



# ***Employee Handbook***

Prepared by

**Citation Ltd**

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# **1**

## ***Introduction***

Welcome to Little Jungle. I hope this is the start of a long and happy life working together.

We aim to ensure that your experience of working here is positive and rewarding and to achieve this, Little Jungle will offer you lots of opportunities to develop through training and the chance to work in a warm and friendly environment, where you will gain experience and enjoy these opportunities.

Please note that we provide equal opportunities and are committed to the principle of equality in accordance with legislative provisions. We appreciate your support in implementing these policies.

Thank you for joining our team!

# 2

## ***About this Handbook***

This Handbook has been drawn up by Little Jungle to provide you with information on employment policies and procedures. It is important for you to read the Handbook carefully as this, together with your Contract of Employment, sets out your main terms and conditions of employment.

The information covers a wide range of subjects relating to your employment and in the event that information in this Handbook conflicts with terms and conditions as stated in your Contract of Employment, the Contract will take precedence.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with the Director.

It is important that you do this before signing that you have read, understood and are willing to abide by all the Little Jungle's terms and conditions.

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## ***Annual holiday entitlement and authorisation***

### ***Entitlement***

Full details of your holiday entitlement are in your Contract of Employment.

### ***Carrying over holidays to the following year***

You may be allowed to carry forward up to five days (maximum) of holiday into the next holiday year. Authority must be obtained in writing from your Line Manager. Any holidays carried forward in excess of statutory entitlements, must be taken within the first six months of the next holiday year, otherwise, they will be lost.

### ***Request for holidays***

In order to submit a request for holidays, you will be given access to the self service holiday planner, and you should complete your holiday request online.

The amount of notice required is a minimum of two weeks.

All requests, providing they have been received in time, will be processed in date and time order.

No more than one employee per staff group will normally be allowed to take holidays at any one time.

### ***Length and timing of holidays***

Little Jungle will not normally agree a request for a holiday that involves more than two consecutive weeks.

You are required to reserve and take one week of your holiday entitlement during the first week of August each year. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence.

### ***Additional holiday benefit***

In addition to your holiday entitlement, you are provided with the annual benefit of a paid break during the Little Jungle's Christmas/New Year business shut down period, the dates of which will be notified to you on an annual basis.

You are also provided with additional annual leave of one day for your birthday. This should be booked in the week of your birthday and if your birthday falls on the weekend, it should be booked on the week before or after.

## ***Refusal of holidays***

In the event that Little Jungle has to refuse a holiday request because of business needs, Little Jungle is not responsible for any financial commitment made by you prior to authorisation. You are therefore advised **not** to book holidays with tour operators, travel agents, hotels or passenger carriers, etc. until your holiday request has been authorised.

## ***Adjustment to holidays***

At the commencement of your employment you will be entitled to holiday leave in proportion to the holiday year remaining on the date when your employment began.

On leaving you will be entitled to holiday leave in proportion to the holiday year worked on the date when your employment ended. If you have been paid for more holidays than your entitlement then the balance will be deducted from your final payment. If you have been paid for fewer holidays than your entitlement then the balance will be paid to you with your final payment.

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## ***Absence from work Appointments***

If you need to be absent from work to keep a medical, dental or other essential appointment, prior permission should always be obtained from your Line Manager. Payment for absences of this nature will be at the discretion of Little Jungle. You must try to arrange such appointments outside normal working hours wherever possible and any regular appointments that have to be made during working hours must be supported by an appointment card. Any such absences from the workplace should be minimal.

## ***Sickness and injury Notification of absence***

If you are absent from work without prior authorisation, you or someone on your behalf should notify your Line Manager by phone on the night before you are scheduled to work on the first day of absence.

If you are late arriving at work without prior authorisation, you should also notify your Line Manager or the Operations Manager by phone as early as possible before you are scheduled to start work.

Text messages and emails are **not acceptable**. Any unauthorised absence must be properly explained in that first contact and, if the absence continues, you must keep us fully informed. This applies to both short and long term situations and you will be expected to contact us on a daily basis during the first week and weekly thereafter.

## ***Period of absence***

If your sickness is for more than seven calendar days then you must provide Little Jungle with a doctor's medical certificate. You must continue to provide medical certificates to cover the whole of the absence period.

Please note that Little Jungle will review the attendance levels of all employees on a regular basis. In deciding whether to take further action in respect of sickness absence, the evidence of a medical certificate may not be sufficient and Little Jungle may seek alternative medical information.

## ***Returning from absence***

On your return to work after absence because of sickness, irrespective of the length of absence, you must complete the Little Jungle's return to work interview.

If you have been suffering from a notifiable disease such as food poisoning, measles, mumps, scarlet fever, etc., you must not report for work without clearance from your doctor.

In addition, if you work with foodstuffs and have been suffering from an infectious or contagious disease or illness, or have had a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your doctor.

## ***Statutory Sick Pay (SSP)***

Little Jungle is responsible for paying SSP to you if you are eligible.

The maximum period for which SSP is payable is 28 weeks in one period of sickness absence and is paid at a rate specified by law. As with other earnings, SSP is subject to the deduction of income tax and all other normal deductions. We will inform you if you are not eligible for SSP.

SSP is paid in respect of qualifying days on which you are unable to work through sickness. Qualifying days are those days on which you would normally work. Generally SSP is not payable for the first three qualifying days of sickness which are known as "waiting days", but this may not always be the case if you are absent on more than one occasion within a short period of time.

SSP is only paid when the period of sickness is four or more consecutive days.

## ***"Family friendly" rights***

Information on the current statutory provisions relating to the following is available from the Directors, with whom you should raise any queries.

- Leave and pay connected with the birth of a baby.
- Leave and pay on the adoption of a child.
- Unpaid parental leave.
- Unpaid time off for dependants

## ***Compassionate leave***

Requests for compassionate or bereavement leave will be considered on an individual basis and accommodated where possible. Normally, in the event of the death of a spouse, civil partner, child or parent, we would allow you to take some time off as holiday or unpaid leave. Any paid compassionate leave is entirely at our discretion.

