



EMPLOYEE HANDBOOK

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Welcome to Tritax

About us

Tritax has an established track record for providing a professionally managed means of participating in both the UK and targeted overseas property markets. We are committed to delivering excellent investment returns through both income and capital growth.

Our objective is to be one of the most respected and successful property fund managers in the UK. We take an innovative and opportunistic approach to creating new commercial property investments, combining our in-house expertise with a wider network of trusted external specialists and joint venture partners.

Only high-quality opportunities are pursued. We target only a few exceptional opportunities at any one time. Our expertise, size and strategic focus have been central to our success.

We have asked you to be part of our team because we believe you will help us provide exceptional service for our customers, and by joining us you have a key role in ensuring we sustain our commitment to those clients.

Unless otherwise stated, this handbook applies to all UK Tritax Management LLP employees and workers. However please note that there are number of sections, policies and procedures which only applies to employees.

All staff should ensure that they take the time to read and understand the handbook.

This handbook and the policies within it do not form part of your contract with the Company and do not impose contractual obligations on the Company, except for some particular sections which are clearly labelled as being contractual.

In the event that the handbook conflicts with your contract with the Company, your contract shall prevail.

The Company reserves the right to add, remove or change anything in this handbook from time to time. Any proposed variations to contractual elements contained in this handbook which are substantial will be notified to staff prior to any change taking effect. Minor changes to policies and procedures can be implemented by way of a general notice to staff.

Any questions you may have with regard to its contents or what you have to do to comply with it should be referred to the HR Department.

Values

We value trust, straight talking alongside an open culture, ambition, application, energy, fun and flexibility.

Starting with Tritax

This section applies to employees only.

Induction

You will complete your company induction during your first days of employment with us. During this induction, you should expect to receive the following:

- An overview on the company concept, vision, values and company philosophy;
- A copy of this handbook along with other new starter documentation which you will be required to complete;
- A Health and safety induction.

Employment Checks

When you received your contract of employment from the company, you may have noticed that it was subject to some pre-employment checks that the company is required to carry out for all employees.

Right to work in the United Kingdom

You will be required to provide proof of your right to work in the United Kingdom prior to starting work with the Company. Usually a valid passport and any additional visas you have been granted by the Home Office are sufficient. However, if you do not have these it may be possible for you to provide alternative documents in accordance with the Home Office regulations. If you are unsure what you need to provide ask your Line Manager for the guidance document outlining acceptable documentation.

If you do have a visa enabling you to work in the United Kingdom, you are also required to provide copies of any renewals or extensions. Failure to do so may impact your on-going employment with the Company.

References

Before you start work with us we will also request references from previous employers. In some circumstances, such as where a prospective employee has had a number of jobs in a short period of time or in the case of a recent school leaver, we may request additional referees.

Driving Licence

If you are required to drive on business as part of your role, you will also be required to provide a copy of your driving licence for our records. If you will be driving your own vehicle on company business it is also your responsibility to let your insurer know to ensure you have the appropriate level of cover.

Probationary Period

Whether you are new to the Company or you have been offered a new role with us, you will usually have a probationary period. This will be confirmed in your offer letter or contract amendment letter if you are changing role. Our standard probationary period is usually 3 months but may vary according to the role. This gives you time to find your feet, meet your new team, and start to build some of the skills you'll need for your role. During this time, you will have regular reviews with your Line Manager, so there will be plenty of opportunities to discuss your role, how you're settling into the team and for you to ask any questions.

From time to time we may need to extend the probationary period but your Line Manager will ensure that if this is the case, the reasons are fully explained to you.

For more information, please refer to our Probationary Period Policy.

Your Employment

This section applies to employees only.

Changes in Terms and Conditions of Employment

The Employee Handbook and any other Company Policies and Procedures do not form part of your Contract of Employment and they may be replaced, withdrawn or varied by us at any time.

We will keep you up to date with these changes.

Performance Management

We want to continuously develop our business and our team, so we have a performance management process to help achieve that, whilst giving everyone an opportunity to input into their own development.

As part of this process, your Line Manager will meet with you regularly to informally discuss your performance and your job role, and there will also be formal performance review meetings. During these performance review meetings objectives may be set, your performance reviewed and any learning needs identified. These meetings will be two-way conversations, and you will be encouraged to discuss how we can help you make the most of your career with us.

