



# EMPLOYEE HANDBOOK

*KANA Group Handbook – Lagan Technologies Ltd.  
Confidential Internal Document  
Effective: November 2013  
(GB Version)*

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## **WELCOME TO KANA**

This handbook is designed to provide information about our KANA policies, guidelines and benefits. This handbook supersedes and replaces all previous personnel policies, practices and guidelines. It is your responsibility to read the entire handbook as soon as you possibly can. It is important for you to know and understand the information it contains. We believe you will find the handbook very helpful during your employment.

Because the world around us changes constantly and because KANA is a growing and changing organization, KANA may modify provisions of this handbook from time to time. Thus, other than those provisions which establish and affect your employment relationship (which can be modified only through a written agreement signed by you and an authorized representative of KANA), we reserve the right to add to, modify or delete any of the provisions of this handbook at any time without notice. When such changes are made, however, we will make every effort to inform you as soon as possible.

Additionally, because it is not possible for us to foresee all contingencies or circumstances which may arise, KANA reserves the right to change the procedures and policies set forth in this manual.

This handbook is confidential property of KANA Software, Inc. and its subsidiaries and it is intended for your personal use and reference as an employee of KANA. Circulation of this handbook outside of KANA requires the prior written approval of the Chief Executive Officer or Vice President of Legal of KANA Software, Inc.

Please sign the acknowledgment form, which accompanies the end of this handbook and return it to the Human Resource Department immediately upon receipt of the handbook. This will provide KANA with a record that you received the handbook.

If you have any suggestions or ideas that you feel would benefit KANA we would encourage you to tell us about them. We are always looking for suggestions that improve methods, procedures and working conditions, reduce costs or errors, and benefit KANA and its employees. My best wishes to you and thank you for making an effort to better understand KANA.

Mark Duffell  
Chairman, President & Chief Executive Officer  
KANA Software, Inc. & Subsidiaries

## **INTRODUCTION**

KANA is pleased to welcome you as one of its employees and hopes that your employment with us will be long and satisfying.

This Handbook contains information, rules, policies and procedures concerning your employment. The policies contained in the handbook are not all contractual (those that are not are noted as such) but it is very important that you familiarize yourself with all of them. If you have not been provided with a Statement of Main Terms of Employment you must contact Human Resources.

The contents of the Handbook apply equally to both male and female employees.

### **Policy Changes**

The contents in this handbook are subject to change. We will notify you of any new or amended rules, policies and procedures. Changes will be effective on dates determined by legislation and / or KANA, and you may not rely on rules, policies and procedures that have been superseded. No Manager has the authority to alter the foregoing.

### **Benefit Changes**

The Company reserves the right to amend the cover provided in any of the benefits listed in the Benefit section of this handbook. The Company also reserves the right to withdraw any benefit listed under HR Programmes.

If you are uncertain about any rules, policies or procedures please contact Human Resources.

Policies will be reviewed as necessary but not less than every three years.

## **POLICIES & PROCEDURES**

## **EQUAL OPPORTUNITY STATEMENT OF POLICY**

It is KANA's policy to provide employment equality to all, irrespective of:

- Religious belief or political opinion
- Disability
- Race (including colour, nationality, ethnic or national origins)
- Gender reassignment
- Age
- Gender
- Sexual orientation
- Marital or civil partnership status
- Having or not having dependants

We are opposed to all forms of unlawful and unfair discrimination. All applicants, employees and others working for us will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination.

We recognise that the provision of equal opportunities in the workplace is not only good management practice it also makes sound business sense. Our equal opportunities policy will help all those who work for us to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of KANA.

We are committed to:

- Promoting equal opportunities for all persons.
- Promoting a good and harmonious working environment in which all persons are treated with respect.
- Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation.
- Fulfilling all legal obligations under the equality legislation and associated codes of practice.
- Taking lawful affirmative or positive action where appropriate.
- Complying with our own equal opportunities policy and associated policies.

Breaches of our equal opportunity policy and practice will be regarded as misconduct and could lead to disciplinary proceedings.

### **Implementation**

Human Resources have specific responsibility for the effective implementation of this policy. Each CEO Staff and all managers also have responsibilities and we expect all our employees to abide by the policy and help create the equality environment which is its objective.

In order to implement this policy, we will ensure that:

- The policy is communicated to all employees and made known to job applicants and relevant others.
- Managers and supervisors are aware of their responsibilities.

- Appropriate training and guidance will be provided. In particular, all those involved in assessing candidates for recruitment or promotion will be trained in non-discriminatory recruitment and selection techniques.
- Adequate resources are made available to fulfil the aims of this policy.

**Monitoring**

The effectiveness of this policy will be reviewed regularly and action taken as necessary.

**Affirmative Action**

Where appropriate, lawful positive action measures such as special encouragement in advertisements or special training will be developed. These measures are available to us in certain circumstances, for example where there is an under-representation of a particular group in specific areas of work.

**Complaints**

Employees who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the Harassment or Grievance procedures. All complaints of discrimination will be dealt with seriously, promptly and confidentially.

These internal procedures do not replace or detract from the right of the employees to pursue complaints under the Equality Act 2010 and related legislation.

Every effort will be made to ensure that employees making complaints will not be victimised. Any complaint of victimisation will be dealt with seriously, promptly and confidentially. Victimisation will result in disciplinary action and may warrant dismissal.



## **RECRUITMENT POLICY**

KANA policy requires that applicants for employment and employees are treated fairly and equally. KANA will ensure that it complies with employment legislation and best practice in Great Britain.

Human Resources will have overall responsibility to ensure that the Recruitment Methodology has been followed and the principle of equal opportunity has been applied in the selection of candidates.

Management and employees involved in the recruitment process will have responsibility for following the Recruitment Methodology.

KANA will;

- Recognise its legal obligations.
- Ensure all interview panel members have received appropriate training before sitting on any selection panel.
- Maintain a system whereby individuals are selected, promoted and otherwise treated solely on the basis of merit and ability related to the job.
- Provide facilities for any employee who believes that he or she has been treated unfairly within the scope of this policy.
- Take positive affirmative action where appropriate.
- Treat any breach of this policy as misconduct and will address accordingly.