## ***Flexible working***

If you have at least 26 weeks continuous service with Little Jungle you have a statutory right to ask for your contract of employment to be varied.

Any request for a variation must relate to:

- the hours you are required to work,
- the time when you are required to work, or
- the place where you are required to work (i.e. at home or at any place of business operated by Little Jungle).

Requests must be made in writing and must include the following information:

- a statement that it is a request for a variation of your contract of employment,
- the variation you are seeking and the proposed commencement date,
- an explanation of the effect you think the change would have on Little Jungle and how it might be dealt with.

On receipt of your formal request, Little Jungle will arrange to meet with you to discuss it.

You can only make one request in any 12-month period for your contract of employment to be varied and, if Little Jungle grants your request, the variation will be a permanent change to your contract of employment.

## ***Jury service and attendance at court as a witness***

If you are called for jury service or as a court witness, you will be granted unpaid leave of absence and you should claim for loss of earnings from the court. You will normally be given a form from the court asking for confirmation of your normal salary, which should be completed by Little Jungle.

## ***Public duties***

Little Jungle will allow reasonable time off without pay for designated public duties, such as a Justice of the Peace.

## ***General***

If there are any aspects of this section that are unclear, you are encouraged to put any questions you may have to the Directors.

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## ***General information***

### ***Insurance whilst on Little Jungle business***

Little Jungle's employers' liability insurance covers all employees for injury or death from an incident whilst working for Little Jungle. This is only payable when Little Jungle is found to have been negligent in its role as an employer.

### ***Operating procedures***

In addition to this employee handbook and your statement of terms and conditions of employment, we have operating procedures; safeguarding and professional standards which are intended to ensure that all employees are aware of their responsibilities in relation to acceptable working practices or methods and the correct recording of changes to information or software.

It is a contractual requirement that you familiarise yourself with, and comply with, such operational procedures at all times. If you have any queries or concerns in relation to policies and procedures, these should be raised immediately with your Line Manager.

### ***Performance Reviews***

Performance reviews form the basis of the process by which employees are supported in carrying out their duties effectively and encouraged to develop professionally.

Employees will be allocated a Line Manager, whom they will be able to talk to about any problems and discuss how they are performing and if there are any areas they need help and encouragement with. Performance reviews should occur every six months, it may occur more regularly if deemed appropriate by the Line Manager or at employees' request.

### ***Staff meetings***

Little Jungle has regular staff meetings, which are designed to feed information down throughout the organisation and to give employees the opportunity to send views back up through the same system.

Because of the importance Little Jungle places on staff meetings, all employees are expected to make their attendance a high priority.

## ***Signing or clocking in/out***

Depending on the site you are attending, you must clock or sign in on arrival (not just when your shift starts) and out whenever leaving work. Clocking or signing other employees in and out or the unauthorised alteration of the clocking or signing in records may lead to your dismissal. Any alteration of the clocking or signing in records must be authorised by your Line Manager.

## ***Job flexibility***

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

## ***Mobility***

Although you are usually employed at one particular site, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.

## ***Collections from employees***

Unless specific authorisation is given by your Line Manager, no collections of any kind are allowed on our premises.

## ***Acceptance of gifts***

Employees may only accept gifts or benefits from parents or customers, if such gifts/benefits are intended for the purpose of a specific occasion deemed appropriate for gifting (e.g. Christmas, birthdays, maternity or leaving gifts) and as long as these are declared to the management team to allow Little Jungle to ensure the safeguarding policy is being respected.

Employees must not accept directly or indirectly any monetary and/or non-monetary benefits, payment or any other benefits from parents or customers and anyone else with any actual or prospective business relationship with Little Jungle, if such a payment or benefit is intended directly or indirectly to induce or influence the treatment of the children under the care of the setting.

A breach of this policy will result in disciplinary action which may result in your dismissal.

## ***Use of cameras***

Under no circumstances should anyone be taking photographs with a camera or mobile phone camera. Photographs are only permitted to be taken when they are authorised and only with the Little Jungle cameras. Failure to follow this procedure will result in disciplinary action and may lead to termination of your employment.

## ***Damage or loss to personal property***

Compensation for damage to or loss of personal possessions will only be considered if Little Jungle can be held to have been negligent. All damage or loss should be reported to your Line Manager immediately. Where there is evidence that the accident or loss occurred through lack of care on your part, compensation will not normally be paid and you should check whether a claim could be made on your personal insurance policy to cover such circumstances.

You are advised not to leave any personal possessions or valuables unattended on the premises.

## ***Return of Little Jungle property***

On the termination of your employment for whatever reason, you must return all Little Jungle property in your possession or for which you have responsibility. Failure to return all such items will result in the cost of the unreturned items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

## ***Change of address or personal circumstances***

You must always advise Little Jungle, in writing, when you have a change in personal circumstances that will affect your personnel record. Particular examples include details of your address, telephone number, emergency contact, bank details and any qualifications.

You must also seek authority from Little Jungle if you wish to take additional employment. In order to work more than an average of 48 hours in a week, you must sign an individual waiver form.

## ***Health and safety***

From the point of view of safety and appearance, work areas must be kept clean and tidy at all times.

You are required to take reasonable care of your own well-being and that of all other employees. The relevant health and safety notices are posted around the premises and you are expected to be familiar with their requirements.

If you have an accident or injury at work you must enter the incident in the Accident Book. The date, time and nature of the incident should be entered and whether it was witnessed.

## ***Hygiene***

Overalls/uniforms, including head covering where provided, must be worn at all appropriate times.

Any cuts or sores on the hand or arm must be covered with an approved dressing.

No jewellery should be worn, other than a wedding ring and stud earrings, without the permission of your Line Manager.

Excessive amounts of make-up or perfume must not be worn, and nail varnish is not allowed.

