**VEEVE Disciplinary, Grievance & Appeals Policy**

Introduction

While Veeve does not wish to impose unreasonable rules of conduct upon our employees, certain standards of behaviour are necessary to maintain good employment relations and discipline in the interest of all employees. We prefer that discipline be voluntary and self-imposed, and in the great majority of cases this is how it works. However, from time to time, it may be necessary for us to take action against individuals whose level of behaviour or performance is unacceptable.

Rules Covering Unsatisfactory Conduct and Misconduct

The following rules covering unsatisfactory conduct and misconduct are examples only. You will be liable to disciplinary action if you are found to have acted upon any of the following:

1. Failure to abide by the general Health and Safety Rules and Procedures.
2. Smoking on Company premises or in Company vehicles.
3. Consumption of alcohol and non-prescribed drugs on the premises and working whilst under the influence of alcohol or non-prescribed drugs.
4. Persistent absenteeism, unauthorised absence and/or lateness.
5. Unsatisfactory standards or output of work due to carelessness, negligence or lack of effort or application.
6. Rudeness towards other employees, clients, customers or members of the public, objectionable or insulting behaviour, harassment, bullying or bad language.
7. Failure to devote the whole of your time, attention and abilities to the Company's business and its affairs during your normal working hours.
8. Unauthorised use of email and internet systems, and abuse of personal telephone calls.
9. Failure to carry out all reasonable instructions or follow Company Rules and Procedures.
10. Unauthorised use or negligent damage or loss of Company property.
11. Failure to report immediately any damage to property or premises caused by you.
12. Use of Company vehicles without approval or the private use of Company commercial vehicles without authorisation.
13. Failure to report any incident whilst driving Company vehicles, whether or not personal injury or vehicle damage occurs.
14. If your work involves driving, failure to report immediately any type of driving conviction or summons which may lead to your conviction.
15. Carrying unauthorised goods or passengers in Company commercial vehicles or the use of Company vehicles for personal gain.
16. Submitting exaggerated expenses claims.
17. Unauthorised communication/correspondence with external 3rd parties.

The above is intended as a guide and is not an exhaustive list.

Serious Misconduct

Where one of the Unsatisfactory Conduct or Misconduct Rules (see above) has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or your serious misconduct, or it has a serious or substantial effect upon the Company’s operation or reputation, you may be issued with a Final Written Warning in the first instance.

You may also receive a Final Written Warning as the first course of action if, in an alleged gross misconduct disciplinary matter, it is shown upon investigation to have some level of mitigation and is treated as an offence just short of dismissal.

Minor faults will be dealt with informally through counselling and training. However, in cases where informal discussion with you does not lead to an improvement in conduct or performance, or where the matter is more serious (for example; unauthorised absenteeism, persistently poor timekeeping, sub-standard work performance due to carelessness, negligence or lack of effort or application, etc) the following Disciplinary Procedure will be used. At all stages of the Procedure an investigation will be conducted.

Where poor performance is, in our view, due to a genuine lack of capability on your part and not because of carelessness, negligence or lack of effort or application, we will instead follow the Company’s Capability Policy and Procedure.

We will notify you in writing of the allegations against you and will invite you to a Disciplinary meeting to discuss the matter. We will provide sufficient information about the alleged misconduct or poor performance and its possible consequences to enable you to prepare to answer the case. This will include the provision of copies of written evidence, including witness statements, where appropriate.

Having given you reasonable time to prepare your case, a formal Disciplinary meeting will then take place, conducted by a member of the Management Team, at which you will be given the chance to state your case. You have the right to be accompanied by a Trade Union Official, Trade Union Representative or a fellow employee of your choice. You must make every effort to attend that meeting. At the meeting, you will be allowed to set out your case and answer any allegations. You will also be given a reasonable opportunity to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses.

Following the meeting, the Company will decide whether or not disciplinary action is justified and, if so, you will be informed in writing of our decision in accordance with the Stages set out below and notified of your right to appeal against that decision.

It should be noted that any incident of misconduct is not looked at in isolation, but is regarded cumulatively with any previous occurrences.

Stage 1: Recorded Verbal Warning

If your conduct or performance does not meet acceptable standards following a full investigation, you will normally be given a Recorded Verbal Warning. You will be advised in writing of the reason for the warning, the consequence of a repetition of the misconduct, or no improvement in performance, and the right of appeal. You will be informed that this warning will remain on record for six months and that the warning is the first stage of the Disciplinary Procedure.

Stage 2: First Written Warning

If conduct or performance is still unsatisfactory or a more serious offence is committed, you will be given a Formal Written Warning. You will also be advised of the reason for the warning, how you need to improve your conduct or performance, the time-scale over which the improvement is to be achieved, and the likely consequences if the terms of the warning are not complied with. The Written Warning will be recorded, but nullified after one year, subject to satisfactory conduct and performance.

Stage 3: Final Written Warning

Failure to improve performance in response to the Procedure so far, a repeat of misconduct for which a warning has previously been issued, or a first instance of serious misconduct or serious poor performance, will result in a Final Written Warning being issued. This will set out the nature of the misconduct or poor performance, how you need to improve your conduct or performance, the time-scale over which the improvement is to be achieved and a warning that dismissal will probably result if the terms of the warning are not complied with. This Final Written Warning will be recorded, but nullified after 12 months, subject to satisfactory conduct and performance. However, we reserve the right to extend the validity of the Final Written Warning to a maximum of three years in cases of very serious misconduct or where you have a history of misconduct issues.