Although pay is reviewed separately to this process, your performance will be taken into account so please ensure you use the performance review meetings to make your manager aware of any specific contributions you have made and listen carefully to any feedback offered.

Hours of Work

Your working hours are set out in your Contract of Employment, although due to the nature of our business, we may also ask you to work varied, altered or extended hours to help us deliver an exceptional service to our clients.

Location of Work

Your main work location can be found in your Contract of Employment; however, you may also be required to work at other Company locations from time to time to best support service needs.

Your Responsibilities

Adverse Weather Conditions and Disruptions to Travel

We recognise that it may become difficult for you to get to work during periods of extreme adverse weather or when there are severe disruptions to public transport or major incidents affecting public safety. We are committed to protecting the health and safety of our staff while ensuring that disruption to our services is minimal. For guidance on what to do in the event of extreme adverse weather or travel disruptions or public safety incidents, please refer to the Adverse Weather and Travel Disruption Policy.

Changes to Personal Information

It is important that we maintain up to date information about all staff. If any of your personal details change, for example your bank details, marital status or address, please let your Line Manager and Carol in HR know as soon as possible.

Dress Code and Appearance

As a company, we want to build a reputation for quality and great service so we expect that our staff always dress smartly and professionally to reflect this. We do operate a dress-down Friday policy where smart-casual (for example, jeans) is permitted. However, employees are asked to use their discretionary depending on external meetings/visitors they have planned for the day.

If you have any personal requirements regarding your clothing and appearance, please talk to your Line Manager. We always try to accommodate these, but we need to make sure that they meet our safety standards.

For more information, please refer to the Dress Code and Appearance Policy.

Expenses

If you incur expenses during your work activities, you may be able to claim these back on a monthly basis, as long as they have been approved by your Line Manager. Speak with your line manager for more information.

Outside Business Activities and Conflicts of Interest (Employees only)

It is important that any business activities outside of your employment with us do not affect the quality of service you provide in your role or pose any conflict of interest with the company.

If you are considering either taking up secondary employment or pursuing separate business interests (such as setting up your own company), you should first discuss this with your Line Manager so that they can properly consider any potential impact this could have.

We may refuse to consent to your request to undertake outside work, and if you choose to work without our consent, you may be subject to disciplinary action up to and including dismissal.

Please refer to the Conflicts of Interest Policy for more information on your obligations to avoid or declare any potential or existing conflicts of interest.

Please refer to the Personal Account Dealing Policy for more information on your responsibilities when making personal investment decisions

Punctuality

Working for us is all about being part of a team. You should support your team by being ready to start work on time every time.

Where employees are persistently late or absent without good reason, it may be necessary for the company to take action to resolve this under the disciplinary procedure.

For more information please refer to the Attendance Policy.

Working Late & TOIL

We recognise that there may be times when employees need to work late in the office to meet demands. As a general rule, time off in lieu will be used to manage additional hours worked only in exceptional circumstances and at the discretion of management. TOIL is not normally accrued for carrying out planned and expected duties within your normal role. If your Manager agrees that you can take back additional hours in lieu, then these need to be taken back within one month and at an appropriate time agreed with your Manager. Accrued hours will not be paid out.

If you are working late in the office (after 10pm) then you may claim the expense of a taxi home and a meal up to the value of £15 per person. The normal expenses procedure should be followed for claiming dinner and the Company taxi account should be used on these occasions.

For more information, please speak with your Line Manager or HR.

Occasional Homeworking

We appreciate that there may be times when employees need to work from home for various reasons and we will try to accommodate requests, where possible but such decisions are at the sole discretion of the Partners of the company. However, it is also important that employees regularly attend the office to ensure effective team working, that the office is staffed to an appropriate level during working hours and to deliver on client requirements.

Occasional homeworking is permitted where your role is appropriate to be carried out remotely. Not all roles will be suitable for home working and Line Managers will decide this on a case by case basis. In making their decision, the line manager will have regard to the performance of the employee on any past occasions when the employee has worked from home. Whenever possible you should provide ample advanced notice of the request to work from home. The request will be decided by your line manager. Requests to work from home on two or more consecutive days are unlikely to be approved unless there are exceptional circumstances.

