

architecture | design | masterplanning | interiors

# STAFF HANDBOOK







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## INTRODUCTION

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### WELCOME TO A&Q PARTNERSHIP

We are extremely proud of our practice and the people we work with. Our staff are the most valuable asset of the practice and the means by which we can provide the highest quality service to our clients.

Each of us has an important part to play and all of us are reliant upon one another in generating a harmonious and efficient working environment.

This Handbook is intended to be an initial source of reference for information about the Practice, day-to-day management issues and those less frequent occurrences that we may all face from time to time.

We encourage an open management approach. If you have a query, want to make a suggestion, or identify something you do not like, please speak with us.

We sincerely hope you will enjoy a long and rewarding career with us.

The Directors.





## SECTION A

### A&Q PARTNERSHIP

#### MISSION STATEMENT

A&Q Partnership is committed to providing the seamless delivery of dynamic & pragmatic architectural solutions for our clients, on time and on budget.

#### HISTORY OF THE PRACTICE

The Practice was founded in 1984 as a partnership offering Architecture and Quantity Surveying. The four founding partners wanted to provide multiple services within the construction industry, particularly in relation to a marriage between design and cost control. The Partnership still holds these aims, but has become more specialised focussing on the provision of Architecture, Planning, Masterplanning & Interiors.

Early projects included urban regeneration within the then emerging Docklands and East London area and Midland Bank (now HSBC) financial retail work.

Two of the founding Partners remain, Keith Cowell and Mike Power, subsequently joined by Jon Doxey, Tony Ingram and David Peever. The wide range of skills of this Management Board enabled the Practice to expand and undertake larger commissions and rolling programmes. Continuing this expansion, Kirsten Chapman, Nick Lawrence, Tony Quinton and Phil Sloan became directors in 2015 reflecting their contributions over many years. Their appointment has built a broader team to more fully exploit the future potential of the larger and well established practice.

As the company has grown, commissions from clients in different sectors have introduced us to a broad range of building types. We currently work on a variety of Residential, Retail & Commercial projects, with a wish to diversify further. The size of our projects ranges from small Commercial projects to extensive urban renewal developments, including several landmark schemes and a number of projects that have won prestigious national and local awards.

With about 54 staff over three UK offices, with additional outsourcing of former employees, led by nine directors and six associates, the Practice has a wide range of skills and experience that allows it to assemble design teams specially tailored to each project, to provide a coherent path from project inception to completion.

The Practice embraces the innovative use of technology across our offices enabling the provision of Architectural solutions, as a single entity for our national & international projects.





## SECTION A

### A&Q PARTNERSHIP

#### PRACTICE PROFILE





# SECTION A

## A&Q PARTNERSHIP



### PRACTICE PROFILE

#### SOME OF OUR CLIENTS:

- |                          |                             |
|--------------------------|-----------------------------|
| ADI Interiors            | Kingswood Maurwood College  |
| Altogether Care          | Laing Homes                 |
| Balfour Beatty           | Laura Ashley                |
| Bank of India            | LCTC                        |
| Barclays PLC             | Leeds Trinity               |
| Barratt Developments PLC | Lewisham Healthcare         |
| Berkeley Homes           | Linden Homes                |
| Bewley Homes PLC         | Lloyds Bank Banking Group   |
| Berkeley First           | London Underground Ltd      |
| Bouygues UK              | Mace                        |
| Bovis Homes              | Mansell PLC                 |
| BW Interiors             | McNicholas Construction     |
| Cathedral Homes          | Ministry of Defence         |
| CBRE Group               | Nicholas King               |
| China PM Group           | Nationwide Building Society |
| Citibank                 | Overbury                    |
| City of Westminster      | Paradigm                    |
| CLSA Capital Partners    | Prudential                  |
| Commerzbank              | Pizza Hut                   |
| Countryside Properties   | Plymouth City Council       |
| Denne Construction       | Providian Financial         |
| Dorset County Council    | Selex ES                    |
| Durkan                   | Southern Housing            |
| Ernst & Young            | St Edwards Group            |
| Galliford Try            | St. George Group            |
| Hackney Council          | St. James Group             |
| Harper Collins           | Tangerine Group             |
| HSBC Holdings PLC        | Telewest                    |
| Hyde Housing Association | Tesco                       |
| Islington Council        | UCA College                 |
| ISG PLC                  | UGG Australia               |
| HK Cricket Club          | University of Wales         |
| JD Wetherspoon           | Year Group                  |
| Kier Group               | Yorkshire Building Society  |





## SECTION A

### A&Q PARTNERSHIP

#### PRACTICE PROFILE

#### KEY PROJECTS & AWARDS

##### Significant Projects

Goodman's Fields, London  
The Royal Arsenal, Woolwich  
Parker Tower, London  
Craft Study Centre UCCA  
Roman House, Barbican  
Hermitage Wharf, Wapping  
HSBC Tower offices, Canada Square  
Imperial Wharf, Chelsea.  
HSBC Retail Banks  
Royal Wells Park  
HSBC Offices Geneva  
HSBC Northern Data Centre