## **PROMOTION & INTERNAL RECRUITMENT POLICY**

KANA recognizes the importance of providing employees with the opportunity for career development and skills enhancement. Internal promotion is one component in maintaining a career based ethos in KANA.

Employees will be treated fairly and equally and in line with KANA's equal opportunity policies. Assessment will be based wholly on the employee's ability to meet the criteria and requirements of the role.

Only permanent employees can apply for a promotion opportunity.

### **Promotion in KANA**

There are two broad approaches adopted

1. Within Job Family –  
A Natural progression within a job family hierarchy from one level to the next (e.g. Software Engineer to Senior Software Engineer). Typically, this type of promotion represents an employee's upward career growth within a job family.
2. New or Different Job Family –  
A promotion that typically results in movement to a job with significantly different job content, accountabilities, and responsibilities. Examples of this type of promotion include movement from a non-sales job to a management sales job and movement into a new job that has been created as a result of organizational growth, reorganization or employee attrition.

### **Within Job Family**

Progression to a more senior level is not guaranteed and will depend on the employee's skills and performance in their role. Employee's performance will be assessed as part of the annual performance management review process (PMR) and progression to the next level will be confirmed by letter on completion of the PMR.

### **New or Different Job Family**

All promotion opportunities will follow Kana's recruitment methodology. This includes the vacancy being advertised, employees applying by completing an internal application form, shortlisting in line with the advertised criteria, structured interviews etc. Following acceptance of the promotion offer the transfer policy will apply. Please note: All employees must notify their line manager at the time of application. The resourcing team will forward acceptance of your application to your Kana email address and your line manager will be included in this correspondence.

Employees who performed well during the interview but were unsuccessful may be placed on a reserve list. Employees will be placed in rank order according to their interview scores. Should the same position become available within a six month period the employees on the reserve list will be offered the position according to rank order.

The company will provide each unsuccessful employee with feedback.

## TRANSFER POLICY

This policy will ensure that a consistent approach is followed for all internal transfers in KANA.

No employee should be transferred without prior discussion with Human Resources/Resourcing Team. Transfers should **only** take place following an advertised recruitment / secondment opportunity and after all steps in the recruitment process have been completed.

Employees should advise their Line Manager that they are applying for another internal position.

On completion of the recruitment process / secondment assessment, the successful employee's current CEO Staff must agree a transfer date with the employee's new CEO Staff. This date should be no more than 4 weeks from the date of completion of the recruitment process/secondment assessment unless the employee agrees to a longer period or if a valid business case is made for retaining the employee in their current role. All business cases must be discussed with the Global Resourcing Manager.

Once a transfer date has been agreed Human Resources will issue an internal transfer letter /contract amendment letter to the employee.

The employee will not receive the terms and conditions of the new role until the new role commences.

## SECURITY CLEARANCE & VETTING

As a leading employer in the EMEA region KANA ensure that all basic level checks are completed prior to employment with the organisation. Such checks include:

- Identification documents - KANA requires all employees to produce either a document or a combination of documents to confirm their eligibility to work in the UK, e.g. a passport, a visa or a work permit if a non-national.
- References – KANA requires two references. One should be from the employee's most recent employer. All job offers depend on the receipt of satisfactory references.
- Background checks – Only carried out as per request from specific Hiring Manager and Departmental Heads. Only authorized personnel along with Human Resources will have access to the information returned from the relevant clearance bodies (see below)

Forming part of our contract of employment KANA employees are required to adhere to a strict confidentiality agreement including a non-disclosure stipulation. Employees agree that they will not during employment with the Company, or at any time thereafter, without the written permission of the Company, disclose to any person, firm, Company or organisation (other than to KANA company directors, officers or employees, to whom disclosure is necessary in the course of the company's business) any information acquired in the course of the Company's business.

All employees agree to abide by the Company's policy on Conflict of Interest. In order to avoid any possible conflict of interest between the employee and with the Company, any business relationships with third parties, should seek the Company's permission before becoming involved with any company, firm or person which is or would be a competitor or supplier to or customer of the Company.

Employees will be required to complete various security and vetting processes dependant on their position within the organisation and the relevant client requirements. We currently complete BSVR clearance; this is supported by Human Resources internally. We also request CRB standard and enhanced disclosures for all relevant UK employees. This process is managed via a third party umbrella company on our behalf ([disclosures.co.uk](http://disclosures.co.uk)).

Under the confidentiality clauses, which surround disclosure checks, it will not be permitted for any person within the client/customer organisation to view disclosures of any KANA employees. KANA will agree to provide details of employees assigned to the performance of the contract confirming the required disclosure, along with the registration number has been received from the CRB for that employee. And confirmation that they have no offence which bars them from working on a regulated site, KANA agrees that the employee will be removed immediately from the contract if an offence becomes known which contravenes the CRB legislation. Security clearances are managed by Human Resources to ensure the disclosure is current. We repeat all clearance on a two yearly basis to ensure all employee records are valid and current.

KANA is a best practice employer and regular in house audits are carried out to ensure compliance with our Recruitment and security and vetting policy and procedures.

## **PROBATION POLICY**

All new employees are subject to a six month probationary period as part of their contract of employment. The objective of a probationary period is to assess as quickly as possible the individuals suitability for employment in a particular job.

The probationary period begins on the first day of appointment and normally lasts up to six months. During the probationary period the individual's performance and conduct are monitored and taken into consideration.

### **Three Month Review**

The employee will have a probationary review at the end of their first three months employment. Their Line Manager will complete the probationary review form and provide feedback to the employee on their performance and conduct to date.

If at the end of three months, performance and conduct are not at the appropriate level, there are two options;

1. Clearly outline the concerns over performance or conduct and put an improvement plan in place for the next three months; or
2. If the Line Manager believes that performance and/or conduct of the employee will not improve the employee will be informed that they have failed their probationary period and notice will be issued.

The probationary review form will then be sent to Human Resources.

### **Six Month Review**

Unless employment has been terminated, the employee will have another probationary review at the end of their first six months employment. Their Line Manager will complete the probationary review form and provide feedback to the employee on their performance and conduct to date. This form will then be sent to Human Resources.