When working from home, employees are expected to work and to be available during the normal working hours on phone and email. Employees may request ad hoc homeworking after one-year service with the Company and may be terminated at the sole discretion of the line manager and/or Partners. Previous home working for the company does not mean that the employee will be granted homeworking in the future.

Please note these arrangements are informal and subject to change. If you wish to make a formal request for flexible working hours on a permanent basis then you should refer to the Flexible Working Policy for more information.

Relationships at Work

We would like our colleagues to build strong positive relationships with each other, and even introduce their friends and family when vacancies arise. However, it is important that we avoid potential conflicts of interest where colleagues have a close personal relationship, by ensuring they do not also have a supervisory, assessing, or authorising relationship with each other.

Please let your manager know if you have a close personal relationship with a colleague, contractor, or supplier which could be considered by anyone as impacting on the way you conduct yourself at work.

For more information, please refer to the Personal Relationships at Work Policy.

Smoking, Alcohol and Drugs

We take the health of our colleagues seriously. We operate a no-smoking policy, including the use of e-cigarettes, for all colleagues and visitors in any of our premises. Employees who do smoke are required to do so during their normal break times and away from the premises, out of view of our customers or clients.

Colleagues must be fit to perform their job safely at all times while on duty, and must not bring alcohol or any drugs, other than those prescribed or for medicinal purposes, into work. If you are found to be



under the influence of drugs or alcohol while at work, you may be subject to disciplinary action, which may include dismissal.

If you are dealing with a drug or alcohol addiction, you should speak to your Line Manager who will help you to access help and support.

For more information please refer to the Wellbeing Policy.

Information & Security

Confidentiality and Disclosure of Information

We are committed to respecting the privacy of all our employees and customers by putting in place appropriate safeguards in relation to collection, storage, and processing of data. We also take seriously the statutory obligations set out within Data Protection legislation and it is everyone's responsibility to ensure compliance.

It is important that you familiarise yourself with and adhere to the Data Protection principles and guidelines that relate to your job. Specifically, all colleagues are responsible for ensuring the following points:

- Personal data is kept secure, relative to the security level of the data e.g. keeping the data locked in a filing cabinet drawer or room, ensuring that computerised data is password protected or kept only on device which is itself kept securely.
- Personal data relating to colleagues, or service users, is not disclosed either orally, in writing or otherwise to any unauthorised third party. Even the police are not automatically entitled to access this information.

For more information please refer to the Company's Data Protection Policy and Employee Privacy Notice.

If you/we don't comply with Data Protection legislation and follow the Company's internal policies in this regard, it could have serious consequences for our business. What may seem like a simple mistake could be a criminal offence.

Failure to adhere to these policies can result in us as a Company, and in serious cases individuals, being fined or made to stop specified business activities. For this reason, not following the guidelines may lead to disciplinary action, including dismissal for serious or repeated breaches.

It may also be the case that your conduct and/or action may be unlawful, and we reserve the right to inform the appropriate authorities. Any such action could result in civil or criminal proceedings.

For more information about data protection and the Company's policy on this matter, please contact your Line Manager in the first instance.

Copyright

Copyright on any documented work (such as reports, specifications etc.) produced by you during your employment will belong to the company.

These conditions will apply both during the course of your employment and after termination.

Electronic Communications

Any communications must be secure and not compromise the business in any way. Staff should not do any of the following on company systems:

- Anything that is offensive or likely to have negative repercussions for the Company, such as giving out sensitive data about the company.
- Download, upload, use, retain, distribute or disseminate any inappropriate material, such as images, text, materials or software, that is abusive, offensive, pornographic or harassing.
- Tamper with any electronic documentation, for example policies, by copying, deleting or inserting text without written authorisation from the company Director.

All passwords must be kept secure. It is a disciplinary offence to use anyone else's login ID without their full permission. If you discover a breach of security, please report it to your Line Manager as quickly as possible. You should not tell anyone else about it unless you have your Line Manager's permission.

The use of some communications, such as telephone calls, emails and the intranet may be monitored and recorded. Inappropriate use of any system is a disciplinary offence and may lead to dismissal.

Email

Our e-mail facilities are provided for business use only and we reserve the right to monitor your activity in this respect.

Mobile Phones

Please do not use your mobile phone for personal reasons while working, except in the case of an emergency.

