

E M

East Midlands
Community-Led
Housing

C L H

Staff Handbook



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Introduction

Welcome to East Midlands Community Led Housing (EMCLH).

We're delighted to welcome you as a new colleague to EMCLH.

EMCLH is a not-for-profit Community Interest Company established in 2012 and is governed by a voluntary Board of Directors.

At EMCLH our purpose is to offer a range of services to communities, landowners, local authorities and organisations that want to develop community-led housing. We work with communities anywhere in the East Midlands and nearby counties that have vision, drive and ambition to develop affordable homes.

To achieve our purpose, we offer a variety of services, including:

Building local support by generating interest for the idea of community led housing in local communities.

Building local knowledge by providing advice and guidance through jargon and paperwork.

Building homes by connecting communities, through our extensive network, with experts.

We hope you're looking forward to playing a part in achieving our purpose and wish you a long and happy future as part of our team.

Darren Fabris

Company Secretary



How to use this Handbook

This handbook contains lots of useful and important information which will help you to get to know how we do things here and what we expect of you.

This is your personal copy so when you've finished reading it, keep it in a safe place for easy reference as you may need to refer to it later during your employment with us.

This handbook has different sections covering details about your employment, your commitments to us and what we can offer you. You'll also find information about the policies and procedures you must be familiar with.

Of course, the handbook can't contain everything that is relevant to you, but it does have a lot of essential information and will tell you where to go to find out more.

From time to time, we may review or replace the content of this handbook and our policies and introduce new policies to reflect the changing needs of the business and to comply with new legislation. You should keep yourself up to date with any changes.



Getting Started

Contract of employment

A copy of your contract will be issued to you within eight weeks of you starting with us. You'll be sent two copies of your contract, one should be signed and returned to us and the other is for you to keep, in a safe place, for future reference.

Right to work

It's a legal requirement for all new colleagues joining us to provide documents that prove they have the right to work in the UK. You'll be asked to show these documents during the recruitment process. You'll be unable to start your new job with us until these documents have been seen. Failure to produce these documents may result in your offer of employment being withdrawn.

Probationary period

All new colleagues must complete an initial probationary period of up to three months. If we consider a different probationary period is required from the beginning of your employment, this will be specified to you.

During your probationary period your performance, suitability and conduct will be monitored. Your manager will undertake regular reviews with you throughout this period and notify you if any improvements need to be made.

At the end of your probationary period, if you've reached the required standards, you'll be issued with a letter confirming your success during your probationary period. If you've been unsuccessful during your probationary period, your employment will be ended, giving the statutory notice.

References

When you start working for us you'll be asked to provide two satisfactory references. These can either be an employer or character reference but must not include family members or friends.

Failure to receive two satisfactory references during your probationary period may result in your employment being ended.

Hours of work

The number of hours you work will be agreed with you when you were offered the job and outlined in your contract of employment.

Your attendance at work is essential to our ability to deliver excellent service. We rely on everyone fulfilling their contractual hours and to be punctual. This is an important part of

your commitment to us, which is why failure to comply with these basic requirements may lead to disciplinary action being taken against you, which could include dismissal.

You'll be required to work flexibly depending on the needs of the business. Occasionally, you may be asked by your manager to undertake additional hours to cover for colleague shortages or absence. We'll always provide reasonable notice of any request, to give you the opportunity to organise your time.

Your pay

You'll find details of your basic pay rate in your contract of employment. Wages will be credited direct to your bank account, on the 25th of each month, and are paid one month in arrears.

You'll receive 12 equal monthly instalments, irrespective of the length of month. If you join or leave part way through a month, your salary will be calculated as a proportion of your annual salary.

You'll receive a pay slip which will detail how much you've been paid. Sometimes mistakes can happen, which result in either an underpayment or overpayment. If you think a mistake's been made, speak to your manager as soon as possible. If there's been an overpayment of wages, we'll agree with you how repayment should be made. If there's been an underpayment this will be corrected on the next pay run.

We aim to reward effort where it has been demonstrated, therefore, your salary is reviewed annually, entirely at EMCLH discretion. It doesn't follow that employees can expect an increase every year, as many factors need to be considered.

Holiday

As soon as you start working for us, you're entitled to paid holiday.

All holidays need to be authorised by your manager, therefore, you shouldn't book anything until your request has been approved. Holidays are agreed on a first come, first served basis, so to avoid disappointment make sure you give as much notice as possible. As a minimum you should provide at least twice as much notice of leave as that you wish to take.