##### Awards:

CABE Building For Life Gold Award 2008 for Royal Arsenal  
Evening Standard Awards for Best Conversions and Apartments  
Mail on Sunday Awards for various Conversions and Interiors  
What House Award for various properties  
UK Property Awards for Multiple units and Interior  
Green Apple Silver Award  
National Home Builders Design Awards for various properties  
British Home Award for Regeneration  
Civic Trust Award for Bank refurbishment  
BURA Award for Best Practice in Regeneration 2008. Royal Arsenal

A full range of projects can be viewed on the Practice Website:

<http://www.aqp.co.uk>





SECTION A

A&Q PARTNERSHIP

COMPANY STRUCTURE

The Company is structured with a Board of Directors, Associates, Architects, Assistants, Technical Staff and Administrative Staff.

The Board of Directors:-

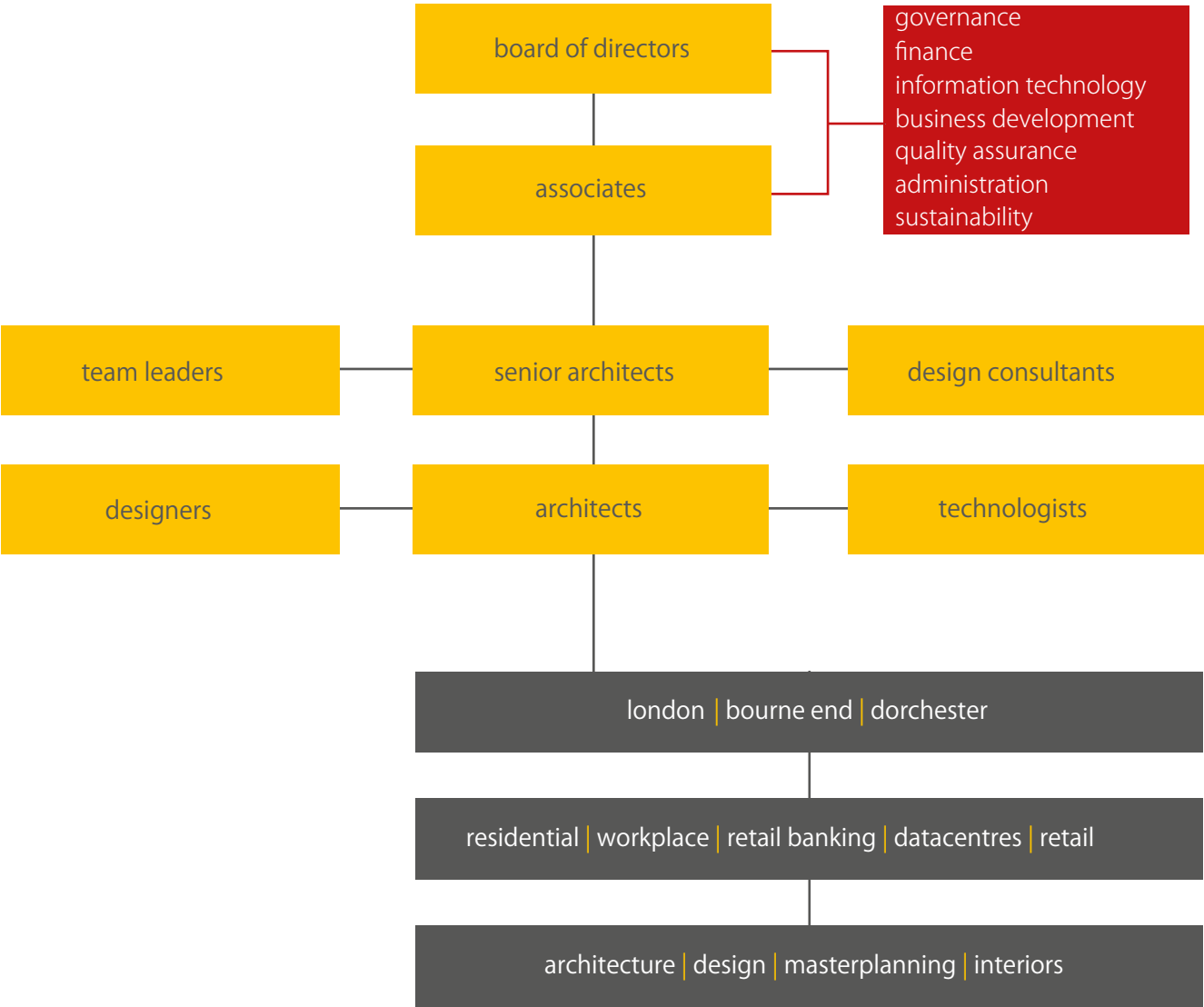
Keith Cowell (Chairman)  
Jon Doxey  
Tony Ingram  
David Peever  
Mike Power  
Tony Quinton  
Phil Sloan  
Kirsten Chapman  
Nick Lawrence

Senior Associates:-

Jim Quinn  
Warren Milne

Associates:-

Rafael Dressler  
Ali Palizzi  
Anna Chaustow  
Ashley Bell





## SECTION A

### A&Q PARTNERSHIP



#### OFFICES AND STAFF

The Company has 3 offices within the UK. The head office is located in London, with other offices in Bourne End and Dorchester.