Long hair should be tied back.

If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## ***Hygiene for food handlers***

Overalls/uniforms, including head covering where provided, must be worn at all appropriate times.

Any cuts or sores on the hand or arm must be covered with an approved dressing.

No jewellery should be worn, other than a wedding ring and stud earrings, without the permission of your Line Manager.

Excessive amounts of make-up or perfume must not be worn, and nail varnish is not allowed.

If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## ***Lone working policy***

The nature of work and services provided by Little Jungle makes it inevitable that Employees may sometimes find themselves working alone or in consultation with clients. Little Jungle recognises that there may be risks inherent with lone working and this policy statement attempts to lay down guidelines to minimise this risk.

All employees should be conversant with Little Jungle's own operational 'Lone working policy'. You must familiarise yourself with the site or house rules to be followed in times of potential danger or when feeling in any way at risk.

You must know and follow all site or house rules, policies, practices as well as understand your own professional boundaries. That is, you must know your limits as to what you can and cannot do while working alone and know when to stop and seek direct advice or emergency advice from the person in charge by contacting the Director.

## ***Pay***

### ***Payslips***

At the relevant payment interval you will receive a payslip giving details of all payments and deductions e.g. gross pay, income tax, national insurance, etc.

## ***Overpayments***

If you are overpaid for any reason you are required to notify the person who pays the wages. The amount of overpayment will normally be deducted from the following payment but if this would cause hardship, alternative arrangements to repay may be made. Any failure to report an overpayment may result in disciplinary action.

## ***Income tax***

In compliance with the law, you will receive a P60 each year detailing earnings and payment of income tax and National Insurance. This document should be kept in a safe place.

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## ***Little Jungle facilities and amenities***

Unless specified to the contrary in your Contract of Employment, the benefits and facilities in this section are discretionary and may be withdrawn or altered by Little Jungle at any time.

### ***Food and drink facilities***

These facilities are provided for the convenience of all employees. Please ensure that all facilities are left in a clean and tidy condition after use. Care must be taken when using hot/electrical equipment and you must adhere to all health and safety rules concerning their use.

Please note that for health and safety reasons personal portable electrical appliances must not be brought onto the premises.

### ***Staff rest room***

We provide a rest room for employees use, which must be kept clean and tidy at all times. It may only be used during authorised breaks.

### ***Hot drinks***

All hot drinks which employees, service users or visitors have on the premises, should be kept away from children. Under no circumstances are they allowed into areas where the children are playing.

### ***House keeping***

Both from the point of view of safety and of appearance, all work areas must be kept clean and tidy at all times.

### ***Car parking***

Little Jungle does not provide any car parking facilities and does not accept liability for any damage or fines imposed on employee vehicles.

# 7

## ***Little Jungle procedures*** ***Disciplinary procedure***

### ***Purpose***

Little Jungle firmly believes that the fairest way to resolve any problems relating to conduct or performance is to have a well-structured disciplinary procedure. The procedure is designed to help and encourage all employees to achieve and maintain the Little Jungle's standards of conduct, attendance and performance and should be looked upon as a corrective process.

Please read the following principles and procedures carefully as they form an important part of your terms and conditions of employment:

### ***Principles***

Apart from an informal verbal warning, you have the following rights in relation to disciplinary action:

- to be informed of the allegations of misconduct or poor performance to be addressed at any disciplinary hearing,
- to be accompanied by a work colleague or by an accredited trade union official,
- to appeal against any disciplinary action.

## ***The procedure***

### ***Formal verbal warning***

In the case of conduct, attendance or performance not reaching the required standard, the problem will be discussed with you at a disciplinary hearing where you will be given the opportunity to offer a satisfactory explanation. If the explanation is unsatisfactory, you will be issued with a formal verbal warning. The topics discussed at the meeting will be confirmed in writing to you and the verbal warning will remain on your file for six months.

### ***Written warning***

A written warning will be issued following a disciplinary hearing where there is a current formal verbal warning on your file and sufficient improvement has not been made or where the misconduct or poor performance is serious enough to warrant Little Jungle bypassing the formal verbal warning stage. A written warning will remain on file for 12 months.

## ***Final written warning***

If there is still insufficient improvement in your conduct, or if your performance is still unsatisfactory, you will be asked to attend a further disciplinary hearing. If no satisfactory explanation is offered for the lack of improvement, you will be issued with a final written warning that will remain on file for 12 months.

If the misconduct is sufficiently serious to warrant only one warning but is not sufficiently serious to justify dismissal, a final written warning will be issued. You will be informed in your final written warning that any further misconduct or failure to meet the required standard will result in your dismissal.

## ***Dismissal***

Dismissal will normally result if you still fail to achieve the standard of conduct or performance required by Little Jungle. You will be given every opportunity to offer an explanation for your failure to meet the required standards at a final disciplinary hearing. As with all previous stages of the disciplinary procedure you will be offered the right to be accompanied and the right to appeal against the decision.

If you are dismissed, you will be provided, as soon as is reasonably practicable, with the reasons for dismissal, the date on which your employment will terminate and details of how you may appeal.

In exceptional circumstances, Little Jungle reserves the right, as an alternative to dismissal, to impose a penalty of suspension without pay for up to a maximum of five working days, together with a final written warning that will remain on file for 12 months.

## ***General***

You will always be given as much information as possible regarding the allegations of misconduct, or any documentation detailing the shortfall in performance or capability that will form the basis of the disciplinary hearing. You will also be given fair and reasonable notice of the date and time of the hearing and whenever possible the disciplinary hearing will be held during your normal working hours.

Any disciplinary action will only be taken after a full investigation of the facts, and if it is necessary to suspend you for this period of time, you will receive your normal rate of pay.

Little Jungle reserves the right to vary the disciplinary procedure dependent on either the seriousness of the allegations of misconduct or capability to be addressed, or if you only have a short amount of service. It also reserves the right to call on a third party to assist with the disciplinary process.

