



CATS
GLOBAL SCHOOLS

April 2025

Employee Handbook

Going further than others

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Form of Acknowledgement

April 2025 Edition

Some of the parts of this handbook are contractual, and these items have been clearly marked for your information. Together with your offer letter and any summary of employment terms mentioned in your letter, those parts of the Handbook marked as being contractual form your contract of employment.

Most of the information contained in this handbook is not contractual and reflects our current employment rules and guidelines for working together. These items are discretionary and not a contractual right. They do not form part of your contract of employment.

The Company reserves the right to review, revise, amend or replace any part of this handbook and introduce new material from time to time. Changes will be notified to you either by letter, e-mail or via the Company noticeboard and/or Public Folders.

This handbook supersedes all previous Company Handbooks. Any reference to a handbook in your offer letter or your summary of employment terms must now be treated as a reference to this handbook.

Throughout this handbook, any references to “the Company”, means CATS Global Schools and its subsidiaries and associated companies, as defined in the Companies Act 2006. The full up to date text of this handbook is published in the Den.

Could you please sign below to indicate you have read, understood and accepted the contents of the handbook and the matters set out above and return it to the HR Department.

Name

.....

Signature

.....

Date

.....

Welcome

The handbook has been divided into a number of easy-to-reference sections to assist you in finding what you need to know easily.

This handbook can also be accessed in the Den where you will also find all the policies referred to in the handbook in full. If you have difficulty locating the handbook please contact the HR Department.

Most of the information contained in this handbook is not contractual and reflects our current employment practices and guidelines for working together. In other words, these items are discretionary and not a contractual right. Although these guidelines are not contractual, they are still required to be adhered to by employees as part of our working relationship.

The Company reserves the right to review, revise, amend or replace any part of this handbook and introduce new material from time to time. Changes will be notified to you either by letter, e-mail, or via the Company noticeboards or the Den.

Our Partnership with You

This section provides you with basic information about starting work with the Company and the key terms of your contract of employment with us.

Your Pay

Your offer letter and/or summary of your employment terms will detail your compensation and benefits package. Your base pay is **contractual**. Depending on which part of the Company you work will influence the frequency and payment of your wages.

Monthly paid

You will be paid on the 25th of each month unless it falls on a weekend or a bank holiday, to which it will be paid on the previous working day. You will be paid for the core hours you have worked during the calendar month and your salary is credited to the bank or building society account of your choice.

Your Pay – General Information

In order to process your pay, you will need to provide us with accurate personal and bank account details (and continue to keep us informed of any changes). Please also provide us with a P45 form from your previous employer. This will help us to make sure we deduct the correct amount of Income Tax.

Full details of how your salary is made up are shown on your payslip, which can be accessed via iTrent either on, or just before your pay day. If you have any questions about your salary, please talk to your line manager who will be happy to explain anything you are unsure about.

Please note:

- Each year we normally conduct a pay review, which is effective from January. However, if you join the Company or receive a promotion or job change with a salary increase effective from 1st July you will be exempt from receiving an annual pay review. Equally if you currently have a live disciplinary warning on file, are subject to the Company's performance management process or have resigned, you will be exempt from receiving an annual pay increase. Annual pay review is at the discretion of the Board.

- If you have received an overpayment as a consequence of an administrative error, we will expect you to reimburse us for the overpayment. This is **contractual**. If the amount owed is significant, we will agree a reasonable payment schedule with you. In all cases, if your employment with us terminates for any reason before you have repaid the amount due; we reserve the right to deduct any outstanding monies from your last salary.

Hours of Work

Due to the nature of our business, your hours may vary from time to time. We will, however, make every effort to notify you well in advance of your working patterns. We will work with you to balance both business requirements and your personal commitments. This is **contractual**. Your normal contracted weekly hours are stated in your summary of employment terms and offer letter. Your hours of work are **contractual**.

Employees who do not have a regular schedule of days worked each week, please note that a weekly rest period of one day is required (2 days if under 18) and that you should have a minimum of an 11-hour rest period between working days. Employees over school-leaving age, but under the age of 18 must have a minimum of a 12-hour rest period between working days.

For some areas of the Company e.g. parts of the Operations function and Boarding, the Company operates a 7-day working week; due to the nature of our company, your hours and shift patterns may vary from time to time. A full-time employee will be expected to work any 5 days out of 7 per week; part-time employees will be required to be flexible with their hours and shift patterns across the working week. This is **contractual**.