We'll always try our best to accommodate holiday plans; however, we must always have enough cover to meet the needs of the business. Any holiday request which is for more than two weeks, will need to be authorised by the Company Secretary, and will only be granted in special circumstances.

Our holiday year runs from 1 April to 31 March, and all holiday entitlement is current to the year in which it is earned/taken. EMCLH holiday entitlement, based on a full-time worker, is 25 days plus bank holidays. Holiday entitlement for part-time workers is calculated on a

pro-rata basis, which means you're entitled to a proportion of a full-time workers' holiday with pay.

New starters

A new starters holiday entitlement is based on the number of days a week you work and the point in the holiday year that you join. In your first year, holidays are accrued on each complete month worked.

Untaken holiday

Any holiday entitlement which hasn't been taken will be lost at the end of the holiday year, unless there have been exceptional circumstances which have prevented you from taking it. Where this has been the case, the remaining days can be carried forward into the following year with the approval from your line manager.

Holiday pay on leaving employment

If you leave, you will be entitled to receive payment for any holidays earned but not taken up to the date of leaving. If you've taken holidays but not yet earned that entitlement, we reserve the right to deduct the overpayment from your final wage. In your final year, holidays are calculated on each full month worked.

Staff Benefits

Pension scheme

You are entitled to be a member of EMCHL's Pension Scheme, subject to satisfying certain eligibility criteria and subject to the rules of the scheme as amended from time to

time. Full details of the scheme are available from your line manager or a member of the wages team.

Code of Conduct

Confidentiality

Whilst working for us you may have access to, and be trusted with, information about the business which is confidential. It's important that during and after your employment with us you do not discuss any confidential information, unless it's in the proper course of your duties.

You'll be asked to hand over any confidential information you hold about the business when you leave us, or at our request any time during your employment. You must not retain any copies of any such information.

Any unauthorised disclosure of confidential information may result in criminal prosecution (of an individual and/or the company) and/or disciplinary action being taken against you, which could include dismissal.

Conflicts of interest

A conflict of interest is where a person's private interests interferes, or appears to interfere, with the interests of our business or our customers. You should act solely for the benefit of the business and not be influenced by any personal or business interests of yourself or members of your family. If you feel that there may be a conflict of interest, you should speak to your manager.

Criminal offences

If you're the subject of ongoing criminal proceedings when you start working for us or if you're charged with a criminal offence during your employment with us, you must inform your manager immediately and provide details of the allegations made against you so that we can manage any related absences caused by the legal proceedings, as well as being aware of any potential publicity. Failure to notify your manager may result in disciplinary action, which may include dismissal.

Depending on the nature of the offence committed and the impact it has on your role with us, an investigation may be carried out, in line with our disciplinary procedures, and further disciplinary action may be taken, which could include dismissal.

Gifts and hospitality

From time to time, you may be given gifts by customers, suppliers or contractors. The receipt of gifts may be interpreted as a bribe to grant a favour in return, therefore the offering or giving of gifts and/or hospitality should be avoided.

Where gifts and/or hospitality has been offered, you must be comfortable it has been offered for a genuine business reason, does not create expectations and would be

appropriate to disclose. If in any doubt, refer to your manager for guidance before accepting business gifts and/or hospitality.

Image and appearance

We want to reflect the right image when going about our day to day business, so it's important we all present the highest standards of appearance and hygiene. Employees are expected to wear suitable business dress whilst in the workplace.

Personal protective equipment (PPE)

We will provide any PPE that is needed for safety reasons. Examples of PPE that you may need to wear include hi-vis vest, gloves, safety footwear, head protection, hearing protection, dusk mask or eye protection.

If you've been provided with PPE it's your responsibility to use it in accordance with the instructions and training given and keep it in good condition. Failure to wear PPE that has been issued to you may lead to disciplinary action, which could include dismissal.

Language at work

We expect all colleagues to act professionally while at work, which means making sure the language you use is appropriate for the workplace. You shouldn't swear or use offensive language in the workplace.

Other employment

If you wish to take up additional employment with another business, you must discuss this with your manager, and will need to get approval to undertake additional employment whilst working for us. This ensures the additional work will not interfere with your commitments to us or negatively affect any relationships with customers. There may be some circumstances where we may refuse permission for you to undertake secondary employment.