If you are a short service employee or are still within the probationary period, you may not be issued with any warnings before dismissal.

NB Little Jungle reserves the right to deduct from pay the cost of any damage or loss to property or goods, which after a disciplinary hearing was found to have been caused by your negligence or vandalism.

## ***Conduct covered***

### ***Conduct at work***

Little Jungle expects all employees to behave in a normal and reasonable manner. The following list provides examples of the type of conduct that Little Jungle would expect:

- To be punctual for the start of work and to keep within the break times.
- To give regular attendance at work and to minimise all absenteeism.
- To be courteous, helpful and polite to all those with whom you have contact.
- To devote all your time and attention, whilst at work, to Little Jungle and ensure that all its property including confidential information, records, equipment, information technology, etc., is kept safe and used correctly.
- To comply with all Little Jungle rules and regulations and to observe and perform all the terms of your employment as set out or referred to in your Contract of Employment.
- Not to be involved with any company, client or agent who is in direct competition with Little Jungle. You are expected to devote all your loyalty to Little Jungle.

### ***Conduct outside working hours***

Normally Little Jungle has no jurisdiction over employee activity outside working hours. Behaviour outside working hours will only become an issue if the activities adversely affect Little Jungle.

Adverse publicity, bringing Little Jungle name into disrepute, or actions that result in loss of faith in Little Jungle resulting in loss of business, or loss of faith in the integrity of the individual, will result in the disciplinary procedure being instigated.

The detriment suffered by Little Jungle will determine the level of misconduct and it will also determine which disciplinary stage is most appropriate to suit the circumstances.

If the actions cause extreme embarrassment or serious damage to Little Jungle's reputation or image, a decision may be taken to terminate the employment.

Little Jungle's procedures covering disciplinary hearings and appeals still apply.

### ***Gross misconduct***

Gross misconduct will result in summary dismissal, which means you lose your right to notice or pay in lieu of notice.

Here is a list of offences that are normally regarded as "gross misconduct". It is not exhaustive, but it describes the kind of offence that can result in summary dismissal.

- Deliberate failure to comply with the published rules of Little Jungle including those covering cash handling, security, health and safety, safeguarding, equal opportunities, the duty of candour, the Internet, etc.
- Breach of safeguarding policies and procedures.
- Failure to meet standards, including satisfactory DBS checks.

- Deliberate falsification of records.
- The committing of offences against current discrimination legislation whilst acting on behalf of Little Jungle.
- Fighting or assaulting another person.
- Using threatening or offensive language towards children, their parents or other employees.
- Making yourself unfit to work by solvent abuse, drinking alcohol, taking of illegal substances or failing to follow medical instructions on prescribed drugs.
- Being in unauthorised possession of Little Jungle property.
- Being in possession of illegal drugs and substances or alcohol whilst on Little Jungle premises.
- Obscene behaviour.
- Behaviour likely to bring Little Jungle into disrepute.
- Wilful and deliberate damage to or misuse of Little Jungle property.
- Refusal to carry out reasonable duties or instructions.
- Conviction on a criminal charge that is relevant to your employment with Little Jungle.
- The misuse including use for personal gain, of confidential information in the course of working for Little Jungle.
- Undertaking private work without permission.

## ***Disciplinary appeal procedure***

At each stage of the disciplinary procedure, you will be given the right of appeal. If you wish to exercise your right of appeal, you should put your reasons in writing to a Director not previously involved in the disciplinary decision within five days of receiving written confirmation of the disciplinary decision taken against you. You will need to explain why you feel the decision is unfair, or inappropriate in relation to the matters addressed at the disciplinary hearing.

If you have any new information or evidence to support your appeal, please give details in full and include the names of any witnesses you may wish to call to support you in your appeal. This is in order that there will be sufficient time to investigate any additional information before the appeal hearing. You are entitled to be accompanied at the appeal hearing by a work colleague or by an accredited trade union official.

Although the purpose of the appeal is to review any disciplinary penalty imposed, it cannot increase the disciplinary penalty.

The decision of the person dealing with your appeal is final.

## ***Grievance procedure***

A grievance procedure is quite simply a way for all employees to discuss any problems, or air their views on any dissatisfaction that relates to their work. An informal discussion can often resolve matters, but if you wish to raise the grievance formally, it should be done in the following way.

Submit your formal written grievance to a Director who will make every effort to hear your grievance within five working days. If you feel that you need help in putting your point of view across, you may ask a work colleague or an accredited trade union official to be present to help you explain the issue you are raising.

If you are not satisfied with the outcome of your meeting, tell the person who dealt with your grievance that you wish to take the matter further and intend to appeal against the outcome.

Submit your formal written appeal to a Director not previously involved in the grievance decision within five days of receiving written confirmation of the grievance decision, including an explanation of why you are dissatisfied with the original decision. Every effort will be made to hear your appeal within five working days and you may ask a work colleague or an accredited trade union official to be present to help you. Although the Little Jungle will always be willing to try to resolve your grievance as amicably as possible, a decision reached at the appeal stage is final.

Please note that Little Jungle reserves the right to call on a third party to assist in resolving grievances.

## ***Public interest disclosures***

Employees and workers who make public disclosures, generally about wrong doings in the workplace, are commonly referred to as "whistleblowers". Under certain circumstances "whistleblowers" are protected under legislation for disclosing information that is known as "qualifying". A qualifying disclosure must relate to:

- committing a criminal offence
- failing to comply with a legal obligation
- a miscarriage of justice
- endangering the health and safety of an individual
- environmental damage
- concealing any information relating to the above.

All employees are legally protected if they make a qualifying disclosure relating to any of the above points. Anyone wishing to make a disclosure is strongly recommended to raise the issue with their Line Manager in the first instance so that, where appropriate, there is an opportunity to address the area of concern.

Where an employee wishes to make a disclosure that concerns a matter that cannot be dealt with through the above procedure, it should be raised with *Protect*, an independent whistleblowing charity, on 0203 117 2520.