If you have not been contracted to work outside of term-time, you will not be expected to work, and we are not obliged to offer you work, during any school holidays. You should not take up additional employment during the school holidays without our prior agreement.

Breaks at Work

- All breaks are unpaid and are determined by the number of hours worked each day.
- Employees have the right to a minimum unpaid rest break of 20 minutes after working for six hours.
- Suitable breaks are determined between you and your line manager, taking into account the rest of the team.

- If the shift is between 4 and 6 hours in length, it will normally include an unpaid 15-minute break. For those over school-leaving age but under 18, a 30-minute unpaid break must take place after working continuously for 4 hours.
- If the shift is 7 hours or more in length it will normally include an unpaid 1 hour break. Please note for those over school-leaving age but under 18, the maximum number of hours worked per day is 8 hours.

Hybrid working

If your role is purely central based, and you are not required to attend the schools as part of your role there is an expectation to see you at Head office 3 days a week. Please see our hybrid policy for further information.

Holiday Entitlement

All employees are entitled to paid holiday. The holiday year will either run from January to December or September to August dependant on the site and team you work in.

Holiday entitlement is **contractual** and therefore your holiday entitlement is highlighted in your contract of employment. It is earned on a pro-rata basis across the holiday year. If you join the Company once the holiday year has commenced your holiday entitlement will be awarded on a pro-rata basis in accordance with your start date.

- If your holiday entitlement changes due to promotion, a change to your contracted hours, your new entitlement will be recalculated on a pro-rata basis from your effective date of appointment/ length of service anniversary.
- If you are contracted to work term-time, you will normally not be eligible for holidays during your contracted work periods; you will be expected to use your annual leave entitlement during school holidays.
- If you resign during a holiday year your entitlement will be prorated up to the last date of employment, any prorated accrued leave untaken will be paid in your final pay.

Holiday Requests

All holiday requests are to be made on iTrent and at least 4 weeks in advance of the requested annual leave period.

It is a **contractual** obligation that the holiday request must be agreed with your line manager first, before booking any holidays. Holiday requests are granted at the line manager's discretion; however, any refusals will be fair and reasonable and based on the requirements of the business.

Carry Forward of Holiday

It is important that you take your full holiday entitlement during the holiday year. **Any holiday entitlement not taken will not be paid in lieu or carried into the next leave year.** However, if the Company asks you to delay taking planned holiday for operational reasons, your entitlement may be carried over into your next holiday year with the authority of your line manager. However, you must take at least 4 weeks' (pro-rata) holiday (exclusive of any Bank Holiday entitlement) within the holiday year.

Restrictions on Taking Holidays

Normally, a maximum of two weeks' holiday may be taken at any one time. Exceptions are at the discretion of the Managing Director/Executive for your division. There are peak times in the business year when holiday may be restricted, and this is **contractual**. Holiday can only be taken at management discretion when you are working during your notice period. The Company reserves the right to require holiday to be taken in the notice period.

Working on Bank and Public Holidays

If you are not contracted to work Bank Holidays and in the event you are requested to work on a Bank or Public Holiday, you will be entitled to time off in lieu as agreed with your line manager or paid a premium rate, clarification on which you will receive will need to be discussed with your line manager before the work is carried out.

If you are contracted to work Bank and Public Holidays you will receive the normal remuneration for the days. Additional days off will however be added to your holiday entitlement to be taken at other times in the year.

Overtime

A condition of your employment is that whenever reasonably required you are available to work additional hours. This is **contractual**. We realise that such requests may not always be convenient to yourself, but we hope that you will support your colleagues and the business wherever possible. We will try our best to give you as much notice as possible.

Changes to Personal Details

It is your responsibility to inform the Company immediately if you change any of the following; home address, bank or building society account number, home telephone number, surname, next of kin or emergency contact details. Please log onto iTrent to update your personal details.

It is your responsibility to personally notify Her Majesty's Revenue and Customs (HMRC) of any changes to your personal details or benefits that may affect the amount of tax that you pay. The Company will provide HMRC with all relevant salary and benefit information at the end of each tax year.

Prevention of Illegal Working

Under the Immigration, Asylum and Nationality Act 2006, employers are obliged to ensure that employees are entitled to work in the UK. It is a criminal offence to employ someone who is not eligible to work in the UK. In the event that it is found that an employee is working without the right to work in the UK they will be dismissed.