Phones

Company telephones and mobile phones are for business use. Occasionally, in the case of an emergency, you may make a personal call using a company telephone or mobile phone. Where a personal call has been made using a company mobile, you will be required to reimburse any cost incurred.

Smoking

We have a no smoking policy and comply with no smoking legislation. Smoking is not permitted on-site except in designated areas, this includes electronic cigarettes. If you want to smoke this must be during your designated breaks. Additional breaks to smoke are not permitted.

Employment Policies

Alcohol and drugs

The consumption of alcohol and the use of controlled substances and/or abuse of prescription drugs is not permitted in the workplace. The abuse of alcohol and drugs can

lead to absenteeism, inefficiency and poor work performance, as well as causing health, safety and security risk for the user, colleagues, and customers.

Under no circumstances are you allowed to consume alcohol on business premises or vehicles during working hours. If you work on an early shift you must be aware of the potential effects of consuming alcohol the evening prior to the shift. If you're taking any prescription or over the counter medication which could affect your ability to work safely you should tell your manager.

If you suspect a colleague is under the influence of alcohol or drugs you should report this to your manager immediately. They will treat your concerns in confidence. We reserve the right to test colleagues for alcohol levels and drugs if it's genuinely believed that someone is under the influence of alcohol or drugs, and that their personal safety, or that of others, may be put at risk.

For further information about our alcohol and drugs policy please speak to your manager.

Absence from work

Absence reporting

If you're absent from work, for whatever reason, you must notify your manager as soon as possible, so alternative arrangements can be made. Unless your absence genuinely prevents you from doing so, you should personally speak to your manager; text messages and emails are not acceptable forms of notification. Notification must be no later than 9.00am on your first day of absence.

This initial message should state the nature of your absence and an indication of when you anticipate returning to work. Regular contact must be made with your manager throughout the period of absence. On occasions, your manager may contact you during your absence for further updates.

Sickness absence

If you're unable to attend work due to illness or injury, we have an absence policy to support you during periods of ill health, to assist you in your return to work, and to make sure the impact of your absence on you, your colleagues and the business is kept to a minimum.

Behaviour during sickness absence

During sickness absence, we ask you do all you can to aid your recovery. In most instances absence is minimised and recovery is best achieved by means of rest, and refraining from activities that place your recovery at risk. Whilst it's accepted there may be expectations, generally, whilst sick, you are expected to:

- Remain at home resting.
- Refrain from all strenuous undertakings.
- Follow advice of a medical practitioner.
- Do everything possible to aid their speed of recovery.

If you've declared you're able to work because you're sick, we may take disciplinary action against you, which could include dismissal, if you do not comply with these rules.

Payment during sickness absence

You may be entitled to statutory sick pay (SSP) during absence related to sickness or injury. To be eligible, you must meet the criteria set out by the government, for example by earning a certain minimum amount of money per week.

If you are entitled to EMCLH sick pay this will be notified to you in your contract of employment.

Medical certificates

If you're absent for more than seven calendar days, a medical certificate, known as a "fit note", must be submitted on the eighth day of absence. Thereafter fit notes must be submitted to cover the whole period of absence. Whenever you're issued with a new fit note you must contact your line manager to provide them with an update on your health and advise them of the period the note covers.

Return to work interview

When you return to work, you'll need to complete an Absence Self-Certification Form immediately, which is available from the Company Secretary, for all sickness absences, regardless of duration. Knowingly entering false information on an absence self-certification form may lead to disciplinary action being taken against you, which could include dismissal.

When you've completed an Absence Self-Certification Form, your manager will hold a return to work interview with you to talk about your absence. During this meeting, you'll discuss the reason for your absence, how you're feeling and what, if any, adjustments need to be made.

Long-term absence

On rare occasions, your illness may unfortunately continue for a longer period. During this period of absence, we'll work together to identify any reasonable adjustments we can make to your workplace or your working arrangements to help you return to work. This

may include looking for an alternative position or arranging for you to attend a medical appointment with a Doctor nominated by EMCLH.

Throughout your absence you should keep in regular contact with your manager to discuss your wellbeing, any progress and likely return to work date.

Other absence

- **Bereavement** – we understand the death of a family member or close friend can be a very emotional time for you. If, unfortunately, you need time off due to bereavement, please contact your manager to discuss and agree your entitlement to bereavement leave.

If bereavement occurs in your immediate family (spouse, child, parents or grandparents) you'll normally be allowed five days paid leave (including the day of the funeral). Additional unpaid leave may also be granted after discussion with the Company Secretary.