If performance and conduct are satisfactory the employee will receive a letter confirming their permanent appointment.

If at the end of six months, performance and / or conduct are not at the appropriate level, there are two options remaining:

1. Inform the employee that they have failed their probationary period and issue notice; or
2. Extend the probationary period for up to a further three months.

A probationary period should not be used to put off a performance decision and therefore it is not generally recommended that a probationary period is extended any further than a total of nine months.

### **Right of Appeal**

An employee has a right to appeal against any decision made by their Line Manager. The appeal should be made in writing to Human Resources and will be heard by a more senior manager

## **PERFORMANCE EVALUATIONS**

Performance evaluations are intended to ensure that KANA's most valuable resources, people, meet the high standards of performance necessary for our continued success. Annual evaluations also benefit our employees in that they provide the mechanism for recognizing productive efforts and accomplishments. Generally, an employee's performance will be reviewed annually or more frequently.

## SECURITY AND OUT OF HOURS PROCEDURE

### INCHINNAN OFFICE, SCOTLAND

#### Access to the Building

India of Inchinnan reception is staffed from 8.30am – 5pm Monday to Friday. The main entrance to the building is opened at 6am and is locked at 9pm each night. Before and after these hours, access is via the revolving doors at the side of the building.

#### Security

The India of Inchinnan building and car park are protected by our external security company who will be onsite 24hours a day, 7 days a week.

For security purposes CCTV cameras monitor the building and car park.

In the case of a security concern, please contact:

G4S Security Tel +44 (0)7730 140367

#### Out of Hours Access

1. For out of hours access i.e. outside of the hours Monday to Friday, 6.00am to 9.00pm, please adhere to the following procedure;
2. Notify your line manager and [reception-gla@kana.com](mailto:reception-gla@kana.com) that you require access out of hours.
3. Provide the date, expected entry and exit times, your location in the building and contact numbers; landline and mobile.
4. [reception-gla@kana.com](mailto:reception-gla@kana.com) will notify the external security company that employees will be working outside of normal business hours.
5. **In exceptional circumstances if unplanned access is required; please make your way to the revolving doors at the side of the building then call Security +44 (0)7730 140367 for access. Please email your line manager to advise them that you were unexpectedly required to access the building stating the reason for the access. A record of entry will be included in the security log, comprising of: the area entered and the purpose of entry.**
6. Should the fire alarm sound or an emergency occur, make your way safely out of the building following the emergency evacuation plan and contact the Emergency Services. Do not enter the building until you are advised it is safe to do so.
7. If it is anticipated that you will be required to access the offices out of hours on a recurring basis please follow steps 1-2 above; and provide full details.
8. You are required to notify [reception-gla@kana.com](mailto:reception-gla@kana.com) immediately of any changes to your out of hours arrangements.

#### Out of Hours Emergency Contacts:

Emergency Services	Dial 999
G4S Security	07730 140367
Facilities Manager	07889 454843
Facilities Company	0141 892 2222
Scottish Hydro (Electricity)	0845 272 7999
Gazprom (Gas)	0800 111 999

### MAIDENHEAD OFFICE, ENGLAND

#### Security Pass

New employees will normally be issued with a security pass within a few days of joining KANA. You will be advised when this is ready to collect from reception. Once issued you should carry your pass at all times.

This pass will give you 24 hour access to the building and the car park provided that you have a permit parking space. To allow access, present your card to the black sensed box located next to the doors, by the car park barrier, and the post at the beginning of the wall at the underground car park shutter. A bleep will sound to confirm that access is granted.

If you lose your pass you must report the loss to the Office Manager based in Belfast.

If you are leaving KANA's employment you must return your pass to reception on your last day.

### **Out of Hours Access**

Between 6.00pm and 8.30am Monday – Friday and throughout the weekend, out-of-hour's security will be in force via a remote guarding company.

### **Out-of-Hours Emergencies**

In case of an out of hours Emergency please contact:

Police	08458 505505 / 01628 777 200
Hospital	01753 633000
Fire Brigade	01189 452888
Security – Monitored Solutions	01616 217070
Gas – Southern Electric	08457 585401
Electric – Southern Electric	08457 444555
Water – South East Water	08456021724
Lifts – Accord Lifts	01474 879858

### **In the case of a 'security' concern – please contact:**

SECURE OPTIONS ON: 0161 621 7050

They will deal with the emergency and contact the Centre Manager is necessary.



## **HOURS OF WORK**

Your normal hours of work are detailed in your Statement of Main Terms of Employment. It is your responsibility to ensure that you attend punctually for work and follow all timekeeping and absence procedures. In order to help KANA maintain optimum service levels, you may be required to work additional hours from time to time.

If you need to leave work prior to your normal finishing time or to have time away during the normal working period, you must not leave without first obtaining permission from your Line Manager. In such circumstances you must report to your Line Manager upon leaving and, where appropriate, upon returning to work.

If an occasion arises whereby you need to work from home for a day, you should obtain prior agreement from your Line Manager. All Line Managers must be aware of the exact location of their employees. To assist in this, it is your responsibility to let your Line Manager know if there are changes to your planned schedule.

If you wish to work from home on a regular basis you should refer to the Flexible Working Procedure.

Not all job roles are suitable to be home based on any given day and if this is the case those employees will not have access to this type of flexible working.

Persistent lateness, unacceptable levels of absence and/or unauthorised absence may result in disciplinary action.

## **WORKING TIME POLICY STATEMENT**

The Working Time Regulations 1998 are a health and safety at work measure. KANA recognises that it has a responsibility to protect as far as is practicable the health and safety at work of all employees. Control of working hours is an essential part of promoting health at work, but it is accepted that there is a need to balance this with the requirement to provide high quality services to our clients up to 24 hours a day.

Employees will suffer no detriment for exercising any of their entitlements under the Regulations.

### **Current Position:**

The Working Time Regulations (WTR) currently provides employees with the following basic rights and protections:

- A limit of an average of 48 hours worked per week over a 17 week period.
- A limit of an average of 8 hours work in 24 hours which night workers can work.
- A right to 11 hours rest a day / 11 consecutive hours rest between shifts.
- A right to an unlimited 24 hours clear of work each week (although this can be aggregated to one uninterrupted rest period of 48 hours over a 14-day period).
- A right to an in-work rest break of 20 minutes if the working day is longer than six hours.
- A right to 28 days paid leave per year for full-time workers. Part-time employees are entitled to a proportion of this leave depending on how many hours they work.