## ***Claiming and accounting for expenses***

If you incur or anticipate incurring legitimate expenses on Little Jungle's behalf then you can claim them back on production of valid receipts. Claims can only be made for expenses incurred wholly in respect of business purposes.

### ***Petty cash***

Amounts may be claimed by presenting the receipt to the Director.

### ***Expense claim forms***

All expenses must be claimed for in detail and backed up by VAT receipts for the relevant items. Claim forms should be submitted to the Director as soon as possible.

### ***Cash advance***

All cash advances must be authorised by the Director in advance. Any surplus cash must be returned with receipts for all business expenditure to the Director on your return to work.

## ***Rights of search***

Little Jungle has a contractual right of search in order to combat misappropriation of Little Jungle property, stock losses, or if Little Jungle genuinely believes that drugs or any illegal substances are on the premises. The right of search is to address problems relating to the above issues.

Under the rights of search procedure Little Jungle may carry out random checks on the identity, person, and property, including vehicles of employees at any time whilst they are on Little Jungle premises or business. It is understood that such checks in themselves do not imply suspicion in relation to the individual concerned.

You may be asked to remove the contents of your pockets, bags, vehicle, etc., and you will have the right to be accompanied by a third party who is on the premises at the time of search.

If a personal search is deemed to be necessary, you will be entitled to be searched by a member of the same sex.

Any refusal will be regarded as a refusal to carry out a reasonable instruction and will normally result in dismissal.

Little Jungle reserves the right to call the police for assistance at any stage.

## ***CCTV surveillance***

Little Jungle reserves the right to use closed circuit television (CCTV) systems throughout its premises as deemed necessary and employees should expect all areas (other than those where use would contravene common decency) to be visible on a television monitoring system. Any information obtained from systems will be used with strict adherence to the GDPR. Information will be used for the prevention and detection of crime and to ensure compliance with our policies and procedures and our legal obligations. This may include using recorded images as evidence in disciplinary proceedings.

# 8

## ***Little Jungle policies Equal opportunities and discrimination policy***

Little Jungle recognises that discrimination is not only unacceptable, it is also unlawful.

Little Jungle's aim is to ensure that no job applicant or employee is discriminated against, directly or indirectly, on any unlawful grounds.

By including this policy in the Employee Handbook, all employees are made aware that Little Jungle will act in accordance with all statutory requirements and take into account any relevant codes of practice.

All job applicants will be considered solely on their ability to do the job. Interview questions will not be of a discriminatory nature.

All promotions will be made on merit in line with the principles of the policy.

Employees who have a disability will receive the necessary help, within reason, to enable them to carry out their normal duties effectively.

This policy will be assessed at regular intervals to ensure that equality of opportunity is afforded to all employees.

### ***Harassment policy***

Little Jungle will not tolerate any form of harassment or bullying.

The purpose of this policy is to inform employees of the type of behaviour that is totally unacceptable and to explain what solutions there are to employees who may suffer harassment or bullying.

Little Jungle intends to provide a neutral working environment in which no one feels threatened or intimidated.

Harassment is a discriminatory act and is also a criminal offence. It is very difficult to define as it can take many forms, but in the main it takes the form of unwanted behaviour by one employee towards another, for example:

- Patronising or belittling comments.
- Comments about appearance/body/clothes.
- Leering or staring at a person's body.
- Unwelcome sexual invitations or pressure.

- Promises or threats, concerning employment or conditions, in exchange for sexual favours.
- Displaying offensive or sexually explicit material.
- Touching, caressing, hugging or indecent assault.

Please remember the test is that the behaviour is UNWELCOME, UNINVITED AND UNRECIPROCATED.

Bullying is also difficult to define. Obvious examples are:

- Threats of or actual physical violence.
- Unpleasant or over repeated jokes about a person.
- Unfair or impractical work loading.

## ***Procedure***

If you encounter a problem of this nature, it is vital that you make the person responsible aware that his/her remarks or conduct are offensive to you. This should be done in a simple, straightforward way.

It is recognised that complaints of harassment or bullying are often of a sensitive or worrying nature and that it may be difficult to speak directly to the other employee involved. If this is the case, you should put your request in writing and hand it to the harasser or bully.

When or if the informal approach fails or if you believe that the harassment or bullying is of a very serious nature you must bring the matter to the attention of a Director. If possible, you should keep notes of the harassment or bullying so that the formal complaint can be investigated, including the date, time and whereabouts of the act.

If you make a formal complaint it will be dealt with under the grievance procedure and all possible actions will be taken to separate you from the alleged harasser or bully.

If you bring a complaint of harassment or bullying you will not be victimised for having brought the complaint. However, following a full investigation, if Little Jungle has grounds to believe that the complaint was brought with malicious intent, you will be subject to disciplinary action under the Little Jungle's disciplinary procedure.

Little Jungle's appeal procedures apply to appeals against decisions made under the equal opportunities and discrimination policy and the harassment policy.

## ***Anti-bribery policy***

### ***Introduction***

Little Jungle values its reputation for ethical behaviour and for financial probity and reliability. It recognises that over and above the commission of any crime, any involvement in bribery will also reflect adversely on its image and reputation. Its aim therefore is to limit its exposure to bribery by:

- setting out a clear anti-bribery policy,
- establishing and implementing anti-bribery procedures as appropriate,

- communicating this policy and any relevant procedures to employees and to others who will perform services for Little Jungle,
- undertaking appropriate due diligence measures before engaging others to represent Little Jungle in its business dealings,
- monitoring and reviewing the risks and the effectiveness of any anti-bribery procedures that are in place.

## ***Policy***

The Little Jungle prohibits the offering, giving, solicitation or acceptance of any bribe (whether cash or other inducement)

- to or from any person or company (wherever they are situated and whether they are a public official or body or private person or company),
- by any individual employee, agent or other person or body acting on behalf of Little Jungle,
- in order to gain any commercial, contractual or regulatory advantage for Little Jungle in a way that is unethical,
- or in order to gain any personal advantage (pecuniary or otherwise) for the individual or anyone connected with the individual.