Disclosure & Barring Service (DBS)

The Company is required to ensure we comply with the safeguarding and promotion of child welfare throughout our educational brands. The Company therefore expects all staff and volunteers to share this commitment. The recruitment and selection decision is of prime importance as this is the vehicle for obtaining the best possible person-to-job fit, which contributes significantly towards the Company's effectiveness. As a service provider to children and young people, we must therefore follow all statutory requirements when it comes to recruitment and employment. Therefore, the Company requires ALL staff to complete an Enhanced Disclosure and Barring Application as part of the recruitment process, which will help the Company to determine/identify people that are possibly unsuitable for appointment for a wide variety of reasons, not only those who present a risk to harm children. All staff must present the Company with their DBS Certificate.

For full details please refer to the DBS Guidelines and the Recruitment Policy.

References

On joining

Your offer of employment is conditional on the receipt of references that are satisfactory to the Company. In the event that references are received that are not satisfactory then an offer of employment may be withdrawn and if an individual has already started work their employment may be terminated.

Your employment start date may be delayed if we have not received references in advance.

On leaving

The Company will provide your new employer with a standard reference. Reference requests should be addressed to the HR Department at hr@catsglobalschools.com

Your Company, Your Benefits

This section provides you with information on some of the benefits we offer to our employees. Not all benefits offered are detailed here. For further information on benefits that may be available to you in your role, please contact your HR Department

Pension

In line with the government pension reform the company operates an auto-enrolment pension scheme that is administered by NEST (www.nestpensions.org.uk). Provided you meet the minimum requirements you will automatically be enrolled into the scheme and have past a probation period. We will make employer contributions to your retirement pot and you will pay member contributions. The minimum contributions will increase from 2017, in line with pension law.

For more information about the pension scheme please contact our payroll team payroll@catsglobalschools.com or contact NEST by calling the NEST Helpline on 0300 020 0090 or visit their website at www.nestpensions.org.uk.

Bonus Schemes

The Company recognises your efforts and successes and in return offers various bonus and incentive schemes, which give you the opportunity to add to your salary and benefits. These schemes are designed to reward you for your contribution to our success, whilst helping the Company achieve excellent results however bonuses are only applicable to certain positions throughout the Company.

Bonus schemes are discretionary, which means they are not a contractual right and can be withdrawn or amended at any time. The Company reserves the right to withhold a bonus payment to an employee who has a current disciplinary warning, is under formal poor performance management, has received a poor appraisal rating, has resigned or has been dismissed and is under notice of termination of employment. Please see your line manager for further details of the schemes.

Free Meals

At some of our School's you may be entitled to eat one free meal during business hours provided by the catering department. Please check your eligibility for this benefit with your HR Business Partner.

Eye Tests

If you feel that you need an eye test in relation to your particular work station please contact the headoffice@catsglobalschools.com with regards to arranging a Visual Display Unit (VDU) eye test.

Reduced Fee Education at CATS Global Schools

CGS offer all eligible children of entitled employees the opportunity to receive reduced fees on their education at CATS Global Schools.

In order to be entitled to this benefit, the employee must have a continuous service of a minimum of one year before the start of the child's first academic term.

An application should be made to the Principal, Headteacher or Rector including the child's school report. The child will need to meet eligibility criteria and attend an interview with the Principal, Head of School or Centre Head. The Company has the right to decline an application if the child does not meet the eligibility criteria.

Your Personal Growth with Us

We are committed to the development of our people both at Head Office and in our education brands.

Employees are encouraged to take ownership for their own development and line managers are responsible for supporting learning within their teams through performance reviews, coaching and mentoring.

Performance Reviews and Appraisals via BlueSky

Your line manager will hold regular informal catch ups and reviews with you to discuss your current performance and development goals throughout the year.

A more formal annual performance review will be conducted between October and November and is designed to consolidate the informal catch ups.

A clear focus is placed on appraising your performance over the previous 12 months before establishing development and performance objectives for the next 12 months.

The annual performance review is designed to provide a clear link between your own personal goals and targets and those of your department allowing you the transparency to see how your performance contributes to the success of the Company.

Lesson Observations

The Company is committed to driving academic quality throughout the Company. Regular lesson observations will be conducted to ensure we are meeting industry teaching standards and supporting our teachers to improve their teaching practices. For more information please refer to the Lesson Observation Policy relevant to each educational brand.