### **Working Time Includes:**

- Any period during which the employee is working, at their employer's disposal and carrying out work activity or duties.
- Any period during which the employee is receiving training in connection with their job.
- Travel time during the working day (e.g. the journey between two clients).
- Time spent waiting at the place of work for work to be allocated.
- Time spent working away from home.
- Time spent on-call at the workplace or time spent on call away from the workplace and actively working.

### **Working Time Does Not Include:**

- The journey to or from the workplace and home.
- Lunch breaks or rest breaks (unless it is a working lunch).
- Time resting at the end of the working day, even if the worker is required to stay away from home overnight.
- Time spent on-call when away from the workplace and not actively working.
- The employee working at home on their own initiative.

### **On Call**

Time when employees are on-call, but otherwise free to pursue their own activities, is not classified as working time. Once employees receive a work call or have been contacted by some other means, "working time" will commence. This also includes, for example, time spent giving advice over the telephone to customers.

### **Opt In / Opt Out**

Employees can agree to work longer than the 48-hour limit. If an employee wishes to opt out they must sign an Opt-Out Agreement which is available from Human Resources. Employees can cancel the opt-out agreement at any time to by giving 3 months advance written notice to Human Resources. This notice

period may be waived or a shorter notice period agreed following agreement with the relevant Line Manager and Human Resources.

## HEALTH & SAFETY POLICY STATEMENT

This is the Health and Safety Policy Statement of KANA

Health and Safety at Work Act 1974 imposes duties on employers and employees in all aspects of health and safety in the workplace.

This legislation, together with the Management of Health and Safety at Work Regulations 1999, and other relevant applicable legislation to this workplace must be adhered to at all times;

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To ensure all employees are competent to do their tasks, and to give them adequate training ;
- To consult our employees on matters affecting their health and safety;
- To prevent accidents and cases of work-related ill health;
- To provide and maintain safe plant and equipment;
- To maintain safe and healthy working conditions; and
- To ensure safe handling of substances;
- To review and revise this policy as necessary at regular intervals
- to provide information, instruction and supervision for employees;

## **HEALTH & SAFETY POLICY**

### **INCHINNAN OFFICE, SCOTLAND**

KANA's policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all its employees and to provide such information, training and supervision as required for this purpose. KANA also accepts responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements KANA will make to implement the policy are set out below.

#### **Responsibilities**

- The General Manager has overall responsibility for health and safety within KANA.
- All employees are required to co-operate with the General Manager and with their Managers to achieve a healthy and safe work place and to take reasonable care of themselves.
- If an employee identifies a health or safety issue they feel should be addressed they must inform Human Resources immediately.

#### **Accident Reporting:**

##### **Employees' responsibilities**

If you have an accident at work, or in connection with your work, the law requires you to inform your employer as soon as possible. Accordingly KANA requires you to report all accidents, regardless of how trivial it may appear, to Human Resources.

Accidents will be recorded in an Accident Book and will be retained for three years. This will protect your rights to benefits and help ensure that actions are taken to reduce risks at work.

##### **KANA's responsibilities**

By law, KANA must record injuries to employees, visitors and members of the public. When an accident is recorded it must be investigated to discover the cause. If the accident results in the person in question being taken to hospital then KANA must also report this to the local Health & Safety Executive (HSE).

#### **Obligations under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR):**

The following must be reported immediately by phone to the local HSE and followed up by a full written report within 15 days;

- Fatalities
- Major injuries
- Certain dangerous occurrences which could have led to reportable injuries, even if an injury did not occur

The following must be reported to the local HSE by sending a full written report within 15 days;

- Injuries (outside of those above) that result in the sufferer being unable to do their normal work for more than 7 days (including days they do not normally work)
- Reportable work related diseases suffered by employees as notified to KANA by a doctor

#### **First Aid**

The names and contact details of the qualified first aiders are displayed on the notice board in the kitchen areas on the first floor.

Each First Aider has their own HSE compliant First Aid box at their desk and plaster kits are kept in the kitchen areas. These are checked regularly, however, if you notice supplies running low please contact Human Resources.

### **Fire Alarms & Emergency Exit Procedure;**

#### **Fire Evacuation Plans**

In accordance with the current Fire Risk Assessment for the building, this following outlines the action to be taken by all personnel in the event of a fire.

#### **Action on hearing the fire alarm**

- Don't delay - evacuate immediately via the nearest fire exit route
- Leave all personal belongings.
- Do not panic, shout or run.
- If any fumes or smoke can be smelled within the exit, use an alternative route.
- Never attempt to use the lifts.
- Proceed to the assembly point (rear of the car park).
- Ensure visitors leave with you.

#### **Action on discovering a fire**

The building is equipped with a combined automatic fire detection and alarm system. However if you discover a fire you must raise the alarm immediately by activating the nearest manual fire alarm call point (red "break glass"). Manual fire alarm call points can be found in corridors and at fire exits.

Dial 999 to inform Fire & Rescue Service.

#### **Identification of key escape routes**

Illuminated exit signs together with fire evacuation maps are located throughout the building. Exit signs and escape routes are powered by emergency lighting so they will still illuminate in the event of failure to main power supply.



#### **Fire Marshals**

To implement the fire emergency evacuation plan Fire Marshals have been appointed to cover specific areas of the building. Fire Marshals have an in-depth knowledge of the fire emergency evacuation plan and are trained in fire safety. Fire Marshalls will take control of emergency situations until the Fire & Rescue Service arrive.

#### **Duties of a Fire Marshal**

- Check all areas within their remit to ensure people have evacuated the building
- If possible ensure fire doors and windows are closed
- Report findings to coordinating Fire Marshall regarding completeness of evacuation
- NEVER PUT THEIR OWN SAFETY AT RISK

#### **Fire fighting equipment provided**

Any fire extinguishers at hand should be carried on evacuation in case of the need to tackle any fire preventing you from leaving. Please study the various types of fire extinguishers for different types of fire below. You will notice that it details what you can and cannot use the extinguisher for.