This policy prohibits any inducement that results in a personal gain or advantage to the recipient or any person or body associated with them, and which is intended to influence them to take action that may not be solely in the interests of Little Jungle or of the person or body employing them or whom they represent.

This policy is not meant to prohibit normal and appropriate hospitality or the giving of a gift on a festival or at another special time, providing they are customary in a particular market, are proportionate and are properly recorded.

Inevitably, decisions as to what is acceptable may not always be easy. If you are in any doubt as to whether a potential act constitutes bribery, the matter should be referred to a Director before proceeding.

## ***Employees' responsibility***

The prevention, detection and reporting of bribery is the responsibility of all employees and Little Jungle is committed to:

- encouraging employees to be vigilant and to report any suspicion of bribery,
- providing employees with suitable channels of communication and ensuring that sensitive information is treated appropriately,
- investigating instances of alleged bribery and assisting the police and other appropriate authorities in any resultant prosecution,
- taking disciplinary action against any individual(s) involved in bribery.

Any suspicion of bribery should be reported in confidence to the Director who has overall responsibility for bribery prevention.

## ***Criminal records***

All posts within Little Jungle are exempt, because of the nature of the work, from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Exceptions Order 1975 as amended. This means that all convictions, including those that are "spent" under the terms of the Rehabilitation of Offenders Act 1974, but excluding those that are "protected" under the Exceptions Order, will be made known to us. Criminal record checks are carried out on all employees at the commencement of their employment and any subsequent safeguarding investigations or suspensions, police arrests, criminal charges or convictions must be notified to a Director. "Convictions" include convictions in a court of law, police cautions, reprimands and final warnings.

## ***Vetting and Barring Scheme***

If your work is classed as a 'regulated activity' under the above scheme we will be required to check whether or not your name is included on the Children's List maintained by the DBS as being barred from working with children.

In addition, if we believe that you are guilty of misconduct that has harmed or placed a child at risk of harm, we have a statutory duty to refer your name to the DBS for possible inclusion on the Children's List. This duty also applies in relation to ex-employees.

## ***Disqualified persons***

It is an offence for a disqualified person to work in childcare.

In addition to being personally disqualified you will be disqualified by association if you live in the same household as a disqualified person or in a household in which a disqualified person is employed. If you knowingly live in such a household it is a criminal offence to continue to work in childcare.

If you are personally disqualified or become disqualified by association you must notify a Director. Any failure to do so will be treated as a serious breach of the rules and will result in disciplinary action being taken, up to and including summary dismissal.

In certain circumstances a disqualification can be waived in accordance with Regulation 10 of the Childcare (Disqualification) Regulations 2009.

## ***Disqualification 'by association'***

Employees may also be subject to disqualification 'by association' if they are living in the same household where another person who is barred from working with children or young people lives or works. It is your responsibility to bring this to the immediate attention of the Director.

## ***Statements to relatives***

Statements or opinions relating to a child's physical or mental progress must only be given by designated staff.

# ***Communication and representation policy***

## ***Introduction***

Little Jungle will take every step to communicate to all employees with particular respect to its products, services, and plans for the future, etc. It also encourages employees to express their views in terms of suggestions and opinions.

## ***Notice boards***

All statutory notices, vacancies, internal information and all other matters of general interest will be displayed on the official notice board. Employees wishing to display notices relating to social, sporting or domestic activities should obtain permission from their Line Manager to do so.

## ***The Employee Handbook***

All employees will be given a copy of this handbook at the beginning of their employment with Little Jungle. After that time an updated copy will always be available on the premises.

## ***Trade Union membership and recognition***

Little Jungle recognises your right either to join or not to join a trade union of your choice.

Little Jungle has no recognition agreement with any union and as a result no paid union officials will be allowed on the premises except for the purpose of representation at a disciplinary or individual grievance meeting or any associated appeal meeting.

## ***Telephones (including mobile phones)***

The use of the Little Jungle's phone is for business purposes only or in cases of personal emergency. Authority should be sought from your Line Manager before a personal call is made.

All calls received should be answered professionally in a manner that is appropriate to setting communication standards.

The cost of private calls made from the Little Jungle's mobile phones must be reimbursed to Little Jungle.

Personal mobile phones should be switched off during working hours and must be stored away in line with Little Jungle procedures.

Employees must always politely inform service users, parents or guardians that they are to comply with Little Jungle's policy on non-use of mobile phones, which are not allowed in Little Jungle.

## ***Postal mail***

All posted mail delivered to Little Jungle is normally opened centrally even if it is addressed as personal or has confidentiality marking. Therefore, no personal mail should be sent Little Jungle without permission (e.g. 'signed for' parcels) or personal mail sent out using Little Jungle's system.

## ***Computer technology***

Little Jungle will not tolerate any employee using Little Jungle computers for any purpose other than business use. No one may use any private software on the system. This is necessary to ensure no viruses contaminate the business systems.

## ***The Internet and social media***

Little Jungle subscribes to an Internet service in order to provide current information. No employee may use this facility for any personal reasons, including downloading or streaming from the Internet to computers or mobile devices.

The use of social networking sites during working time or on Little Jungle terminals or laptops is not permitted and is a breach of Little Jungle rules.

Employees using social networking sites away from work must ensure that, if adding personal news items, they do not include reference to Little Jungle by name or by photograph, or to any employee, client, customer or any other person or organisation connected with Little Jungle, or any of their relations or friends. Failure to comply with this policy will be treated as a serious breach of the rules and will result in disciplinary action being taken, up to and including summary dismissal.

Any use of social networking sites that brings Little Jungle into disrepute, or breaches the equal opportunities and discrimination policy or harassment policy, will be regarded as gross misconduct and will result in summary dismissal.