Learning & Development Activities

Learning is defined as the acquisition of new knowledge or skills, and development is the ability to transfer the learning to enhance your performance and do things differently.

We understand that learning happens in all areas of work and can be formally delivered through training workshops or occur informally 'on the job' through mentoring and coaching. To ensure that the learning is visible to all, you are encouraged to keep a record of your learning and produce personal development plans, which can be reviewed during catch ups with your line manager to support annual performance review goals and targets.

Training Period and Induction

We appreciate that making you feel welcome within your first few days is very important as well as ensuring you cover all the relevant legal aspects such as health and safety relating to where you are based.

Whether you are based in Head Office or located at one of our Colleges/Schools/Centres you will have a structured Induction Training Plan that will give you all you need to help you settle into your role and understand the Company's way of working.

Internal Opportunities

We value internal appointments and promotions, employees are encouraged to apply for roles if appropriate for their career development. All vacancies can be found on our website. You must inform your line manager before making your application.

Secondment

Secondments are another way of developing your skills and experience. A secondment means working in another role for between one and 12 months, for example to cover maternity leave. You will normally return to your previous role at the end of the secondment.

Helping You to Maintain a Balanced Lifestyle

We believe that all employees value a balance between their work and home life. This section briefly outlines what policies are available on the Den.

Family leave policy includes the below:

- **Shared Parental Leave**
- **Maternity Leave**
- **Paternity/Partner Leave**
- **Adoption Leave**
- **Parental Leave**

Time off for Dependents

The Company acknowledges that employees may need to deal with situations relating to family or severe difficulties at home that cannot be resolved outside working hours. You may take leave in such circumstances, such circumstances include when a dependent falls ill, hospital appointments or visits, and coverage in the absence of normal dependent care arrangements, reasonable time off will be provided on an unpaid basis.

If you need to take such leave, please speak to your line manager who will be able to advise you. For more details please refer to the Time Off for Dependents policy.

Flexible Working

A request to work flexibly means a request to permanently change the hours you work and change the times when you are required to work. Employees who wish to work on a flexible basis must make a written request to their line manager to do so. Further details are contained in the Flexible Working Policy or from your line manager or HR Department.

Jury Service

In the event that you are required to attend Jury Service, please inform your line manager of the dates as soon as possible and provide a copy of the jury summons

The organisation will not pay you during the service period however you can claim for loss of earning from the court. Please visit [www.gov.uk/jury service](http://www.gov.uk/jury-service)

Public Duties

If you have responsibilities for public duties such as being a Justice of the Peace or Local Councillor, or you are a member of the Reserve or Auxiliary Armed Forces, you may be eligible for up to 2 weeks' unpaid leave per year to perform these duties. All requests for leave must be agreed with your line manager and HR Department.

Religious Festivals

We recognise that you may require time off for religious festivals. In these situations, your annual holiday entitlement should be used or, where this is not possible, unpaid leave may be considered. Requests for time off should be made in accordance with the holiday request procedure. Priority will be given on a first-come-first-served basis. In all cases, requests will be balanced with the organisation's needs to ensure that the operation of the organisation remains unaffected.

Bereavement Leave

There may be occasions when you need to take time off work to deal with a bereavement in your immediate family. For the purposes of this bereavement leave an immediate family member is defined as: spouse or civil partner, bona fide partner residing at the same address, child (including foster, step, grandchild), parent (including foster, step, in-law), grandparent, brother or sister (including step and in-law).

In such circumstances, employees are eligible to take up to 5 days paid leave. This includes the day of the funeral. Any additional leave (and whether such leave is to be paid or unpaid) may be given at the discretion of your line manager.

Retirement

From 1st October 2011 normal retirement age was removed, and employees will no longer be required to request to continue working. Instead, they will continue to perform their role under the terms and conditions previously enjoyed. If an employee who is of state pension age decides to leave the Company, this will no longer be seen as being a retirement but as a resignation.

Help Us to Keep You Safe

The Company prides itself in constantly achieving high standards of health and safety, including compliance with relevant legislation.

Our staff, customers and the public – anyone affected by what we do – must never knowingly be put at risk of harm. We will always do our best to look after people, remove hazards and control risks. We work ceaselessly to improve standards in all our working and education environments.

There is a signed copy of the Company's Health and Safety Policy Statement on the notice board at your place of work.