Fire extinguishers should only be used if you are satisfied that it is safe to do so, that you are familiar with them, you have been trained on how to use them and that a safe means of escape is available.  
DO NOT PUT ANY PERSONS AT RISK

### Assembly Point

All personnel should assemble at rear of car park and must not re-enter the building until authorized to do so by the Fire Officer/Fire Marshal.

### Liaison with emergency services

The coordinating Fire Marshall will meet the Fire & Rescue Service on arrival to provide them with any information they require.

### Fire Alarm Test and Drills

The fire alarm is tested briefly every Friday at 10am. If the alarm sounds for longer than 30 seconds at a time, it should be treated as a real alarm.

Regular fire drills will be carried out to ensure Fire Marshalls and all personnel are familiar with the fire emergency evacuation plan.

### Work Station Self Assessment

There is a legal requirement for individual risk assessments to be carried out on each workstation at which Display Screen Equipment is used. For this reason all new employees **must** complete a Work Station Self Assessment and return it to Human Resources within two weeks of commencing employment.

The guidance notes and assessment form will be provided at your induction.

### Eye Sight Testing

If you believe you are experiencing eye strain as a result of doing your job please speak to Human Resources.

### Manual Handling

The term 'Manual Handling' refers to lifting, carrying, putting down, pushing, pulling etc. of loads by hand or by bodily force.

KANA takes Manual Handling seriously and has a guide designed to inform you what KANA is doing to combat the risks from Manual Handling and what you can do to safeguard yourself from injuries. If you have not been supplied with a copy of the guidance notes then you can request a copy from Human Resources.

Any employee who is required to regularly lift heavy or large loads may benefit from manual handling training. Please contact Human Resources if you feel you require such training,

Guidance notes will be provided at Induction; you should review these and sign and return the sign-off sheet to Human Resources within two weeks of commencing employment.

### **Hazards**

A daily cleaning service is provided to ensure waste bins are regularly emptied and the offices are kept clean. Individuals must ensure that their furniture and fittings are kept clean and tidy and that floors are not cluttered. Cables should not hang over or between desks in such a way that they could be tripped over. Floors must be kept dry and any spillage or breakage cleared up immediately. Employees are to ensure all waste is to be disposed of safely without creating an obstruction within KANA. Fire exits must be kept clear at all times.

Fixed and portable installations are maintained and tested regularly by qualified electricians. Any employee who recognizes that their equipment is not in sound condition should report it to Human Resources immediately.

### **Smoking**

We operate a no smoking policy throughout the building. Anyone wishing to smoke may do so at the designated smoking area outside the building.

### **Visitors**

The KANA host is responsible for ensuring that their visitors are escorted from the building in the event of an emergency evacuation. Education Consultants must inform training delegates of KANA's Health and Safety Policy and what to do in the event of the fire alarm going off.

## **MAIDENHEAD OFFICE, ENGLAND**

KANA's policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all its employees and to provide such information, training and supervision as required for this purpose. KANA also accepts responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements KANA will make to implement the policy are set out below.

### **Responsibilities**

- The General Manager has overall responsibility for health and safety within KANA.
- All employees are required to co-operate with the General Manager and with their Managers to achieve a healthy and safe work place and to take reasonable care of themselves.
- If an employee identifies a health or safety issue they feel should be addressed they must inform Human Resources immediately.

### **Accident Reporting:**

#### **Employees' responsibilities**

If you have an accident at work, or in connection with your work, the law requires you to inform your employer as soon as possible. Accordingly KANA requires you to report all accidents, regardless of how trivial it may appear, to Human Resources.

Accidents will be recorded in an Accident Book and will be retained for three years. This will protect your rights to benefits and help ensure that actions are taken to reduce risks at work.



### **KANA's responsibilities**

By law, KANA must record injuries to employees, visitors and members of the public. When an accident is recorded it must be investigated to discover the cause. If the accident results in the person in question being taken to hospital then KANA must also report this to the local Health & Safety Executive (HSE).

### **Obligations under the Reporting of Injuries, Diseases and Dangerous Occurrences**

#### **Regulations 1995 (RIDDOR):**

The following must be reported immediately by phone to the local HSE and followed up by a full written report within 15 days;

- Fatalities
- Major injuries
- Certain dangerous occurrences which could have led to reportable injuries, even if an injury did not occur

The following must be reported to the local HSE by sending a full written report within 15 days;

- Injuries (outside of those above) that result in the sufferer being unable to do their normal work for more than 7 days (including days they do not normally work)
- Reportable work related diseases suffered by employees as notified to KANA by a doctor

### **First Aid**

Each team will need a nominated first aider as MWB cannot be responsible for First Aid within your company. Please note no drugs, ointments etc. can be administered.

### **Fire Alarms & Emergency Exit Procedure:**

#### **Fire Evacuation Plans**

In the event of hearing the fire bell, proceed directly to the muster point via the nearest stairwell. Please do not attempt to use the lifts.

Please make yourself aware of the location of all types of fire extinguishers and your two nearest fire exits

#### **Action on hearing the fire alarm**

- Don't delay - evacuate immediately via the nearest fire exit route
- Leave all personal belongings.
- Do not panic, shout or run.
- If any fumes or smoke can be smelled within the exit, use an alternative route.
- Never attempt to use the lifts.
- Proceed to the assembly point (opposite The Corner House at the junction of Queens Street and Broadway. On the opposite side of Broadway to the office. Come out of the main entrance and look left).
- Ensure visitors leave with you.

#### **Action on discovering a fire:**

- Sound the alarm first
- Do not attempt to put out any fire larger than a waste paper bin
- If in any doubt, get out, never put yourself at risk
- If you try to put out a small fire, let someone know what you are doing and always keep your back between the fire and a suitable exit route
- Never open closed doors to a room containing fire or smoke, even if someone is inside.

### Fire fighting equipment provided

Any fire extinguishers at hand should be carried on evacuation in case of the need to tackle any fire preventing you from leaving. Please study the various types of fire extinguishers for different types of fire below. You will notice that it details what you can and cannot use the extinguisher for.