The structure of each office is shown below :

##### **London**

**Directors:** Keith Cowell, David Peever, Tony Ingram and Tony Quinton

**Associates:** Jim Quinn, Ali Palizzi, Rafael Dressler and Anna Chaustow

**Practice Manager:** Kellie Ryan

**Main activities:** Residential, Commercial and Retail sectors

##### **Bourne End**

**Directors:** Mike Power, Phil Sloan and Nick Lawrence

**Associates:** Warren Milne

**Main activities:** Residential

##### **Dorchester**

**Directors:** Kirsten Chapman

**Associates:** Ashley Bell

**Main activities:** Retail

A complete list of all Staff, their location and contact numbers can be obtained from the Practice Manager, but is for internal use only.



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## SECTION B

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### COMMENCING WORK

#### INDUCTION

On commencing employment with the Company, you will be given a tour of the premises to familiarise you with the layout, facilities and be introduced to your work colleagues.

Your Induction will be tailored to the job you are appointed to undertake but should include familiarisation, Health and Safety matters, welfare facilities and a general introduction.

A full induction checklist is attached as Appendix A. If you require further information please contact the Practice Manager in the first instance, or any Director or Associate.

#### TIMEMINDER

The Company utilises a Web based electronic time management system called 'TimeMinder'. This system will be explained to you at your commencement, as you will need to record your activities/time spent on separate tasks/projects on this system, on a regular basis – normally daily, from the start of your employment. Time spent on other office based activities, annual leave, training and time lost due to illness must also be recorded.

A more detailed guidance on the use of 'TimeMinder' is included in Appendix B.

#### CONTRACT OF EMPLOYMENT

Your Contract of Employment sets out the basic terms and conditions of your employment and the normal hours of work, holiday entitlement, etc. Our standard contract can be viewed on the company Website, along with our other key policies that relate to your employment.

#### PERSONNEL FILE

Each employee will have a personnel file created which will contain details such as your home address, emergency contact numbers, letter of engagement, contract etc. During the course of your employment any letters, notes or documents relating to your individual circumstances and staff reviews etc will be added to your personnel file.

Please keep us informed of any changes in your personal circumstances e.g. new address, telephone number and next of kin. It is important that we keep such information up to date in order to make contact with you whenever appropriate.

#### EMAIL

An account will be set up for you at commencement with your email address, for use on behalf of the Practice. The email system receives a great deal of mail and needs to be properly managed and filed. The requirements are detailed within the Quality Management document.



## SECTION C1

### DURING YOUR EMPLOYMENT

#### HEALTH & SAFETY

The Practice places priority on Health & Safety for its employees above all else. There is a Practice Policy document, located on the Website, that deals with all aspects of H&S both in our offices and also whilst on site. Please take time to read this policy.

Everyone who is required to visit construction sites must first pass a Construction Skills Health and Safety Test, (CSCS), which the Practice will arrange and pay for, in order to ensure that your wellbeing and those around you are protected. You have a responsibility to apply the principles of good health and safety behaviour in all your dealings on site.

Personal Protection Equipment (PPE) will be provided to anyone visiting site. As a minimum this will include hard hat, protective boots or shoes, high visibility reflective waistcoat and in some cases, gloves and eye protection. You must ensure that you wear these whenever on a construction site, unless the Principal Contractor directs otherwise.

#### ACCIDENT REPORTING

The Practice operates an accident reporting system and records any accidents or incidents in an Accident Record Book. Should anything happen to you whether in the office or elsewhere during the course of your normal office duties you should report the incident to the current designated First Aid/Health & Safety Officer as soon as practically possible who will record your details, details of the accident/incident and the cause and nature of any injuries sustained. Please refer to Section 3.1 of the Health Safety & Welfare Policy which deals more fully with procedure and timing for reporting such incidents

#### QUALITY MANAGEMENT SYSTEM

A&Q Partnership is committed to providing quality and efficiency in delivery of our various projects. To assist in this we maintain a Quality System Management system that enables us to monitor and measure comprehensive actions and quality achievement. You will be expected to work within this discipline, but it is not a finite process and we look to staff to bring forward improvements and innovation to improve our performance.

#### COMPUTER SYSTEMS

The Practice utilizes Apple Mac computers for the majority of its work, together with some PC's particularly for export/import .dwg information transfers. Apple Mac's are very user friendly, so that even if you have not used one before you will soon gain familiarity and speed.