The section that follows gives you an overview of the Company's commitment to health and safety. All employees are required and expected to adhere to Company Health and Safety Policies and procedures; failure to do so may lead to disciplinary action up to and including summary dismissal.

Health & Safety

Responsibilities and obligations

We are held responsible under health and safety law. 'The Health and Safety Law: What You Should Know' poster on a noticeboard in your work area outlines your responsibilities and ours.

Our responsibility is to:

- Provide and maintain safe work premises, equipment and a safe working environment.
- Provide you with the information, training and supervision you need to work safely.
- Appoint and consult with a safety committee/representative.

Whilst at work, you must:

- Take reasonable care of your own health and safety and of others who may be affected by what you do.
- Co-operate to enable us to comply with health and safety legislation.
- Take note of the company's Health and Safety Policy and observe its requirements.
- Participate in health and safety training when required.

- Always follow your training and instructions in procedures, safe systems of work, and use of equipment and materials;
- Inform your line manager of any condition affecting your health, ability to work safely or any work situation involving serious or immediate danger;
- Inform your Health and Safety Representative directly, of any dangerous situation not effectively dealt with by your line manager.

Training and Information

Every member of staff will be given a health and safety and a fire safety training to complete in their induction, part of this must be completed on your first day with the subsequent part being completed within the first week.

Never perform a task that you have not been suitably trained in, no matter how important it may seem to complete the task.

Please inform your line manager of any pre-existing medical conditions you may have had or currently suffer from that could be made worse by performing particular tasks so that an assessment can be undertaken immediately. For example if you are pregnant and or have a history of back, joint or hernia injuries, this may impact on the amount of manual handling tasks you can do, therefore this would need to be reflected in an assessment.

Accidents and Near Misses

We are obliged by law to keep a record showing details of all accidents; this also helps us in managing risks and preventing the same accident occurring to someone else, therefore all accidents, however minor, to both employees and visitors, must be reported immediately. The manager responsible for the location will complete an 'Accident Report Template' and will then confirm this with the Accident Report Line. This information will then be sent to and viewed by the Health and Safety Representative and acted upon if necessary.

If visitors are involved in an accident, look after them and report the accident as detailed above. Employees must not admit liability on behalf of themselves, other employees, their brand or the Company.

First Aid and Appointed Persons

All locations will have either first aid trained employees or employees classed as appointed persons, please familiarise yourself with who these people are and how to contact them, so you can do so quickly in an emergency.

Fire and Incident Management

We all have responsibility for the security and safety of the premises. It is vital that you acquaint yourself with the fire evacuation procedures, including the location of the emergency exits and assembly points.

If you feel that you may need additional assistance in evacuating your place of work then please inform your line manager immediately so that a personal emergency evacuation plan can be devised.

Drugs and Alcohol

The Company has a responsibility towards employees and students to provide a safe and healthy working environment. This can be jeopardised by those who misuse alcohol, drugs or solvents. The Company will take appropriate action to protect all employees and the business against substance abuse. Please be advised that if you report for work under the influence of drugs or alcohol, you may be subject to disciplinary action up to and including summary dismissal.

If you are found in possession of illegal drugs on Company premises, you will be subject to disciplinary action up to and including summary dismissal.

We recognise that misuse or dependence on alcohol or drugs can cause a serious health problem. Employees who believe they have, or may be developing, substance dependency are encouraged to speak to their line manager. With the employee's consent, the line manager should contact the HR Department who will consult the Company's occupational health service for advice.

No Smoking

In the interests of safety for you, your colleagues and visitors to comply with the law regarding smoking in enclosed places, we operate a No Smoking Policy. If you do smoke, you may only do so at a time and place which is specifically designated for this purpose. Please note that smoking in a prohibited area will constitute gross misconduct and may lead to summary dismissal.

Trauma Care

The Company will help employees overcome any difficulties resulting from the experience of a traumatic incident at work or on the way to and from work. The Company is able to take advice from qualified occupational psychologists who specialise in trauma management as a

means of additional support. Please contact your line manager or the HR Department for further information.

Medical Assessments

You may be asked to complete a medical examination before you start with us, which will be treated in the strictest confidence. In the event that the results from a medical examination are unsatisfactory, taking into account your intended role, we may withdraw the offer of employment. If you have started work already, your employment may be terminated.

At any time in the course of your employment, we may require you to complete a medical questionnaire and/or attend a medical assessment.