There's no entitlement to paid leave to attend the funeral of relatives which are not listed above. However, with permission from your manager one day's unpaid leave may be granted or one day taken from your annual holiday entitlement.

- **Jury service** – if you're called for jury service, you'll need to discuss this with your manager as soon as possible so they can arrange cover for you during your absence from work. You will be entitled to paid leave for Jury Service, and therefore will not be able to make a claim for loss of earnings. As you will be paid during the period of Jury Service, you must make every effort to attend work, if you're released early.
- **Hospital appointments** – are normally with pay if they fall within your normal working hours. You must show your manager your appointment card. It's also expected that work must be done before or after if the appointment permits wherever possible.
- **Doctors/ dentist appointments** – should be made outside of your normal working hours or as close to the beginning or end of the working day to minimise disruption. However, we recognise that this is not always possible particularly when an appointment is needed urgently. In these circumstances you must show your manager your appointment card and agree with your manager how the time will be taken e.g. unpaid time, using holiday entitlement, temporarily changing working hours etc.
- **Public duties** – you may be a magistrate, councillor, school governor or member of one of the reserve forces. You may be allowed to take reasonable paid time

off to do all these things, and not lose any pay or holiday entitlement. Time off must be agreed with your manager and you must give as much notice as possible.

Data protection

We have a duty to our customers and colleagues to respect information we hold about them and ensure it is protected and handled responsibly. If you collect customer or colleague information in your role, you must follow these guidelines:

- Make sure it is relevant, accurate and kept for no longer than necessary.
- Always ensure you keep customer and colleague information secure and use it only for the purpose for which it was lawfully obtained.
- Always ensure data is appropriately and securely stored and disposed of.
- Never release information without making sure the person you are providing it to is rightfully allowed to receive it.

If you are unsure about how to handle customer or colleague data, be cautious and seek advice from your manager.

For further information about our data protection policy please speak to your manager.

Disciplinary

The purpose of disciplinary procedures is to help and encourage all colleagues to achieve and maintain a high standard of conduct, to ensure that colleagues comply with procedures set out by us, and to provide a formal process for addressing issues of concern in a fair and consistent manner.

Where possible we try to resolve performance or conduct issues through effective feedback and informal methods in the first instance. However, in circumstances where an informal resolution is not possible, or where the situation is one of serious or gross misconduct, we will follow our disciplinary procedure.

For further information about our disciplinary policy and procedures please speak to your manager.

Equal opportunities

As an equal opportunity employer, it's important to us that all potential and current colleagues are treated equally and receive the same opportunities.

We're committed to promoting a non-discriminatory working environment where all colleagues are valued solely for the contribution they make to the achievement of our purpose. Decisions on recruitment, development, promotion and redundancy will be made

purely on merit and capability with no consideration to individual characteristics such as disability, gender, gender re-assignment, marital status, sexual orientation, age, pregnancy, race, religious belief or any other diversity issue.

If you feel you've experienced unequal treatment on any grounds of personal characteristics, you should speak to your manager.

For further information about our equal opportunities policy please speak to your manager.

Grievance

The purpose of our grievance policy is to provide a way of dealing with concerns, problems or complaints raised by colleagues, in a fair and consistent manner.

We would always encourage you to raise concerns informally, with your manager, in the first instance, as we know this is often the most effective way to resolve many issues. However, you can raise a formal grievance by putting your specific concerns in writing.

For further information about our grievance policy and procedures please speak to your manager.

Health and safety

Your responsibilities

It doesn't matter what your job title is, your length of service or your previous experience, we must all take responsibility for maintaining a safe working environment. There are a few things we all must do:

- Take reasonable care of yourself and others.
- Always follow the training you've received.
- Only carry out tasks you've been authorised to do.
- If you see anything unsafe or of concern, make it as safe as you can and report it.
- Report all accidents, incidents and near misses immediately.
- Help to keep your workplace to a high standard and tidy.
- Let your manager know of any new or existing health conditions that may affect, or be affected by, work.

Accidents and incident reporting

Regardless of how minor an accident may seem the law requires all accidents at work to be recorded. An incident is a situation that could have resulted in an accident (you might call it 'a near miss'). All accidents and incidents must be reported to your manager who'll complete an Accident/Incident Report Form,

Fire protection

Fire awareness and fire training is a priority for everyone. It's important to remain vigilant always no matter where you work. In the event of a fire, knowing what to do and what action to take is essential for your own safety, that of the customers and company property.