To ensure that you do not disturb your clients or colleagues and to maintain information security, you should ensure that your personal mobile phone is stored in a secure area while you are at work.

Personal and Company Property

We ask that all staff treat company property with due care and respect. If you do see anybody cause, or attempt to cause damage, steal or attempt to steal, company property, or any suspicious behaviour, you should report it to your Line Manager as soon as possible.

If you are given keys or other equipment for use during your employment with us, you are responsible for ensuring that they are not lost or damaged. You must not obtain a duplicate key or allow anyone else to use any key issued to you unless you have permission to do so from your Line Manager. Any key given to you remains Company property and must be returned to us on demand, or on termination of your employment. Please do not remove equipment belonging to the company without prior approval from your manager.

Any loss or damage caused as a result of any negligence on your part in ensuring the safekeeping of company property may result in disciplinary action, and we reserve the right to make the appropriate deductions from your pay with your consent to cover the cost of replacement or repair.

If you choose to bring any personal items onto company premises, you do so at entirely your own risk. You are strongly advised not to leave any valuables unattended either on our premises, in our vehicles, or in your own vehicle at the workplace. The Company will not accept liability for loss or damage to any personal property.

Social Media

As a company, we work very hard to ensure that our social media presence reflects our high service standards. While your use of social media is normally not an issue, when a colleague identifies themselves in a public forum as being affiliated with the Company, their online behaviour can be seen as a reflection of the Company, even if the postings are not directly related their employment.

It is important that all of our colleagues are aware there can be a professional and reputational risk if comments, photographs or company information is shared inappropriately, or without due care for other colleagues, and confidentiality.

Should you have any questions or queries regarding data or information security please contact Catherine Fry, Compliance Officer.

Pay and Reward

Pay and Deductions

Your basic pay rate you can find it in your contract. Any future changes to your pay will be confirmed to you in writing.

All contracted colleagues are paid monthly in arrears by automated credit system (BACS) to their designated bank account on or around the 24th of each month. The pay period is from the 1st to the 31st of the month.

Please ensure that you inform your Line Manager immediately if you change your bank details to avoid any errors in pay.

Your pay will be reviewed annually, although this does not mean you will automatically receive a pay increase. Decisions relating to pay increases will be made by taking into account performance in the role, any additional duties taken on, the financial performance of the company, inflation and local market pay rates.

Statutory deductions from pay can include Income Tax and National Insurance and any pension payments. Full details of your gross pay, deductions, and net pay (including calculations) will be shown on your payslip each month.

Deductions could be made from your pay in the following circumstances (but is not limited to):

- you have been paid holiday pay in excess of your entitlement;
- you have been paid sick pay in excess of your entitlement;
- you owe the company money;
- we have mistakenly overpaid you in the past; or
- where you have lost company property, such as a key or security pass.

Likewise, if we deduct too much pay, we will reimburse you. We always aim to ensure your pay is accurate, however on occasions errors can be made. If you have any queries regarding your pay, or it looks as if a mistake has been made, please discuss this with your Line Manager in the first instance.

At the end of each tax year we'll give you a statement (form P60) showing the total pay you have received during that year, including tax and pension deductions where applicable. Please keep this statement P60 in a safe place, as this is your record of income and you are responsible for ensuring you have accurate records.

If you think you are paying too much or too little tax, you should contact the HMRC Tax Office who handle our employee records. The payroll department can give you the company PAYE reference, which you must quote, along with your National Insurance Number.

The Working Environment

Capability Policy (applicable to Employees only)

We try at all times to ensure that our colleagues are able to achieve and maintain a high standard of performance in their work. Your Line Manager will work with you to set standards, monitor, and give regular feedback on your performance, as well as ensuring that you are given appropriate training and support to meet these standards. You should make every effort to reach and maintain a high standard of performance in your work and highlight any concerns to your manager as soon as possible.

If your manager has concerns about your performance at work, they will first attempt to deal with it through informal discussions. However, if despite all necessary training and support, you are not able to achieve a satisfactory level of performance; your line manager may follow the Capability Policy.

For more information please refer to the Capability Policy.

Disciplinary Policy (applicable to Employees only)

We value high standards of personal conduct and attendance.