Security Precautions

The Company wishes to safeguard all business assets and property belonging to other persons whilst on Company premises. The Company reserves the right to search belongings, at any time while you are on Company premises. Only authorised staff will carry out searches and, in doing so, no accusation is being made. When your bags, handbag, vehicles etc. are searched we will ensure that discretion is applied. You may request to be accompanied by another member of staff during a search and also request that it be conducted in private. You may request that people of the same sex carry out the search. If you refuse to consent to a search, you will be subject to disciplinary action up to and including summary dismissal.

Business Continuity and Disaster Recovery

The Company has plans to ensure that it maintains trading with minimal disruption following accidents, disturbances or serious events. If possible, you should familiarise yourself with the plans and communications that may apply following such an event and as far as possible ensure that you will be able to carry out your role.

In certain circumstances, following an event, you may be asked to work additional or non-standard hours and possibly at an alternative location to assist the Company to maintain business continuity. This is **contractual**.

CCTV Monitoring

The Company reserves the right to use CCTV monitoring for the prevention or detection of criminal acts against employees or the Company.

Medical & Dental Visits

Wherever possible, appointments with your doctor, dentist or hospital should be made outside your normal working hours. However, we realise that this may not always be possible; therefore, you should always agree with your line manager a mutually convenient time for the appointment.

Company & Essential Vehicle Drivers

If driving a car is essential for you to perform your duties, it is a requirement that you must hold and maintain a valid full driving licence, and a copy of this is provided. If you are involved in any incident and/or accident involving a Company vehicle then you must inform your line manager immediately of the details. If you are using a personal vehicle, you must provide the company with evidence of insurance details, including full business use, and evidence of a current MOT certificate. For further details please see the Travel by Car on Company Business Policy which is available in the Den, or from your line manager or the HR Department.

You are not permitted to smoke in a Company vehicle and must not be under the influence of alcohol or drugs whilst driving.

In addition, if you are disqualified from driving, and driving a vehicle is essential for you to perform your duties, then this may affect your ability to undertake your job. The Company also needs to know immediately if you have any licence restrictions, endorsements or requirements, particularly if they may affect your ability to perform your duties either currently or in the future. In such cases, your continued employment will be reviewed by the Company, which may result in your summary dismissal.

Phone Use

The Company has the contractual right to review, audit, and intercept all data and information sent over our systems. These systems include telephone equipment, as well as computers, e-mail and the Internet.

Incoming private telephone calls should be kept to a minimum. If you need to make a personal call during work time, you should ask your line manager. Your line manager will, of course, allow you to use the business telephone system in an emergency or for another substantial reason.

Company Mobile Phones

The Company will provide you with a mobile phone if it is for the performance of your duties, it should not be necessary for you to use your own mobile phone for Company business. If, exceptionally, this does happen, the cost of a business call will be reimbursed so long as an itemised bill is provided.

The Company does not permit the use of handheld mobile phones to make and receive phone calls, send and receive text messages or emails whilst driving on Company business whether or not you are in your own or a company vehicle. This rule applies to Company and personal mobile phones and to handheld personal digital assistants (PDAs).

Employees who fail to comply with this rule will be subject to disciplinary action up to and including summary dismissal.

Computers

No computer programme may be copied and no unauthorised software may be used on any Company computer.

You should always use and regularly change your passwords to ensure your system and your work is protected. In addition, please be aware that you should take care not to introduce or transmit computer viruses within the Company.

Any attempt to gain unauthorised access to any computer system will result in disciplinary action up to and including summary dismissal.

You should not use your own computer to carry out work for the Company without prior authorisation from your line manager. Should you use your own PC, you must ensure that all commercially or personally sensitive data is removed from your computer once you have completed the relevant work. You must take all sufficient steps to ensure that any data belonging to the Company is adequately protected.

You must not use public access computers on company business e.g. internet cafes, or use unsecure public networks without additional encryption.

Email and the Internet

The Company's e-mail and Internet system is intended for Company business use only. However, incidental personal use is acceptable as long as it does not interfere with the

performance of your work duties. You should not send e-mail attachments unless this is work related. All employees are expected to use e-mail and Internet access in a responsible manner.

The e-mail system and the data on that system remain the property of the Company and as such we have the contractual right to monitor any e-mail traffic without notice.

If you receive an inappropriate e-mail or file attachment, inform your line manager immediately.