Each office operates a local Network, with tunnel links between Offices when required.

As part of the Practice's Sustainability Policy all individual personal computers should be shut down at the end of the working day, whenever possible. This does not apply to any computers acting as part of the network, servers, telephone, email or back-up systems, which need to remain in constant operation.

A back-up system for all main projects is in place for each office, but it does not back-up every single item and does not back-up whatever is on individual machines. Make sure you work off the server whenever possible and check every night that the server holds the current information, which will otherwise not be backed-up.

## SECTION C1

### DURING YOUR EMPLOYMENT

#### DEVELOPMENT TRAINING

All members of staff will be encouraged to undertake Continuing Professional Development (CPD). The Practice will arrange internal CPD events on an ad-hoc basis at which staff are encouraged to attend.

Staff seeking to attend external seminars, lectures etc for CPD training during or out of office hours, must obtain the approval of either a Director or Associate, and provide details of the event, particularly if reimbursement is required.

#### STAFF REVIEWS

Staff Review:

You will have an annual staff review with a Director, usually held in September:

The process is two way and provides an opportunity for you to express your ambitions and identify any obstacles which you feel may be slowing your development. It is also an opportunity for the Company to highlight areas of strength and plan to maximise the benefits of such. At the same time, areas requiring improvement or development can also be identified and plans made to achieve these aims.

Salary Review:

Your annual salary will be reviewed at your staff review and you will be informed by the Director of any adjustment, if appropriate, in your salary for the following year, beginning on 1st October.

#### OFFICE EQUIPMENT

Equipment will be available in the offices to assist with your work, which may include measuring equipment and cameras, etc. The items need to be 'signed out' by the person intending to use the equipment, to assist in other staff planning their use. Please ensure batteries are recharged after use and the memory cleared after downloading.

#### TECHNICAL LIBRARY

The Company maintains technical libraries, which will include statutory documents and trade literature for the use in connection with projects. The extent and bias of information will vary from office to office. See the Quality System Management document for specific Project technical information storage.

The Practice subscribes to a Web based information Library/Index 'IHS' which can be logged on to at <http://uk.ihs.com>. The user name is 'london@aqp.co.uk' and the password is 'square'.

#### RECYCLING

As part of our Sustainability Policy, which can be viewed on the company website, the Practice is keen to reduce the quantity of paper utilised and recycle paper and consumables wherever practical. In London there is more extensive recycling due to the office size, which cannot always be matched in the smaller offices, but should always incorporate recycling in some form. All paper from bank projects and any other sensitive information must be identified for shredding and placed in the appropriate collection bag.



## SECTION C2

### SALARIES ETC

#### WAGES / SALARIES

Your Contract of Employment will indicate your rate of pay and the frequency and method of payment. You will be issued with a monthly pay statement indicating how your gross pay has been calculated and the deductions that have been made i.e. PAYE and National Insurance.

If you encounter any problems or queries with your pay, these should be raised with the Practice Manager in the first instance.

#### HOURS OF WORK

Your Contract of Employment will refer to your normal weekly hours.

#### ADDITIONAL HOURS

It is a condition of your employment that you are available to work additional hours over and above your normal weekly hours when authorised and as required by the needs of the business. As much notice as is reasonably practicable will be given on such occasions.

#### OVERTIME PAYMENTS

Overtime is not normally paid. However, in exceptional circumstances overtime may be payable or time off in lieu given. If paid, staff will be paid their normal rate of pay.

#### TAX YEAR DETAILS

The tax year changes over in the first week of April each year; and following the end of the Tax Year we will issue Form P60 which indicates the total pay you have received over the previous tax year and the relevant deductions that have been made for National Insurance and Income Tax. Form P60 is issued as a legal requirement and we are unable to provide duplicate copies. Please ensure that you retain this document in a safe place.

#### PENSION SCHEME

The Practice provides a group Personal Pension Scheme as part of the nationwide 'Auto Enrolment' requirements.

This scheme is administered by employee benefit consultants Canter Holland, with the pension scheme held by The Peoples Pension. Enrolment is normally automatic, although you can opt out for limited periods. Contributions will be deducted from your monthly salary and topped up by contributions from A&Q Partnership.

If you are interested in receiving further details about the scheme please contact the Practice Manager in the first instance.

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## SECTION C2

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### SALARIES ETC

#### BUSINESS EXPENSES

We will reimburse you for authorised and legitimate expenditure necessarily and reasonably incurred by you during the proper performance of your duties, i.e. travel, accommodation and other agreed out-of-pocket expenses. You will be required to record your expenses on 'TimeMinder' and support such a claim by submitting valid receipts with a hard copy of the expenses sheet, initially for verification to the Project Director and then the Practice Manager for reimbursement.

Public transport, particularly, rail, should be used except when an alternative is justified by efficiency or economy. For rail travel, only standard rail fares will normally be reimbursed.