The Disciplinary Policy exists to help and encourage you to act responsibly, and to achieve and maintain acceptable levels of behaviour, conduct and attendance. The company's aim is to ensure any breach of company rules and standards is dealt with in a consistent and fair way.

The company reserves the right to implement the procedure at any stage taking into account the extent of the alleged misconduct of an employee.

For full details of the disciplinary procedure, please refer to the Disciplinary Policy.

Grievance Policy (applicable to Employees only)

The Grievance Policy is designed to allow you to raise any concerns that you may have, either formally or informally. You should initially discuss any grievance with your Line Manager to try and resolve the problem informally where possible. If the grievance relates to your immediate Line Manager, you can discuss it with their Line Manager or HR.

Where it is not possible to resolve a grievance by informal discussion or mediation, the formal procedure should be followed. In order to do this, you should put your grievance in writing to your Line Manager or HR Department, setting out the reasons for your grievance and the outcome you are seeking.

For full details of the grievance procedure, please refer to the Grievance Policy.

Diversity and Inclusion

We are committed to promoting equality of opportunity for all colleagues, job applicants, service users, visitors, suppliers, and customers. Our aim is that all colleagues, service users and customers are treated with dignity and respect, and are not subject to any form of discrimination, harassment, victimisation, or bullying.

We will not discriminate on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex / sexual orientation ('the protected characteristics').

The principles of non-discrimination and equality of opportunity also apply to the way in which colleagues treat service users, visitors, clients, customers, and suppliers.

All colleagues and employees are responsible for upholding this commitment to diversity and fair treatment through their behaviour in all aspects of their work, and if employees breach the Diversity and

Inclusion Policy, they may be subject to disciplinary action. In addition, under the Equality Act 2010, employees need to be aware that they may be held personally liable as well as, or instead of, the company, for any act of unlawful discrimination. Colleagues who commit serious acts of harassment may be committing a criminal offence.

We welcome the diversity of religious belief represented by our workforce, and aims to create an environment where the cultural, religious, and non-religious beliefs of all its employees are respected. For more information in this regard, please refer to our Diversity and Inclusion Policy.

Family Friendly Practices (applicable to Employees only)

Adoption

We want to support parents who are adopting. However, adoption leave is only available if you are using a registered adoption agency. If you are going through the adoption process, please inform your Line Manager of your expected placement date as soon as possible, and within seven days of being notified by the adoption agency that you have been matched with a child.

You will be entitled to take 26 weeks' ordinary adoption leave and 26 weeks' additional adoption leave.

For full details of your rights and responsibilities, please refer to our Adoption Policy.

Bereavement Leave

There may be occasions when you need time off at short notice to deal with bereavement; we always want support you as much as possible in these situations.

You should contact your Line Manager as soon as possible to discuss any bereavement leave. They will discuss your request with you and confirm if they can authorise the time off, how many days you will be able to take and whether this will be paid or unpaid.

Flexible Working (applicable to Employees only)

We recognise the benefits of developing positive flexible working arrangements to allow our employees to balance their commitments and interests outside of work. All employees can request flexible working on either a short term or permanent basis, examples of which include:

- part time working;
- home working.

For full details of how to make a request for flexible working arrangements, please refer to our Flexible Working Policy.

Maternity (applicable to Employees only)

If you become pregnant, please let your Line Manager know as soon as possible. This will help us put in place any support you may need with your role, and give us enough time to ensure we have considered any health and safety needs. As a minimum, you must let your manager know, at least 15 weeks before your baby is due, of your expected due date and when you plan to start maternity leave.

You will be entitled to take 26 weeks ordinary maternity leave and 26 weeks additional maternity leave. For full details please see our Maternity Policy.

Parental Leave (applicable to Employees only)

If you have been continuously employed by us for more than one year, you are entitled to take up to 18 weeks' unpaid leave, less any leave you have already taken with another employer, for each child up to the age of 18. That leave can be taken in blocks of one week, up to a maximum of four weeks in any one year.

Parental Leave should not be confused with Shared Parental Leave. For full details, please refer to our Parental Leave Policy.

Paternity (applicable to Employees only)

When your partner or spouse gives birth, or you are adopting a child, and you have at least 26 weeks' continuous employment with the company ending with the 15th week before the expected week of childbirth, or the end of the week in which the child's adopter is notified of being matched with the child, you are entitled to take two weeks' paternity leave. Paternity Leave is paid at one week full pay and one week at the Statutory Paternity Pay rate which can be found on www.gov.uk.