Please be aware that evidence of misuse of the e-mail and/or Intranet/Internet system may result in disciplinary action up to and including summary dismissal.

Unacceptable use includes:

- Sending offensive, harassing, obscene or threatening messages;
- Creating and exchanging advertisements (unless using the appropriate Intranet system);
- Solicitations, chain letters and other unsolicited e-mail;
- Sending personal emails (e.g. leaving party invitations) using large scale mailing lists;
- Creating or exchanging information which breaches any copyright laws;
- Forwarding confidential messages, proprietary information, trade secrets or other sensitive information;
- Subscribing to any Internet based mailing lists without authorisation;
- Participating in Internet chat rooms;
- Downloading or forwarding software including games, screen savers etc without authorisation;
- Video streaming (high bandwidth), for example broadcast TV or movies.

Gross misconduct includes:

- Release/transfer or copy to a third party company confidential information or by knowing absence or action allow it to occur;
- Using the Internet or e-mail system for private business purposes, gambling or conducting political activities;
- Visiting an inappropriate site e.g. pornography, hacking, drugs, militancy;
- Posting Company sensitive information on to external discussion groups and bulletin boards (for example, information relating to the Group's performance);
- Storing and/or downloading inappropriate images on the Company PC and/or sending inappropriate images on the Company email system;

- Excessive private use of the Internet.

Note: These lists are not exhaustive.

Social Media

Employees must not access personal blog/social networking sites whilst at work during working hours without authorisation. If accessing these sites outside of work, then the employee must not make any unacceptable or inappropriate references to the Company, associated companies, subsidiaries, customers, suppliers or employees. Unacceptable and inappropriate references include any offensive, defamatory, inappropriate comments or representations. Employees must not divulge any confidential information about, or that belongs to the Company. Evidence of any activities in breach of the above will result in disciplinary action up to and including summary dismissal. For full details please see the Social Media Policy which is available in the Den, or from your line manager or the HR Department.

Data Protection

The Data Protection Act 1998 is intended to protect people's privacy by regulating the processing of all personal data. The Company will hold and process the data it collects relating to you, in the course of your employment, for the purposes of the Company's administration and management of its employees, its business and its compliance with applicable procedures, laws and regulations.

Please note:

By signing the acknowledgement at the front of this handbook, you have consented to the Company processing, both electronically and manually, such data about you for such purposes, and to the transfer, storage and processing by the Company of such data within the European Economic Area and processing by third parties under our direction. This is **contractual**.

All data will be treated as confidential and security measures will be taken at all times, including when transferring or processing data overseas.

If you wish to see data relating to yourself, you should notify your HR Department, in the first instance. The process for requesting information will then be discussed and explained to you.

All employees who deal with data relating to the Company's business (including customer data) must take adequate precautions to ensure confidentiality, so that neither the Company nor the employees of the Company are liable to prosecution, or liable to disclose data which

might cause distress or hardship to present, former or potential employees or customers of the Company. Any breaches of data security should be immediately escalated to your line manager.

Data security is your personal responsibility. Breaches of Data Protection compliance will lead to disciplinary action up to and including summary dismissal.

If you have any concerns regarding the processing of personal data, please contact your HR Department.

Confidential Information

Contact with the press, publications, radio, TV or lectures on matters concerning the Company is strictly limited to the Central Marketing Department. If someone outside the business asks you for information relating to the Company you should not provide the information, but you should speak to the Central Marketing Department who will then raise the issue with the CEO.

Whilst working with us you may have access to confidential, technical, commercial or financial information about our business. Any information, which could have a bearing on the Company's interests, cannot be disclosed without the express approval, in writing, of the Chief Executive Officer.

If you leave us, such information should not be disclosed, used or discussed with any other party. This is **contractual**.

Purchasing and Expense Control

The Company aims to operate as efficiently as possible while keeping costs to an absolute minimum. Every employee has a role to play in this and before committing to any expenditure they must obtain authorisation from their line manager and ensure that it is absolutely necessary and gives value for money. This applies to any form of expenditure.

Gifts & Hospitality

The Company permits the acceptance and provision of corporate entertainment, gifts, hospitality and promotional expenditure in specified circumstances. Full details in respect of offering and accepting gifts and hospitality is contained within the Company's Anti-Bribery Policy (which all employees **must read and comply with**).