#### MILEAGE ALLOWANCES AND CHARGES

Car Hire:

The Company has a contract with Europcar for hire cars for use by staff on company business. Hire cars are generally to be used for business purposes if the round trip is at least over 175 miles in a single day.

You will normally be expected to hire a manual gear box car in the economy range, unless agreed otherwise. You should contact the Practice Manager to arrange car hire.

Car hire is to be recorded against the specific project on 'TimeMinder', for which it is hired with the indicative value of £1, with separate petrol cost receipts.

Staff use of own vehicle:

Members of staff who use their own vehicle on A&Q Partnership business may make mileage claims. Reimbursement for approved mileage for journeys will be made at a flat rate per mile, whatever size or type of vehicle is used. This rate will be reevaluated from time to time, in November 2015 it is 45p per mile.

#### RIDE 2 WORK SCHEME

As part of the Practice Sustainability Policy, we encourage staff to use bicycles and participate in the Ride 2 Work scheme. This enables employees to select a bicycle from an approved supplier and engage in a salary sacrifice to cover a hire period of 12 months, after which the bicycle can be acquired by the employee in accordance with cycle scheme's various sales extended hire options. Should you wish to participate in this scheme, please contact the Practice Manager.



## SECTION C3

### HOLIDAYS AND LEAVE

#### HOLIDAY ENTITLEMENT

You will be entitled to accrue paid annual holidays, equivalent to a minimum of 20 working days, during a complete holiday year. This is the entitlement for full time employees, part time employees will receive a pro-rata entitlement. This entitlement to annual leave does not include the Public / Bank holidays.

All staff are entitled to the following allowances for paid holidays per company calendar year:-

Year 1	20 days (first full year)
Year 2	20 days plus 1 day
Year 3	20 days plus 2 days
Year 4	20 days plus 3 days
Year 5	20 days plus 4 days
Year 6	25 days (maximum)

Any part years will be treated on a pro rata basis.

#### CALCULATION OF ENTITLEMENT

You will accrue your holiday entitlement proportionately during the year calculated as 1/12th for each completed month of service during the current holiday year.

You should use all of your holiday entitlement.

You may only be permitted to carry over a maximum of 5 days annual holiday, which has not been used from one holiday year, to the following year, at the entire discretion of the Directors.

The Company, at its absolute discretion, in exceptional circumstances, may make a payment in lieu for the portion of holiday entitlement in excess of the statutory minimum requirement, which is not taken.

#### HOLIDAY YEAR

Our holiday year begins on the 1st April and ends on the 31st March each year.

The Directors will notify all staff of which days the office will be open or closed during the Christmas / New Year closure period. The closure days selected by the Directors will be additional to your annual paid holiday entitlement.

#### HOLIDAY REQUESTS

In general terms, the Practice seeks to be as accommodating as possible in granting time off for annual holidays. However, all holiday requests will normally be considered on a "first come, first served" basis and we reserve the right to vary times requested in accordance with the needs of the business and to ensure adequate staffing levels are maintained. Once confirmed, holiday dates will not normally be subject to change.

All holiday requests are to be presented using the Holiday Request Form (Appendix D) and submitted to the Project Leader, or Associate for initialling prior to submission to a Director for signature. Holidays must not be booked without receiving prior authorisation from a Director.

In order to plan our holiday rota as effectively as possible, you are required to normally give at least four weeks notice of your wish to take holidays of a week or more and one weeks notice of a single days holiday.

## SECTION C3

### HOLIDAYS AND LEAVE

You will not normally be permitted to take annual holidays in excess of two consecutive working weeks. However, if you do wish to be considered for more than two consecutive weeks of annual leave you must speak with a Director, who will make a decision based upon the needs of the business and your personal requirements.

#### LEAVING THE COMPANY DURING THE HOLIDAY YEAR

In the event of your employment terminating during the holiday year you may be required to take any holidays accrued, but not taken in that holiday year, during your notice period. Should there be insufficient time during your notice period for you to use up all of the holidays accrued and due to you, or the practice does not consider it appropriate, the outstanding balance will be paid in lieu as part of your final termination pay.

In the event of your employment terminating during the holiday year and you have taken holidays in excess of the number of days accrued and due to you, at the effective date of termination of your employment, we reserve the right to recover a sum equal to the amount of excess holidays taken by making a deduction from your final pay. You will be notified of such at the time in writing.

#### PUBLIC/BANK HOLIDAYS

New Years Day	Last Monday in May
Good Friday	Last Monday in August
Easter Monday	Christmas Day
First Monday in May	Boxing Day

The above Public / Bank holidays or substitute days, are recognised with pay in addition to your annual leave entitlement referred to earlier in this section and do not count towards our liability under the terms of the Working Time Regulations.