You should let your Line Manager know that you plan to take paternity leave as soon as possible, and no later than 15 weeks before the baby is due to be born. In the case of adoption, you must let us know within seven days of being notified of having been matched with a child.

For more detailed information, refer to our Paternity Policy.

Shared Parental Leave (applicable to Employees only)

Shared Parental Leave has been introduced to enable those who are entitled to maternity or adoption leave, and pay, to share their maternity or adoption leave entitlement with their partner. Parents have the option of taking time off work at the same time and/or taking it in turns to have periods of leave to look after their child.

Eligibility requirements and the process of Shared Parental Leave is very complex, so if you are thinking of using the Shared Parental Leave scheme, you should talk to your Line Manager first. For further information, you can also look at our Shared Parental Leave Policy.

Time off for Dependants (applicable to Employees only)

There are occasions when you may need time off at short notice to deal with emergencies involving a family member or dependant, and we will always try and support you in these situations.

If an emergency situation arises, you should speak to your Line Manager as soon as reasonably practicable and let them know how long you expect to away from work.

For more information, please refer to our Time off for Dependants Policy.

Health and Safety Responsibilities

We are committed to providing and maintaining a safe and healthy working environment. We also need you to understand your responsibilities under the Health and Safety at Work Act, which require you to work in a safe manner, to ensure that you do not put yourself, customers or colleagues at risk.

We will, as far as is reasonably practicable, ensure that high standards of safety, health, and welfare are achieved and maintained in all working conditions and offices. It is our duty as an Employer to provide and maintain safe systems of work and equipment. We will provide the appropriate tools, training, equipment, and physical environment to work safely. However, we need your help to maintain these standards. You can do that by working safely and efficiently and observing our Health and Safety rules.

Failure to meet these standards could lead to accidents, injuries, or potentially serious incidents, and may result in disciplinary action being taken against employees, in accordance with our Disciplinary Policy.

If you have any concerns about any health and safety issues, please raise this immediately with your Line Manager.

First Aid

We will ensure we have relevant first aid procedures and equipment available to provide assistance to colleagues and customers, who become ill or are injured while on our premises.

Remember to ensure you know the name of the designated first aider in your workplace.

Reporting an Accident

If an accident happens whilst you are at work, you must report it immediately to your Line Manager.

Fire Safety

You will receive full training on what to do in the event of a fire at your induction. However, to make sure you are fully aware of what to do in the event of a fire, please:

- Read the company Fire Policy and local procedures;
- Read the fire action notices, which are posted by each fire alarm call point;
- Understand the fire alarm signals in the area in which you are working;
- Know where the emergency exits are and the routes to them;
- Keep exit gangways clear and fire doors/shutters and extinguishers free from obstructions;
- Know the location of your fire assembly point; and
- Know how to sound the alarm using a fire alarm call point.

Remember that prevention is better than cure. We can all play a part in preventing fires from starting by adhering to the following:

- Do not smoke unless it's in a designated smoking area;
- Keep all areas clean and tidy and keep rubbish to a minimum; and
- Switch off faulty electrical equipment and fittings and report them immediately.

Please ask your Line Manager should you need any of the instructions explained.

All employees, workers or contractors must familiarise themselves with the Health and Safety rules and guidance for the venue / premises they are operating at prior to commencing their duties.

Annual Leave Policy (applicable to Employees only)

Your holiday (also called annual leave) entitlement will be stated in your contract of employment. Part time colleagues' entitlement is based on the full-time entitlement and then adjusted (or pro-rata) to reflect actual contracted hours.

Our holiday year runs from 01 January to 31 December. If you join us part way through the holiday year, you will be entitled to a proportion of your total paid annual leave allowance which will depend on the number of complete months remaining in the holiday year.

We want employees to take all their holiday. You will only be allowed to carry holiday entitlement over into a new holiday year in exceptional circumstances, and when approved in advance by your Line Manager.

Your holiday leave must be taken at times convenient to the Company and always be agreed and authorised in advance by your Line Manager. You are required to give sufficient notice of your request to take annual leave, normally a minimum of 4 weeks for periods of 2 weeks or more and a minimum of 2 weeks for periods of less than a week.