Fire extinguishers should only be used if you are satisfied that it is safe to do so, that you are familiar with them, you have been trained on how to use them and that a safe means of escape is available.  
**DO NOT PUT ANY PERSONS AT RISK**

### Assembly Point

All personnel should assemble outside of public house and must not re-enter the building until authorized to do so.

### Fire Alarm Test and Drills:

The fire alarm will be tested briefly every Friday at 10 am. If the alarm sounds at any other time or continuously, you **MUST** evacuate the building. Fire drills will be carried out from time to time to ensure building occupants are familiar with evacuation procedures.

### Work Station Self Assessment

There is a legal requirement for individual risk assessments to be carried out on each workstation at which Display Screen Equipment is used. For this reason all new employees **must** complete a Work Station Self Assessment and return it to Human Resources within two weeks of commencing employment.

The guidance notes and assessment form will be provided at your induction.

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Any employee who is required to regularly lift heavy or large loads may benefit from manual handling training. Please contact Human Resources if you feel you require such training,

Guidance notes will be provided at Induction; you should review these and sign and return the sign-off sheet to Human Resources within two weeks of commencing employment.

### **Hazards**

Employees have a duty to work in a safe manner and report any hazards promptly to the Assistant Centre Manager.

### **Smoking**

We have adopted a **NO SMOKING** policy. We would therefore respectfully request that you refrain from smoking whilst inside the building. There are smoke detectors situated throughout all floors, and smoking in offices, corridors and toilets will set off these alarms.

Smoking bins have been provided at the rear of the building which are cleaned on a regular basis.

### **Visitors**

The KANA host is responsible for ensuring that their visitors are escorted from the building in the event of an emergency evacuation. Education Consultants must inform training delegates of KANA's Health and Safety Policy and what to do in the event of the fire alarm going off.

## **ALCOHOL, DRUGS AND SUBSTANCE ABUSE POLICY**

Alcohol, drugs and substance misuse can have a detrimental effect upon an employee's health. It can adversely influence their work and work performance, their relationships with colleagues and with other people with whom they may come into contact. It can also result in absenteeism and reduced efficiency.

KANA has a duty towards and is concerned about the health, safety and welfare of all its employees. It is therefore KANA policy to:

- Offer assistance to those employees who require it
- Treat alcohol, drugs and substance abuse as a health problem and arrange for employees to seek professional assistance
- Reduce workplace stress factors as it is accepted that stress can contribute to alcohol, drug and substance abuse

KANA reserves the right to commence the Disciplinary Procedure if an employee's conduct or performance warrants it.

### **Alcohol, Drugs & Other Substances**

Alcohol, drugs and other substances that can be misused are not permitted on KANA's premises.

In cases of intoxication at work through alcohol, drugs or other substances where the employee is unable to perform their normal duties, they will be suspended on full pay while an investigation is carried out and KANA's disciplinary procedure will then be followed.

### **Prescribed Drugs**

Where the problems involve the intentional or unintentional abuse of prescribed drugs, the employee concerned will be covered by this policy.

### **Unlawful Dealing/Possession**

Unlawful dealing of drugs or possession of illegal drugs on KANA's premises is considered to be gross misconduct and the disciplinary procedure will apply. All cases will be referred to the Police.

### **Treatment & Confidentiality**

KANA will treat any absence due to alcohol, drug or substance abuse in the same way as sickness absence on condition that the employee obtains professional treatment and maintains regular contact with the appropriate Counselling Service and/or Health Division.

KANA will treat all relevant discussions as confidential. Employees can discuss their problems with their Line Manager and/or Human Resources. An external Counselling Service will also be offered to the employee.

Any records compiled by a counsellor will be treated as the property of that counsellor. No discussions about the employee will take place between KANA and the counsellor without written permission from the employee.

Employees have the right to be accompanied to any meeting with KANA by a fellow employee or trade union representative.

Refusal of treatment will not in itself be grounds for discipline unless the employee's action or performance reaches an unacceptable level. Such cases will be dealt with under the normal Disciplinary Procedure.

**Job Security**

Job security will be maintained for any employee participating in treatment and/or counselling in an attempt to deal with their alcohol, drug or substance abuse as long as an agreed standard of work performance and attendance record is maintained. If performance falls below that agreed standard, the Disciplinary Procedure may be commenced.

**Absence and Return to Work**

Employees with appropriate entitlement who are absent from work in order to receive a course of prescribed treatment will receive sick pay in accordance with KANA's Sick Pay Scheme provided that they comply with any appropriate and relevant pre-condition set by the Company.

After successful treatment the employee will normally return to their previous position. If this is not possible or is inadvisable, every effort will be made to find suitable alternative employment within KANA.

**Disciplinary**

If inadequate work performance or unacceptable behaviour, including poor work relationships, occur or persist, the matter may be dealt with under KANA's Disciplinary Procedure. Careful consideration will be given if the employee has acknowledged the existence of a problem and/or has agreed to obtain medical help/counselling for the condition. However, any incident which amounts to gross misconduct would be considered a dismissible offence. If the employee fails to complete a prescribed course of treatment or has a relapse following treatment, the matter may be dealt with under KANA's Disciplinary Procedure.

## **BEHAVIOURAL POLICY**

From time to time KANA employees will take part in events and social activities off-site and outside of work hours e.g. Christmas Dinner, Summer BBQ, offsite team activities, meetings etc. While these events may or may not be organised / sponsored by KANA, employees are still expected to abide by what is considered to be acceptable behaviour. KANA policy on acceptable behaviour is in line with our legal responsibilities.

An individual's basic entitlement to respect and dignity extend beyond the working environment. Behaviour, language, banter etc. directed at an individual with reference to their sexual behaviour, sexual orientation, gender, religious affiliation, political opinion, disability or age is equally unacceptable outside work as it is during the working day.

Employees are expected to act in accordance with KANA's Equal Opportunities Policy while attending any social occasion and failure to do so could result in disciplinary action.

Management and employees should not condone inappropriate behaviour and should make every effort to address any incident at the earliest opportunity. This could result in disciplinary action being taken.