## ***Privacy notice – employee data***

We process personal data relating to those we employ to work as, or are otherwise engaged to work as, part of our workforce. We do this for employment purposes, to assist in the running of the business and/or to enable individuals to be paid.

The personal data we process may include, but may not be limited to, the following:

- data relating to your identity (including name, data of birth, gender, photographs, passport, National Insurance Number, immigration status, marital status, dependants),
- contact details (business and home address, telephone numbers, email addresses, emergency contact details),
- employment details (position, office location, terms of employment, performance and disciplinary records, sickness and holidays),
- background information (CV, previous experience, qualifications and certifications, criminal records check (for vetting purposes, where permissible and in accordance with applicable law)),
- financial information (bank details, tax information, salary, benefits, expenses),
- IT information – information related to your access to our systems (login details, IP addresses, log files, access/times/duration of use, location).

The collection of this information will benefit us by:

- improving the management of workforce data across the business,

- enabling development of a comprehensive picture of the workforce and how it is deployed,
- informing the development of recruitment and retention policies,
- allowing better financial modelling and planning,
- ensuring compliance with our policies and procedures and our legal obligations,
- enabling monitoring of selected protected characteristics.

We will not share information about you with third parties without your consent unless the law allows or requires us to do so.

Under the data protection legislation you have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress,
- prevent processing for the purpose of direct marketing,
- object to decisions being taken by automated means,
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed,
- claim compensation for damages caused by a breach of the data protection legislation.

If you would like to find out more about our data retention policy and how we use your personal data, or if you want to see a copy of the information about you that we hold, please contact the Director.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## ***Training policy***

### ***Introduction***

Day to day training is the responsibility of Management who can call on specialised skills and knowledge within Little Jungle and from external sources for advice on training matters.

### ***Aims***

The aims of the policy are:

- To provide induction training for all new employees, including relevant health and safety information.
- To provide job specific training to all new employees and to existing employees who are changing job within Little Jungle, including health and safety information.
- To identify the longer-term development needs of those employees with potential to progress beyond their present job and to meet those needs when they are consistent with the needs of Little Jungle.

## ***Procedures***

The procedures for training are:

- A record will be kept for each employee showing the training received.
- The training records will be monitored on a regular basis and the needs checked.
- All training programmes will be monitored and revised as necessary in order to meet changing business needs.

Little Jungle will provide any necessary training and will meet the costs involved.

However, if an employee fails to complete the training or their employment ends within one year of completing any external training course for any reason except redundancy, the employee must reimburse the cost of any training on a pro-rata basis. Employees will be required to sign an 'Agreement to deduct from pay' prior to starting any external course, which authorises Little Jungle to make this deduction.

## ***Staff induction and training days***

All categories of staff (including Volunteers) and cover staff will receive an induction from the Operations Manager.

## ***Learners and work experience policy***

Every Team Manager is the work experience direct supervisor. As a full day care provider the Little Jungle offers placements to a wide variety of learners.

When learners start with us they are clearly instructed on all policies and procedures throughout Little Jungle.

We are here to help learners to take a firm commitment to their training. Little Jungle liaises with the learners' tutors to ensure that both learners and the Little Jungle's needs are met.

Please note that learners are not counted in the staff to children ratio, nor are they left in sole charge of a child or group of children.

## ***Study leave***

Study leave will vary according to the nature of the course timetable, and the conditions may be waived in the event of an unforeseen emergency. Please note that study leave is not paid.

## ***Lay off/short time working***

If a situation arises where there is a reduction of work, or there is any other occurrence that affects the normal running of the business, Little Jungle has a right to either lay off without pay other than Statutory Guarantee Pay or implement shorter working hours. This procedure is in line with your terms and conditions of employment.

Little Jungle also reserves the right to select the employees best suited to carry out whatever work is available.

Employees will be offered alternative work wherever possible.

Employees who are laid off must still be available for work as and when necessary since continuity of service is not affected by any period of lay off.

Little Jungle will pay Statutory Guarantee Pay in accordance with the current government regulations.

Any employee who is laid off for longer than the Statutory Guarantee Pay period will be given a letter to take to the relevant government agency. Employees should then be able to sign on as temporarily unemployed, even though they will still be employed by Little Jungle.

## ***Redundancy policy***

If a redundancy situation arises, for whatever reason, Little Jungle will take whatever steps are reasonable in an effort to avoid compulsory redundancies, for example:

- Analyse overtime requirement.
- Reduce hours.
- Lay off with Statutory Guarantee Pay.
- Ask for voluntary redundancies, whether anyone has plans to retire or is considering a career move.

If compulsory redundancies are necessary, employees will be involved and consulted at various meetings to discuss selection criteria, any alternative positions, and be given every opportunity to put forward any views of their own.

Employees will be given the opportunity to discuss the selection criteria drawn up. Little Jungle reserves the right to reject any voluntary applications for redundancy if it believes that the volunteer has skills and experience that need to be retained for the future viability of the business.

## ***Statements to the media***

The only person authorised to give statements about Little Jungle or matters connected with Little Jungle to reporters from the newspapers, radio, television etc is the Director. Employees should not make unauthorised statements on any social media, internet site or social networking media. Any request from any representative of the media for information, statements or comment about Little Jungle must be referred to the Director.

## ***Environment policy***

There is a growing awareness of the need to protect the environment, a view supported by Little Jungle. Employees should make every effort within their sphere of control to minimise any adverse effect of Little Jungle on the environment. Examples include:

- Turning off lights when not required.
- Turning down heating levels.
- Planning journeys to minimise the fuel used on Little Jungle business.

- Co-operating with any recycling systems for waste paper etc. that are introduced.

## ***Little Jungle Standards***

### ***Wastage policy***

We maintain a policy of 'minimum waste' which is essential to the cost-effective and efficient running of Little Jungle.

We are able to promote this policy through employees taking extra care, during their normal duties, to avoid unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- a. Handle machines, equipment and stock with care
- b. Turn off any unnecessary lighting and heating
- c. Keep doors closed whenever possible
- d. Ask for other work if your job has come to a standstill
- e. Start with the minimum delay after arriving for work and after breaks

The following provision is an express written term of an employee's contract of employment.