In your workplace, you'll find a fire log book, which contains important information about fire precautions and preventions. It's important you know where your fire log book is kept in case you need to refer to it.

Some important tips to remember about fire precaution and prevention include:

- Make sure you know the fire drill, where all fire exits are located, where your fire assembly point is and who you should report to.
- Do not block fire doors, exits, escape routes, fire-fighting equipment or fire alarm call points.
- Never prop open fire doors or lock fire exits during the opening hours of the branch.

First aid

There's a first aid box in every workplace and it's important you know where it's kept. The number and size of these boxes will depend on the number of colleagues and the type of work being carried out. A list of qualified first aiders are displayed on your workplace noticeboard.

IT systems

Computer access control

Access to our IT systems is controlled through user IDs and passwords. You're responsible for any actions that take place on your user ID, therefore, you must never disclose your password to any other person. Additionally, you must never leave your account logged in at an unattended or unlocked computer.

Internet and emails

Use of internet and emails is intended for business use. You're accountable for actions on the internet and email systems. You must never access, download, send or receive any data (including images), which are considered offensive in any way, including sexually explicit, discriminatory, defamatory or illegal.

If you're sent data (including images) from third parties which fall into one of the above categories, you must report this immediately to your manager. Such data must be deleted.

EMCLH does permit incidental use of its internet and emails for personal use. This is dependent upon it not being abused or overused. Personal usage must be minimal and take place substantially out of normal working hours. Personal emails must be labelled 'personal' in the subject header.

Working off-site

We accept laptops, tablets and mobile devices will be taken off-site. If you're working off-site you must not leave equipment unattended in public places or left in sight in a car. Information should be protected against loss; laptops, mobile phones, smartphones and tablets must be protected at least by a password or a PIN and, where available, encryption.

Monitoring

All data created and stored on company computers is the property of EMCLH and there is no individual data privacy. IT monitoring will take place to investigate suspected breach of our policies or procedures.

Whilst monitoring IT equipment, if we come across data or activity we can't reasonably be expected to ignore (such as criminal activity or gross misconduct) or we receive an allegation about this type of activity, we may use IT monitoring as part of investigating any such allegation and/ or in any resulting disciplinary proceedings.

For further information about our IT systems policy please speak to your manager.

Personal Harassment

We don't condone or tolerate personal harassment and will always treat it seriously. Personal harassment is defined as unwanted behaviour by one person or several people to another and can take many forms. Some examples include:

- Insensitive jokes or pranks.
- Lewd or abusive comments about appearance.
- Deliberate exclusion from conversations.
- Displaying abusive or offensive writing or material.
- Unwelcome invasions into personal space, including touching.
- Abusive, threatening or insulting words or behaviour.

This list is not exhaustive. If you believe you or a colleague is being harassed or bullied, by either another colleague(s) or third party in the workplace (such as a customer), report it to your manager.

All complaints will be taken seriously and will be investigated as appropriate. If it's concluded that harassment has taken place, disciplinary action will usually be taken which could include dismissal.

For further information about our personal harassment policy please speak to your manager.

Social media

The internet provides a great opportunity for us to take part in interactive discussion and share information using a range of social media. We know lots of colleagues use social media in a private capacity, outside work, to keep in touch with friends, family and colleagues, and sometimes in a professional capacity as part of their role with us.

Although social media has lots of benefits, it can also present lots of risks. Even when posting information on social networking sites which you intend to be private, it can be shared with customers, colleagues and even the press. Once something is online, it can be easy to lose control of. Assume everything you post online will be permanent and can be shared.

To protect your own privacy and ensure your social media account(s) does not compromise your professional position, we recommend your privacy settings are set correctly. If you use social media outside of work, you must follow these guidelines:

- Don't make comments, post content or link materials that will bring us into disrepute.
- Don't publish confidential or commercially sensitive material.
- Don't post derogatory, defamatory, bullying, offensive, harassing or discriminatory content.
- Don't use social media to air internal grievances.

For further information about our social media policy please speak to your manager.

Supporting the family

Maternity leave

If you become pregnant whilst working for us, it's important you notify your line manager as early as possible of pregnancy and impending maternity leave. A risk assessment of your workplace will be carried out to ensure, as an expectant mother, you're not exposed to any significant health or safety risks at work.