## **HARASSMENT POLICY**

As part of its overall commitment to equality of opportunity, KANA is fully committed to promoting a harmonious working environment where every employee is treated with respect and dignity and in which no employee feels threatened or intimidated because of his or her religious beliefs, political opinion, disability, race (including colour, nationality, ethnic or national origins), gender reassignment, age, sex, sexual orientation, marital or civil partnership status, trade union membership or non-membership.

The aim of this policy and accompanying procedure is to prevent harassment, provide guidance for resolving any problem should it occur and preventing reoccurrence.

Harassment at work in any form is unacceptable behaviour and will not be permitted or condoned. Sexual, sectarian and racial harassment, harassing a disabled person on account of disability or harassing someone on the grounds of sexual orientation or age, constitutes discrimination and is unlawful under the sex discrimination, fair employment, race relations, disability, sexual orientation and age legislation. Harassment may also be a civil offence, a criminal offence and it may contravene health and safety legislation.

Harassment detracts from a productive working environment and can affect the health, confidence, morale and performance of those affected by it, including anyone who witnesses or knows about the unwanted behaviour. This can have a direct impact on the profitability and economic efficiency of KANA.

Harassment is inappropriate behaviour at work and will be treated by KANA as misconduct up to and including gross misconduct warranting dismissal. All employees must make themselves aware of and comply with this policy.

All complaints of harassment and/or victimisation will be dealt with promptly, seriously and confidentially.

Employees found to be making false claims will be subject to disciplinary proceedings.

### **Definition of Harassment**

In general terms, harassment is unwanted conduct related to a particular characteristic, religious belief, political opinion, disability, race (including colour, nationality, ethnic or national origins), gender reassignment, age, sex, sexual orientation, marital or civil partnership status, trade union membership or non-membership which violates the dignity of women and men at work. This can include unwelcome physical, verbal or non-verbal conduct.

Under the legislation covering religious belief and political opinion, race, disability, sex and sexual orientation, harassment is defined as “unwanted conduct which has the purpose or effect” of “violating a person’s dignity” or “creating an intimidating, hostile, degrading, humiliating or offensive environment for that person”.

Harassment as defined in the legislation will amount to unlawful discrimination. KANA is committed to discouraging all forms of harassment and discrimination whether lawful or not. Such behaviour is unacceptable:

- where it is unwanted, unreasonable and offensive to the recipient
- where it is used as the basis for an employment decision
- where it creates a hostile working environment

Below is a list of examples of behaviour that will amount to harassment. Please note that this list is not exhaustive.

- Physical conduct ranging from touching to serious assault
- Verbal and written harassment through jokes, sexist, sectarian, racist or homophobic remarks or comments, comments about a person's disability, offensive language, gossip and slander, songs, mobile telephone ring tones, threats, letters, emails etc.
- Visual displays of posters, computer screen savers, graffiti, obscene gesture, flags, bunting or emblems or any other offensive material
- Isolation or non-co-operation at work, exclusion from social activities
- Coercion, including pressure for sexual favours, pressure to participate in political/religious groups
- Intrusion by pestering, spying, following etc.
- Unjustifiable or inappropriately conducted criticism of an employee's behaviour or job performance such as shouting at a colleague or persistently negative attacks on a colleague's personal or professional performance
- Persistently setting objectives with impossible deadlines or unachievable tasks
- Placing unreasonable demands on/or over monitoring a colleague's performance
- Removing and replacing areas of responsibility with menial or trivial tasks
- Withholding information with the intent of deliberately affecting a colleague's performance
- Spreading malicious rumours/making malicious allegations

**It should be noted that *it is the impact of the behaviour which is relevant and not the motive or intent behind it.***

If any of the above behaviour is not related to an equality ground covered by anti-discrimination legislation, this could amount to bullying.

### **Employees' Rights**

All employees have the right to work in an environment which is free from any form of harassment. KANA fully recognises the right of employees to complain about harassment should it occur.

All complaints will be dealt with seriously, promptly and confidentially.

This procedure does not replace or detract from the rights of employees to pursue a complaint under the equality legislation to an Employment Tribunal.

Every effort will be made to ensure that employees making complaints and others who give evidence or information in connection with the complaint will not be victimised. Any complaint of victimisation will be dealt with seriously, promptly and confidentiality. Victimisation will result in disciplinary action and may warrant dismissal.



**Employees' Responsibilities**

All employees have a responsibility to help ensure a working environment in which the dignity of employees, clients and customers is respected. Everyone must comply with this policy and employees should ensure that their behaviour to colleagues, customers and those with whom they come into contact through work does not cause offence and could not in any way be considered to be harassment.

Employees should discourage harassment by making it clear that they find such behaviour unacceptable and by supporting colleagues who suffer such treatment and are considering making a complaint. You should alert your Line Manager or other Manager to any incident of harassment to enable KANA to deal with the matter.

**Managers' Responsibilities**

Managers have a duty to implement this policy and to make every effort to ensure that harassment does not occur, particularly in work areas for which they are responsible. Managers have responsibility for any incidents of harassment of which they are aware or ought to be aware. If harassment does occur, they must effectively deal with the situation.

Managers should be responsive and supportive to any employee who complains about harassment, provide full and clear advice on the procedure to be adopted, maintain confidentiality in all cases and ensure that there is no further problem or any victimisation after a complaint has been resolved.

## **HARASSMENT PROCEDURE**

Any employee who believes that he/she has suffered any form of harassment should read KANA's Harassment Policy and this procedure. This procedure does not form part of any employee's terms and conditions of employment.

This procedure does not prevent an individual from exercising their statutory right to pursue a complaint of harassment to an Industrial Tribunal or Fair Employment Tribunal if the issue complained of is related to one of the grounds covered by legislation.

The procedure applies to issues of harassment on the grounds of religious belief, political opinion, disability, race, gender reassignment, age, sex, sexual orientation, marital or civil partnership status, trade union membership or non-membership.

KANA condemns harassment in the workplace. Prompt disciplinary action will be taken against any employee who harasses another employee or a member of the public. Such disciplinary action can include action up to and including summary dismissal. All employees must make themselves aware of and comply with KANA's Harassment Policy.

### **The Informal Stage**

This stage is appropriate where the employee simply wants the behaviour to stop, where harassment is not serious or where it has not been repeated.