#### MATERNITY, PATERNITY & ADOPTION

The Maternity, Paternity and Adoption Leave and Pay Policy on the Company website, sets out the entitlement for leave and pay for childbirth and adoption. The three types of leave have a basic statutory minimum timescale and amounts of pay, which the company has enhanced. See the full Policy at: <http://www.aqp.co.uk>.

#### PARENTAL LEAVE

Parental Leave is additional to paternity leave, maternity leave and time off to deal with family emergencies. See the full Policy at: <http://www.aqp.co.uk>.

#### MANAGING LEAVE

We recognise that there will be occasions when employees will request time off for medical, dental appointment etc, or indeed for domestic reasons. Such requests will only be granted at the discretion of a Director or Associate and in the interests of business efficiency, such requests should be kept to a minimum. Where possible, such appointments should be arranged outside of normal hours or at the very least at the very beginning or very end of the working day to minimise disruption. Should you need to leave work during the working day, you must first obtain the permission of a Director or Associate. Project Leaders must also be informed.



## SECTION C4

### HEALTH AND SICKNESS

#### NOTIFICATION OF ABSENCE

You must notify a Director or Associate by telephone, at the earliest opportunity on the first day of your sickness absence. Normally this should be done before your starting time, but if this is not possible, then you must contact us as soon as possible and at least by 10:00am. After this first notification, you must keep us notified of your continued sickness at appropriate intervals, initially daily, unless your prognosis is for a prolonged period.

You should make the notification of sickness, or when you are unable to by a relative, friend or neighbour.

Please help us to manage your absence by letting us know the following:-

- The reason for your absence
- How long you expect to be absent from work
- Any deadlines or meetings affected by your absence

#### SELF-CERTIFICATION

A Self Certification Form should be completed on your return to work and forward this to the Practice Manager (Appendix C).

You may only self-certificate for up to seven consecutive days (including Saturdays and Sundays).

#### DOCTORS CERTIFICATE

If you are absent from work for longer than seven days you must forward a Doctors Medical Certificate to us. After the submission of this first certificate you are required to keep us notified of your continued sickness at appropriate intervals and to keep us supplied with consecutive medical certificates to justify your absence. We may, in certain circumstances require a Doctors Certificate from you for periods of absence less than seven days.

#### INDEPENDENT MEDICAL EXAMINATION

Where it is considered necessary we may ask you to undergo an independent medical examination.

#### SICKNESS PAYMENT

The Practice has set out its Policy on payment in relation to Sickness in the Absence Management Policy and Procedure document, available on our Website. The Policy sets out the company terms for length of payment on full salary and Statutory Sick Pay during absence due to illness. See the full Policy at: <http://www.aqp.co.uk>.

#### EYE TESTS

Regularly using a VDU at work, as most of our Staff will, requires the Practice to pay for you to have an annual eye test. The cost of the test should be entered on your expenses claim and a receipt provided. We would encourage you to do so in order to ensure your eyesight remains healthy. If you require an Eye Test, contact the Practice Manager to arrange this for you.

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## SECTION D

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### COMPANY POLICIES

The Practice has set out a series of Employment Policies that will apply to all staff. The full Company Policies can be found on the Practice website at [www.aqp.co.uk](http://www.aqp.co.uk) under 'Secure' user name 'Staff' password '71Luxalot' and are summarised below.

#### **SUSTAINABILITY POLICY**

This policy sets out the initiatives proposed and adopted by the company with regard to the workplace and environment. The Policy also deals with our design philosophy on sustainability, which should be included in the design process.

#### **HEALTH, SAFETY & WELFARE POLICY**

All employees are expected to co-operate with the Company in carrying out this policy and must ensure that their own work, so far as it is reasonably practicable, is carried out without risk to themselves or others.

#### **EQUAL OPPORTUNITIES POLICY**

A&Q Partnership (London) Ltd is an equal opportunities employer. We are committed to the promotion of equality of opportunity in all aspects of employment, including recruitment, the provision of training and career development opportunities.

All employees, trainees and applicants for employment with the Company will be given equal opportunity regardless of their sex, marital status, sexual orientation, colour, race, ethnic or national origins, religion, disability, age or any other condition which cannot be shown to be relevant to performance.

#### **TRAINING POLICY**

The Company recognises that its most important resource is its employees and it is committed to the training and development of its workforce, as appropriate, so that they will gain the necessary skills to reach their full potential.

#### **ABSENCE MANAGEMENT**

It is recognised by us that from time to time staff may require to be absent from their place of work due to illness. The length of time lost by employees through illness must, however, be monitored to ensure that each member of staff is able to do their job effectively, and without putting themselves or others at risk.

#### **PARENTAL LEAVE POLICY**

Parental Leave is additional to paternity leave, maternity leave and time off to deal with family emergencies.

#### **MATERNITY, PATERNITY & ADOPTION LEAVE & PAY POLICY**

Maternity, Paternity and Adoption Leave and Pay Policy on the Company website, sets out the entitlement for leave and pay for childbirth and adoption.