During your pregnancy, you have the right to take paid time off work to attend ante-natal appointments. You are entitled to up to 52 weeks Statutory Maternity Leave. The earliest

you can start your maternity leave 11 weeks before the expected week of childbirth (EWC). You may also qualify for Statutory Maternity Pay. Payment for Statutory Maternity Leave will depend on your length of service and your average earnings.

For further information about our maternity policy please speak to your manager.

Paternity leave

You may be eligible for Statutory Paternity Leave and Pay if you and your partner are having a baby, adopting a child or having a baby through a surrogacy arrangement. You also have the right to take unpaid time-off work to accompany expectant mothers to up to two ante-natal appointments.

To qualify for Statutory Paternity Leave you must have completed 26 continuous weeks service with us by the 15th week prior to the expected week of childbirth (EWC). Payment for Statutory Paternity Leave will depend on your length of service and your average earnings.

For further information about our paternity policy please speak to your manager.

Adoption leave

You may be eligible for Statutory Adoption Leave and Pay if you and your partner take time off to adopt a child or have a child through a surrogacy arrangement. Only one person in a couple can take adoption leave, but the other partner could take paternity leave instead. You also have the right to take paid time off work to attend five adoption appointments after you have been matched with a child.

To qualify for Statutory Adoption Leave you must provide proof of the adoption or surrogacy. Payment for Statutory Adoption Leave will depend on your length of service and your average earnings.

For further information about our adoption policy please speak to your manager.

Shared parental leave

Shared parental leave is designed to give parents more flexibility in how to share the care of their child in the first year following birth or adoption. Parents can share a pot of leave and can decide to be off work at the same time and/or take it in turns to have periods of leave to look after the child.

For further information about our shared parental leave policy please speak to your manager.

Unpaid parental leave

Unpaid parental leave allows parents time off work to look after a child or to make arrangements for their welfare. To be eligible for unpaid parental leave, you must have completed a year's continuous service with us and have (or expect to have) parental responsibility for a child under the age of 18.

If you're eligible to unpaid parental leave, you can take up to 18 weeks' leave for each child, up to their 18th birthday.

For further information about our unpaid parental leave policy please speak to your manager.

Unpaid domestic leave

Unpaid domestic leave allows you reasonable time off from work to decide in the case of an emergency involving a dependant.

To take unpaid time off you must follow the absence reporting procedure set out earlier in this section, this includes notifying your manager about the reason for the absence as soon as possible, and if practicable indicating the expected duration of absence.

You should resume work as soon as possible once an incident has been dealt with. Where possible, you should try to plan to prevent such a need recurring, for example, by making arrangements for emergency childcare. If you continue to require time off for domestic reasons, your manager will discuss the situation with you and suggest other options.

For further information about our unpaid domestic leave policy please speak to your manager.

Sorry your leaving

Notice periods

If you decide to end your employment, please confirm your decision in writing as soon as possible, giving at least the minimum required notice. The notice period you have to give is set out in your contract of employment or as mutually agreed at the time of your resignation.

Length of service	Number of weeks' notice
Under 1 year	1 week
1 -4 years	4 weeks
5 years	5 weeks
6 years	6 weeks
7 years	7 weeks
8 years	8 weeks
9 years	9 weeks
10 years	10 weeks
11 years	11 weeks
12 years +	12 weeks

Holiday entitlement

You will be entitled to receive payment for any holidays earned but not taken up to the date of leaving. If you have taken holidays but not yet earned that entitlement we reserve the right to deduct the overpaid from your final wage. In your final year, holidays are calculated on each full month worked.

Providing references

To ensure references for former colleagues are fair and protected from personal bias, they are produced centrally by the Company Secretary. Your manager can provide you with a character reference if you wish, but it cannot be used to represent EMCLH views.

We will provide references to prospective employers when requested in writing. Please note that we do not provide verbal/telephone references.

Returning property

All property must be returned before your last day of work. These items could include/ but not exclusive to:

- Computer equipment, including mobile phones, laptops and tablets,
- Branch keys
- Access key fob

Useful contacts

This section provides a summary of useful contacts, which you can use if you have any other queries

Lincoln Office team

T 01522 785287

E juliep@emclh.co.uk

Wages

T 01522 781103

E wagesdepartment@lincolnshire.coop

Stationary

T 01522 781118

E trade@lincolnshire.coop

Accounts team

T 01522 785243

E accounts@lincolnshire.coop