final Payment

Your final payment will be made the week after your final day of employment. This may include deductions for any holiday entitlement taken beyond what is due, for any company property that is not returned or for the cost of training courses completed in the previous 12 months. If you did not take your full holiday entitlement, payment in lieu will be made. Any adjustments will be communicated to you in writing.

13.5 Redundancy

The company will give four weeks' notice to the employee in case of redundancy.

The company will comply with both the letter and the spirit of current legislation concerning redundancy.

14 Career Development

It is company policy to actively encourage all staff to improve and develop their technical knowledge and abilities.

Employees may be offered opportunities to attend suitable training courses. The cost of these courses and reasonable expenses will be covered by the company.

Where employees require professional certification to fulfil their role these will be arranged by and paid for by the company. It is the responsibility of the employee to ensure their accreditation are up to date.

If an employee leaves within 12 months of completion of a training course, the company reserves the right to recoup the cost of the training course from the employee.

Any employee wishing to undertake training appropriate to our business should discuss the matter with their manager.



15 Health & Safety

15.1 Policy

The company directors regard Health & Safety as a fundamental element of our business. The safety of our staff, our clients and the public must never be compromised by the activities of our business. Every effort is made to ensure that we are aware of and comply with all legislation relating to Health and Safety.

On commencement of employment every employee will be issued with a copy of our Health & Safety Policy (see appendix A). It is the responsibility of the employee to familiarise themselves with and to conduct their work in accordance with this policy.

15.2 Risk Assessments

The company also maintains a risk assessment library. These risk assessments are issued for each job and are accessible by employees via Red Engineer. It is the responsibility of the employee to familiarise themselves with these risk assessments to ensure risks are mitigated and appropriate control measures are in place.

15.3 Method Statements

Method statements are issued for each job and are accessible via Red Engineer. It is the responsibility of the employee to read the method statement for each job to ensure they are aware of the work that is required and any measures that need to be taken for the safety of all parties.

16 Appendix A

16.1 Company Policies

This is a list of company policies relevant to employees and their work. These are also available via the company server, Red Engineer and Red Desk.

Health & Safety Policy

Anti-Bribery Policy

Anti-Bullying & Corruption Policy

Environmental Policy

Equality, Diversity & Inclusion Policy

GDPR Policy

Mental Health and Wellbeing Policy

Modern Slavery Policy

Information Security Policy

Security & Confidentiality Policy

Company Vehicle Policy

Mobile Phone Policy