We'll try our best to accommodate you, but this will always be subject to having enough people available to meet the needs of our customers. It is essential to have your holiday approved before you spend any money towards it or make firm commitments. Holiday is usually agreed on a first come, first served basis, so it is best to plan well in advance.

Normally a maximum of two weeks' annual leave will be granted at any one time, although a maximum of three weeks may be approved if a request is made with enough notice and approved by your line manager.

In the event that you are refused annual leave and are subsequently absent due to illness during this period, you may be required to submit a medical certificate. If your manager has reason to believe that there has been an abuse of process, then a disciplinary investigation will be undertaken.

If you are requesting holidays to celebrate events or festivals related to your religion or beliefs, we will make every effort to accommodate you, where possible. Please make your Line Manager aware of the reason for your request at the time it is made.

If you fall ill while on annual leave, you should notify your Line Manager as soon as reasonably practicable and certainly within 24 hours of falling ill. On receipt of a fit note, you may be allowed to take your annual leave at another time.

If you leave the company, you will be entitled to payment for holidays accrued but not taken by your final date of employment with the company. If you have taken more than your holiday entitlement, a deduction will be made from your final salary payment.

For more detailed information, please refer to our Annual Leave Policy.

Sickness Absence Policy (applicable to Employees only)

Extensive and unpredictable absence negatively impacts our ability to deliver a consistent standard of customer service and high-quality products, and therefore, fair and appropriate procedures will be implemented to manage any high levels of absence.

Although the company seeks to be supportive of employees in all occurrences of absence, we will also seek to address absence where a colleague has a high level of sickness.

Entitlement to sick pay and further information regarding reporting sickness as well returning to work is set out in your contract of employment and the Attendance Policy.

Doctors, Dentists and Hospital Appointments

Circumstances may arise where you need time off for medical or dental appointments. Where possible, you should make these appointments outside of your normal working hours. If it is unavoidable, you should try to arrange them at the beginning or end of the working day, or during your lunch break. You will normally be expected to make up any time taken out of your working hours.

Where an appointment requires a whole day's absence, this will be recorded as sickness absence. Please ensure you provide your Line Manager with adequate notice of any appointments you may have.

Whistleblowing

Colleagues may from time to time become aware of wrongdoings taking place within our business. If you have a reasonable belief that a serious wrongdoing has happened, is currently happening, or is about to happen, you should bring this to the attention of your Line Manager.

Examples of circumstances where you might need to report an issue under the Whistleblowing Policy include:

- fraud or other financial irregularity;
- health and safety risk.

If you report an issue under this policy you will be protected from victimisation.

You can find more information on this in our Whistleblowing Policy.

Leaving Tritax

This section applies to employees only.

Handing in Your Notice

When you resign, you will need to give notice, in writing, to your Line Manager. You can find details of the notice you are required to give in your contract of employment.

The notice period that the company is required to give you will also be set out in your employment contract.

Exit Interviews

We hope that you will stay with us for a long while but if you resign, you will be asked to take part in an exit interview, so that we can better understand your reasons for leaving and look for opportunities to improve the working environment for your colleagues.

The exit interview also gives us an opportunity to explain to you other leaving procedures which you will need to know about.

HR will contact you to organise your exit interview.

Final Pay

When you leave us, your final pay including any accrued but untaken holiday leave, will be paid directly into your bank account. However, if you have taken more holidays than you have accrued, these will be deducted from your final pay along with any other amount you owe, including any overpayment of salary or company loan.

Getting a Reference

If you leave us to start a job with another employer, you may request a reference. It is the Company's policy only to provide factual details i.e. job title, start date and leaving date.

Returning Property

On your last working day, you'll be asked to return all company equipment, including, but not limited to:

- Premises keys
- Phone/laptop and any other IT equipment

Thank You!

Thank you for taking the time to read the Employee Handbook.

We hope you have been able to find all of the information you need to begin a successful career with us which will help you to deliver the highest quality of products and service to our customers through having a greater understanding of the company.

If you find you do have additional questions, please speak to your line manager who will be able to help you.

All staff policies are located on the shared drive path detailed below:

G:\Tritax\Staff\Staff Policies