Stage 4: Dismissal

Failure to meet the requirements set out in the Final Written Warning will normally lead to Dismissal, with appropriate notice. A decision of this kind will only be made after the fullest possible investigation. Dismissal can be authorised only by a Senior Manager/Director in consultation with HR advice. You will be informed of the reasons for dismissal, the appropriate period of notice, the date on which your employment will terminate and how you can appeal against the dismissal decision.

Gross Misconduct

Offences under this heading are so serious that an employee who commits them will normally be summarily dismissed. In such cases, we reserve the right to dismiss without notice of termination or payment in lieu of notice.

Examples of gross misconduct (see also above) include, but are not limited to:

1. Theft, fraud, unauthorised possession of Company property, deliberate falsification of records, or any other form of dishonesty.
2. Wilfully causing harm or injury to another employee, client, visitor, supplier or customer, physical violence, bullying or grossly offensive behaviour.
3. Deliberately causing damage to the Company's property.
4. Causing loss, damage or injury through serious carelessness or gross negligence.
5. Extremely serious insubordination.
6. Serious incapacity at work through an excess of alcohol or non-prescribed drugs.
7. Possession, supply or use of illicit drugs.
8. A serious breach of health and safety rules.
9. Serious abuse of the Company's telephony, email and internet systems.
10. Grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassing, bullying or victimising another employee because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation.
11. Working in competition with the Company.
12. Breach of confidentiality (including a failure to maintain confidentiality in an investigationrelating to a complaint of harassment, but subject to the Public Interest Disclosure Act 1998).
13. Absence without leave or just cause.
14. Gambling on the Company's premises.
15. Being convicted of a serious criminal offence (whether committed during the course of your employment or not).
16. Undertaking private work on Company premises and/or during working hours without express permission of your Line Manager.
17. Taking part in activities which result in adverse publicity to the Company or which cause the Company to lose faith in your integrity.
18. Submitting fraudulent expenses claims.

The above examples are intended as a guide and this is not an exhaustive list.

The Company reserves the right to impose demotion (with a commensurate reduction in salary) as an alternative to summary dismissal for gross misconduct.

Suspension

In the event of serious or gross misconduct, you may be suspended while a full investigation is carried out. Such suspension will be on full basic pay. Suspension is a neutral act, which does not imply guilt or blame, and will be for as short a period as possible. Suspension is not considered to be disciplinary action.

Appeals

You may appeal against any disciplinary decision, including dismissal, to a Senior Manager or Director within five working days of the decision. Appeals should be made in writing and state the grounds for appeal.

You will be invited to attend an appeal meeting chaired by the Senior Manager or Director. At the appeal meeting, you will again be given the chance to state your case and will have the right to be accompanied by a Trade Union Official, Trade Union Representative or a fellow employee of your choice. Following the appeal meeting you will be informed in writing of the results of the meeting. The Company's decision on an appeal will be final.

Employees Who Have Been Employed For Less Than One Year

This disciplinary procedure does not apply to any employee who has been employed by the Company for less than one year.

**GRIEVANCE POLICY AND PROCEDURE**

Introduction

The objective of the Grievance Procedure is to provide an employee who considers that they have a grievance with an opportunity to have it examined quickly and effectively, and (where a grievance is deemed to exist) to have it resolved, if possible, at the earliest practicable opportunity.

Most grievances can be settled informally with your Line Manager, and you should aim to settle your grievances in this way if possible.

This grievance procedure is entirely non-contractual and does not form part of your Contract of Employment.

Procedure

If a grievance cannot be settled informally with the relevant Manager, you should raise it formally. The Procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a formal grievance.

Stage 1

In the event of you having a formal grievance relating to your employment you should, in the first instance, put your grievance in writing and address it to your Line Manager, making it clear that you wish to raise a formal grievance under the terms of this procedure. Where the grievance is against your Line Manager, the complaint should be addressed to an alternative Manager. This grievance procedure will not be invoked unless you raise your grievance in accordance with these requirements.

Your Line Manager (or whomever the grievance was addressed to) will then invite you to a grievance meeting to discuss the grievance and you have the right to be accompanied at this meeting by a Trade Union Official, Trade Union Representative or a fellow employee of your choice. You must make every effort to attend that meeting. At the meeting, you will be permitted to explain your grievance and how you think it should be resolved.

Following the meeting, we will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the grievance meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed in writing of our decision on the grievance and notified of your right to appeal against that decision if you are not satisfied with it.

Stage 2

In the event that you feel your grievance has not been satisfactorily resolved, you may then appeal in writing to a Senior Manager or Director within five working days of the grievance decision. You should also set out the grounds for your appeal.

Upon receipt of such a request, the Senior Manager or Director (who again may not be the person to whom the appeal was addressed) shall make arrangements to hear the grievance at an appeal meeting and at this meeting you may again, if you wish, be accompanied by a Trade Union Official, a Trade Union Representative or a fellow employee of your choice.

Following the meeting, the Senior Manager or Director will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the appeal meeting. If it is not possible to respond within this time period, you will be given an explanation for the delay and be told when a response can be expected. You will be informed, in writing, of our decision on your grievance appeal.

This is the final stage of the Grievance Procedure and the Company's decision shall be final.