For the avoidance of doubts, gifts of cash (regardless of the value) should never be accepted. This includes cash equivalents (i.e. gift vouchers). Provision of gifts and hospitality to a Foreign Public Official (**as defined in the policy**) is prohibited unless prior authorisation is obtained as specified in the Anti-Bribery Policy.

If your role requires you to work overseas and you require further training to assist you to determine what is appropriate in the relevant jurisdiction, you should speak to the HR Department.

Employees who have questions regarding this policy or who are uncertain as to **their obligations** should liaise with their line manager.

Dress Code & Appearance

It is important that we provide a professional image of the Company, it is important that employees maintain our dress standards and conduct themselves in a professional manner at all times both within the workplace and when representing the Company. All employees have a primary responsibility for following the Dress Code and Appearance Policy, to recognise the importance of upholding a professional image as well as ensuring employees' health and safety in the workplace.

Disciplinary Procedure

The procedure is designed to help and encourage everyone to achieve and maintain the required standards of conduct, attendance and performance. The disciplinary procedure applies to all of us and is seen as an aid to good management.

Where the disciplinary procedure is applied, it will be done so in a fair, clear, effective and consistent manner. Before any disciplinary procedure is applied, all the facts surrounding the case will be fully investigated, fairly and objectively. The facts of a case will be gathered during an investigation and if the matter is to progress the employee will be sent copies of all the investigatory material and invited to a disciplinary hearing to discuss the allegations. The investigatory approach taken is dependent on the level and content of the facts available. Please see Policy for further information

Performance Improvement Procedure

The continued success of the Company is dependent on employees setting and maintaining high standards of performance in their roles, and the Company is committed to providing the necessary support to meet these standards of performance.

If your performance falls below the standard expected your line manager may initiate the Performance Improvement Policy. Please see Policy for further information

Improving Our Working Environment

We strive to be a good employer because you are our most important asset. The Company will do all that it can to ensure that your time with us is a fulfilling, challenging and enjoyable experience. This section further outlines how the Company promotes fair and ethical work practices

Grievance

In any organisation, employees may have concerns or problems with their work, their working environment or working relationships, which they may wish to discuss and resolve. The Company provides an informal and formal procedure that aims to ensure problems are resolved fairly and consistently. Please see Policy for further information

Anti-Harassment & Bullying

The Company is committed to creating a work environment that is free from bullying and harassment and where everyone is treated with dignity and respect.

The Company considers that bullying and harassment is harmful and can have serious consequences for individuals and the business. Bullying and harassment may make people unhappy, may cause them stress and affect their health, family and social relationships, work performance and could cause them to leave their job. Bullying and harassment are particular behaviours by one person which another person reasonably finds unacceptable or unwelcome. Please see Policy for further information

Diversity in the Workplace

We aim to ensure that you do not receive less favourable treatment, (unless that treatment is justified), on the grounds of your race, creed, colour, nationality, ethnic origin, religion or belief, gender (including maternity and/or pregnancy), gender reassignment, sexual orientation, marital status and civil partnership, disability, age, HIV status, trade union membership, nature of contract (e.g. part-time status) or membership of the travelling community. We will also aim to ensure that you are not subjected to any victimisation if you make a complaint about, or report, discrimination. In order to ensure that we continue to promote equality of opportunity within our workforce, we request to hold personal data, regarding, for example, your gender or ethnic origin. This information is for monitoring purposes only and is kept entirely confidential.

The Company is committed to the principle of equal opportunity in recruitment and employment and considers all forms of discrimination at work unacceptable. Please see Policy for further information

‘Whistle Blowing’

A whistle-blower is someone who discovers something that is wrong and alerts his or her employer or the relevant authorities to what is going on. The law recognises that whistleblowing occurs and protects employees who are whistle-blowers from detrimental treatment such as dismissal. To be protected by the law a whistle-blower must fall within the stringent legal rules. A ‘worker’ making a ‘qualifying disclosure’ will only be protected if they reasonably believe that the disclosure is in the public interest. Full details are provided in the Company’s ‘Whistleblowing Policy’, which all employees must review and comply with. Please see Policy for further information.

Other policies and procedures available on the Den:

- **Absence management - topics covered**
 - Attendance
 - Unauthorised Absence
 - Sickness
 - Company sick pay
 - Statutory sick pay (SSP)
 - Long term/ Short term sickness
- Instant Messaging
- Probation Period
- Recruitment & Selection
- Travel Policy
- Hybrid working
- Code of Conduct
- Equality & Diversity



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