#### **CONTRACT OF EMPLOYMENT**

The contract of employment sets out the standard terms of employment on which your appointment is based.



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## SECTION D

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### COMPANY POLICIES

#### **Disciplinary Policy & Procedure**

This policy is designed to help and encourage all employees to achieve and maintain the required standards of conduct, attendance and job performance. This policy provides a method of dealing with any shortcomings and can help an undisciplined or poorly performing worker to become effective again. The aim is to ensure consistent and fair treatment for all in line with the ACAS Code of Practice, the Employee Relations Act 1999, and the Employment Act 2002.

## APPENDIX A

### INDUCTION CHECKLIST

The following items must be indicated or demonstrated to all new employees commencing employment with the company.  
The employee is to sign the check sheet on completion of the induction and check sheet to be filed for future reference, in the Personnel Files.

- [ ] 1. Explain new employees role within the company and what he/she will be required to do and to whom they are responsible.
- [ ] 2. Introduce them to their workspace, computer and passwords.
- [ ] 3. Ascertain whether employee has any disability or illness which may prevent them carrying out certain operations safely or require additional support. Record any relevant information in the employees record.
- [ ] 4. Explain the procedures in the event of a fire and indicate the assembly point and the location of all fire escapes.
- [ ] 5. Issue a copy of the Staff Handbook and draw attention to Emergency Telephone numbers and TimeMinder requirements.
- [ ] 6. Indicate the location of the First Aid box and explain the accident reporting procedures, plus the name of the Appointed First Aid Person.
- [ ] 7. Warn new employees of any potential dangerous areas of operation within the workplace or when visiting site.
- [ ] 8. Check CSCS status and if necessary arrange training information and Test to obtain Certification. Indicate the location and extent of PPE available for site use.
- [ ] 9. Indicate the location of the office welfare facilities i.e. kitchenette, toilets, etc.
- [ ] 10. Indicate the location of office equipment i.e. photocopier, fax, printers, franking machine etc. and explain their operation.
- [ ] 11. Indicate the location of the Technical Library, and where Regulations (Building Regs etc.) and client based information is stored.
- [ ] 12. Issue office Key and explain Security System requirements.

I acknowledge that I have received a full induction and been made aware of the items listed above.

Name :

Signature :

Date :

Inductor :



## APPENDIX B

### TIMEMINDER OPERATION

Adding Projects to Timesheet [Click here for help?](#)

**Add Projects to your Timesheet**

**Quick Find**

**Available Projects**

- 00/12 - Blue Dragon, Beaconsfi \* 6
- 00/16 - Farrance Estate \* 5
- 00/17 - Hedgerley Shops \* 6
- 00/30 - Imperial Wharf, Block \* 3
- 00/52 - The Royal Arsenal, Wo \* 12
- 00/65 - Imperial Wharf, Block \* 6
- 0000 - Test Project for Fee sc \* 10
- 01/08 - HSBC Arcadia House Pro \* 1
- 01/09 - Felixtowe Road \* 5
- 01/12 - SIAD Gallery \* 7
- 01/34 - Quai General Guisan \* 6
- 01/41 - Fenchuch Street \* 6
- 01/49 - C1 Imperial Wharf \* 5
- 01/56 - Pizza Hut \* 11
- 01/58 - HSBC Maidstone Branch \* 10
- 02/02 - HSBC Bourne mouth & Poo \* 1
- 02/11 - HSBC South London NDP \* 1
- 02/12 - Out of Plan DDA Work \* 13
- 02/20 - HSBC Exeter ND \* 7
- 02/25 - University Hospital Le \* 11

\* = No. Work Stages

**Quick Find**

**Selected Projects**

- 05/000 - HSBC Refit prog Gener \* 2
- 06/001 - HSBC Cambridge Resite \* 9
- 06/085 - 1-2 Vine Street/15-17 \* 18
- 07/001 - HSBC Oxford Circus re \* 12
- 07/005 - HSBC Farnham Refit \* 11
- 07/032 - Canary Wharf, Unit 8 \* 12
- 07/058 - HSBC Jersey (Halkett) \* 8
- 07/063 - HSBC Belfast \* 11
- 07/084 - HSBC Holborn Circus \* 9
- 08/019 - HSBC Harlow 2008 \* 10
- 08/023 - HSBC 2008 General Mee \* 2
- 08/038 - HSBC Uxbridge Lite \* 6
- 08/052 - Weybridge Commercial \* 10
- 08/054 - HSBC Thames Gateway C \* 10
- 08/055 - Staines Asbestos Work \* 1
- 08/063 - HSBC Eastbourne \* 5
- 04/80 - The Warren \* 12

Save List

Only projects with work stages will appear on this screen.