Any damage to stock or property (including non-statutory safety equipment) that is the result of employees carelessness, negligence or deliberate vandalism will render them liable to pay the full or part of the cost of repair or replacement.

Any loss to us that is the result of an employee's failure to observe rules, procedures or instruction, or is as a result of their negligent behaviour or their unsatisfactory standards of work will render them liable to reimburse to us the full or part of the cost of the loss.

In the event of failure to pay, we have the contractual right to deduct such costs from their pay.

### ***Green living policy***

This policy works in line with our 'wastage' policy but focuses on the impact of our operations on the environment.

We strive to make Little Jungle as sustainable an organisation as possible and to achieve this, it is important that all Little Jungle's employees and service users be made aware of their roles and responsibilities.

Employees are asked to take extra care to:

- a. avoid unnecessary use of resources and energy
- b. recycle all materials/refuse, wherever possible
- c. be creative in their use/recycling of certain materials (which would also benefit children's creative development)
- d. consider sustainable sourcing wherever possible

Employees and service users are asked, wherever possible, to do their best to come to the Little Jungle by foot or cycle. Little Jungle offers a safe storing area for bicycles. Failing that, employees and service users are asked to do their utmost to use public transport or car pooling as an alternative means of transport.

Upon their official engagement/enrolment with Little Jungle, employee and service users will be given a form to sign, acknowledging their understanding of and agreement to this policy. Their offer will be conditional to this acknowledgement being signed.

## ***Drugs and alcohol policy***

Little Jungle is committed to maintaining a healthy, safe and productive working environment for its employees. Little Jungle recognises the impact that drugs and alcohol may have on an individual's ability to work safely and correctly and aims to ensure a working environment free from the inappropriate use of substances and where employees are able to carry out their duties in a safe and efficient manner.

The use of drugs or the consumption of alcohol by employees is inappropriate at any time during working hours and before work. If your doctor prescribes drugs that may affect your ability to perform work, you must discuss this with your Line Manager.

The dispensing, distribution, possession, use, sale or offering to buy controlled drugs or alcohol at work is prohibited. Any such activity (including reasonable suspicion) will be reported to the police. Any employee found to be in breach of these rules will be liable to disciplinary action that may result in dismissal. This will apply whether or not there is any actual threat to health and safety.

## ***Testing for illegal substances and alcohol***

Little Jungle reserves the right to introduce testing, including random testing, for illegal substances and alcohol.

When testing for alcohol a trained employee will use a standard breathalyser. When testing for drugs a trained employee will use an oral fluid test device from a Food and Drugs Administration accredited or similar supplier.

Any refusal to be tested will be regarded as a refusal to carry out a reasonable instruction and will normally result in dismissal.

## ***Smoke-free policy***

It is illegal to smoke in enclosed or substantially enclosed workplaces and Little Jungle has a policy that prohibits smoking throughout the entire workplace with no exceptions, including commercial and pool vehicles. This policy applies to all employees and to visitors to the premises.

Failure to comply with this policy will result in disciplinary action and possible criminal prosecution.

This policy also applies to the use of e-cigarettes.

## ***Dress code policy***

Employees represent Little Jungle whenever they meet service users and suppliers and we would ask that employees' appearance should be smart and presentable at all times.

Employees who have been given work wear or name badge should wear them at all times whilst on the Little Jungle's business. Work wear must be kept clean, pressed and presentable, and it is the employee's responsibility to ensure it is so.

Any personal protective equipment that is issued by Little Jungle must be worn at the relevant time. Failure to wear this equipment may result in disciplinary action.

Our dress code is 'Smart Casual'. This means that employees should wear clothes that are comfortable and practical, whilst ensuring their overall look is clean, fresh and smart. Employees must look after their general and personal hygiene i.e. clean hair, clean nails, clean clothes, no body odour, etc.

Shorts are allowed as long as they are longer than the posterior and small summery tops are also allowed so long as no underwear or cleavage can be seen.

Any tattoos must be appropriate to children (not sexual or violent/ aggressive in nature) and must not conflict with the Little Jungle's equal opportunities and discrimination policy. Chunky jewellery, artificial nails, nail polish, strong perfumes, are strictly forbidden in all rooms.

Chewing gums and nuts are strictly not allowed at Little Jungle.

Examples of appropriate wear are:

- a. Dark/ navy trousers, long shorts, Capri pants, pedal pushers
- b. Long or short sleeved tops appropriately covering the chest and therefore not too revealing, polo shirts, jumpers, fleeces.
- c. Comfortable flat shoes. Sandals are acceptable, though employees working in the 1-2s section will be required to wear socks or slippers, to keep the room and resources clean and hygienic as younger toddlers crawl around.

Examples of inappropriate wear are:

- a. Clothes with rips in inappropriate places
- b. High heels
- c. Skirts or shorts coming high up above the knee where underwear can be seen.
- d. Tops revealing too much cleavage.

Employees arriving at Little Jungle in incorrect dress code will be asked to change or be sent home, and the day will be deducted from their wages.



# ***Employee Handbook receipt***

This Handbook has been drawn up by Little Jungle to provide you with information on employment policies and procedures. It is important for you to read the Handbook carefully as this, together with your Contract of Employment, sets out your main terms and conditions of employment.

The information covers a wide range of subjects relating to your employment and in the event that information in this Handbook conflicts with terms and conditions as stated in your Contract of Employment, the Contract will take precedence.

If you have any questions or any part of the Handbook is unclear to you, please do not hesitate to raise any queries with the Director.

It is important that you do this before signing that you have read, understood and are willing to abide by all Little Jungle's terms and conditions.

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I acknowledge receipt of this Employee Handbook which forms an integral part of my Contract of Employment.

Received by ..... (Employee)

Signed .....

Date .....