Summary for Tony Quinton Friday 28 Nov 2008 [Help?](#)

Select projects to appear on timesheet | Select activities to appear on timesheet

Log Time | Log Expense | Use dropdowns to input time

	Core time	Additional time
Your target time for today is	7:30	
Your remaining time for today is	7:30	
<b>Total time worked for today</b>	<b>0:00</b>	<b>0:00</b>

Save

	Speculative	Core	Additional
<b>06/001 - HSBC Cambridge Resite</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>07/001 - HSBC Oxford Circus refit</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>08/023 - HSBC 2008 General Meeting</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>08/038 - HSBC Uxbridge Lite</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>08/052 - Weybridge Commercial LITE</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>08/054 - HSBC Thames Gateway Corporate</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>08/055 - Staines Asbestos Works</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>08/063 - HSBC Eastbourne</b>	Rows to Show 1		
Choose work stage	Work Detail		
<b>Non-project Related Time</b>			
Business Development			
Business Management			
CPD			
General			
Holidays - Annual			
Holidays - Public			
Sickness			
Staff Training			
Time in lieu by agreement			

Save

Internet zone

## APPENDIX B

### TIMEMINDER OPERATION

'TimeMinder' is our on-line web based time recording system for entering time spent on projects and any expenses incurred.

Your username is your Email address and you will be issued with a password by the Practice Manager at the commencement of your employment.

You are required to record your time accurately on a daily basis, along with a brief description of the task undertaken. Expenses are to be entered once incurred and submitted at the end of each month to the Practice Manager for approval.

You can normally log time and expenses using Firefox, which is the supported Internet Browser for TimeMinder. If in doubt contact the Practice Manager.

When you have opened the web browser, click on "Click here to log some time". See the attached screenshot of adding projects to the timesheet. You then have the option to select "select projects to appear on your timesheet". Select the job number from the left hand column ie 07/001 HSBC Oxford Circus, then click the Add tab, which will then appear on the right hand side in the selected projects column and you can sort them in numerical or alphabetical order and 'Save'.

You can also select activities to appear on your timesheet, consisting of non-project related time, eg: Holidays--Annual/Public or Sickness and any General time that is not project related.

For Projects it is necessary to choose the work stage to which your time should be entered. The Project Director or Project Leader will explain which stages are appropriate to that particular project. Click on 'Speculative' if appropriate and add an additional note of a description of the work, drawings, site visit etc, then add the time in the core box. The minimum time per day is 7.5 hours, with any time over shown in 'additional time'. Once done hit the 'Save' tab.

Logging Expenses should be entered in a similar manner with the date, followed by work stage and Cost Type. Additional rows can be added by typing a number into rows. Click on 'Speculative' and add an additional note to describe the expense in detail, ie Tube journey to site meeting.

If you wish to be reimbursed click the tick tab. Add the unit cost. If mileage is selected under cost type just add the miles driven into the unit box. All totals are automatically calculated.

To view or print timesheets or expenses click on Time Tracking. Then click View/ Print Expenses. Choose the start and end dates, for status reimbursement and expense type, click both on all three, then hit the 'Submit' tab. To print, go to File and select print. Do not use the icon.

The top tool bar also has 'Contacts' which breaks down into Companies & Contacts or Staff Lists, for postal addresses, telephone numbers and email addresses.

If in doubt about anything to do with TimeMinder speak to the Director in charge of the project, Project Leader or the Practice Manager.





## SELF-CERTIFICATION OF SICKNESS ABSENCE FORM

This form is to record sickness absence information and is to be completed by the employee on the first day of return to work and countersigned by their Director. It must be completed for all periods of sickness absence of half a day or more. If you are sick for more than seven consecutive calendar days, you will require a doctor's certificate (called a statement of fitness for work). If you leave work early on a particular day as a result of sickness, you should record the time you left in the section headed "date on which you first became unfit for work".

Once completed, this form will be placed on your personnel file and retained for a period of three years.

Full name of employee:	
Date on which you became unfit for work:	
Date on which you resumed work:	
Total number of working days (including half-days) absent due to illness:	
Please give full details of your illness or injury – 'sick', 'ill' or 'unwell' is insufficient:	
Is your illness related to a pre-existing medical condition or disability? If yes, please provide further details:	YES / NO
Did you visit your doctor in relation to this period of illness or injury?	YES / NO
Did you seek other medical advice in relation to this period of illness or injury, for example from NHS Direct? If yes, please state who you sought medical advice from and the method of seeking it:	YES / NO

If you did not visit your doctor or seek other medical advice, please give the reason why not:	
Doctor's certificate attached?	YES / NO

I declare the above information to be true and accurate and I confirm that I am now fit to resume work. I understand that it is a serious disciplinary offence to provide false information on this form.

Signed by Employee:

.....

Date: .....

Signed by Director:

.....

Date: .....



APPENDIX D



HOLIDAY REQUEST FORM

Name.....

Date From.....

Date To.....

Number of Days.....

Date return to work.....

Staff Signature.....

Project Leaders Agreement.....

Project Directors Authorisation.....

Resource Records Entry.....

*Copy to Staff Member when authorised.*