Employees can seek to resolve matters informally by:

- Approaching the alleged harasser directly making it clear that the behaviour in question is offensive, is not welcome and should be stopped.
- Approaching the alleged harasser with the support of a colleague. You must speak to Human Resources, before approaching the alleged harasser, who will advise you on how best to handle the situation.
- Approaching the alleged harasser with the support of a supervisor/Manager.

If it is too difficult or embarrassing to do this personally, employees may request a supervisor or Manager to approach the alleged harasser on their behalf.

Where an employee seeks the support of a supervisor or Manager he/she will be sensitively informed that their role at the informal stage can only be one of support or assistance.

The employee will be advised that:

- a) A formal investigation and possible disciplinary action can only take place if the complaint is investigated under the formal procedure.
- b) A written record of the action taken will be made to assist with any formal proceedings which may arise if the behaviour does not stop. Failure to maintain such a record will not invalidate proceedings at the formal stage.

All reported incidents of harassment will be monitored and in the event of any patterns emerging management may initiate its own formal investigation and take remedial action where this proves to be necessary. Additionally, there may be situations where the seriousness of a complaint warrants formal proceedings.

### **The Formal Stage**

KANA considers all forms of harassment as serious however some forms are more serious than others. The formal procedure is appropriate where the harassment is too serious to be dealt with informally, if the person making the complaint prefers this, or if the harassment continues after the informal procedures have been used.

A complaint of harassment should be raised through the formal complaints procedure as follows:

- A complaint should be raised in the first instance with the individual's Manager or, if appropriate, another Manager.
- The complaint should be made as soon as possible after an act of harassment so that the matter can be dealt with quickly.
- Managers carrying out investigations at the formal stage should not be connected in any way with the allegation which has been made.

Human Resources will assist throughout the procedure. He/she will attend all meetings and maintain a written record of all proceedings including the investigation and any outcome. The Manager conducting the investigation will check all records to ensure accuracy.

### **Investigation Under the Formal Procedure:**

#### **1. Initial Meeting with the Complainant**

The Manager will meet the Complainant to:

- Clarify and formally record the nature of the complaint and that it is being handled under the formal procedure.
- Ensure that the Complainant is aware of the next stage of the procedure.
- Advise that the Complainant has the right to be accompanied and /or represented at this meeting by a work colleague or trade union representative.

#### **2. Meeting the Alleged Harasser**

The Manager will meet with the alleged harasser and:

- outline the nature of the complaint
- confirm that it is being handled under the formal procedure
- confirm whether the alleged harasser is to be suspended pending the conclusion of the investigation
- ensure that the individual is aware of the next stages of the procedure
- advise that he/she has the right to be accompanied and/or represented at the next stage of the procedure by a work colleague or trade union representative

A record of all meetings will be kept. All evidence provided to assist with the investigation will be treated as confidential to the investigation subject to the investigation subject to any statutory requirements.

#### **3. Meeting with anyone who can assist with the investigation**

The Manager or Human Resources will meet with anyone who can assist with the investigation. This may include supervisors and co-workers and may also include anyone who observed the Complainant's demeanour immediately before and after the alleged incident(s) or any colleague with whom the Complainant discussed the alleged incident(s). Each individual will be asked to outline what happened.

The Manager or Human Resources will meet the Managers/Supervisors of both the Complainant and the alleged harasser to establish if there has been any history of previous conflict between them and/or with other parties.

The Manager or Human Resources may then wish to have further meetings to clarify or gain additional information.

#### **4. Consideration of information**

Having obtained all the information possible, the Manager undertaking the investigation should prepare a written report outlining the facts, indicating his/her findings and whether the disciplinary procedure should be invoked or other action taken. Where the Manager has not the authority to take the necessary action, this report will be forwarded to the appropriate level of management.

The Manager will then decide either:

- a) To initiate KANA's Disciplinary Procedure against any party as appropriate; and/or
- b) To take no further action or take any other appropriate management action e.g. the provision of training or counselling.

#### **Disciplinary Action**

If the decision is to invoke the Disciplinary Procedure, this will be commenced at Step 1 of the "Disciplinary Procedure – for matters other than capability issues" and will continue until the conclusion of that Procedure.

If, following the Step 2 hearing it is decided that it is appropriate, the alleged harasser may be redeployed. This may occur with or without a disciplinary sanction such as a verbal or written warning being also applied.

#### **Training and Counselling**

Where it is deemed appropriate, training and/or counselling will be offered to the person who has been harassed and the harasser. Training and/or counselling will be compulsory for the harasser as part of any disciplinary sanction (other than dismissal) imposed by KANA.

Even where a complaint has not been upheld training and/or counselling may also be offered. This will be provided by a trained employee or by an external provider, as appropriate.

#### **Further Meetings**

The Manager will meet the individual who has been the victim of harassment on a regular basis following the conclusion of this Procedure to offer support and to ensure that no further harassment or victimisation has occurred.

## **GRIEVANCE PROCEDURE**

The following procedure has been drawn up to provide a mechanism whereby employees who feel aggrieved on matters relating to terms and conditions of employment, health and safety, personal relationships at work, new working practices, the working environment, organisational change or equal opportunities can raise a grievance and have it considered quickly, fairly and consistently with the aim of resolving it as soon as possible.

Complaints of discrimination, bullying or harassment will be dealt with under KANA's Harassment Procedure.

Nothing in this agreement may be construed as diminishing employee's rights in law.

This procedure does not form part of any employee's contract of employment.

### **Right to be Accompanied**

Employees have the right to be accompanied at grievance hearings and subsequent appeals by a fellow employee or a trade union official. Employees who are disabled or employees who feel it is too difficult to raise and / or pursue their grievance because of, for example, their sexual orientation, may request to be accompanied by a companion from an organisation which has a special interest in assisting and supporting such employees. KANA will be sensitive to the employees needs in these circumstances.

Before the hearing takes place the employee should advise the manager or Human Resources who they have chosen as a companion (if anyone).

If the chosen companion cannot attend, the employee has the right to postpone but they must offer an alternative date and time for the hearing to take place within five working days from the date originally proposed.

The companion may address the hearing in order to:

- put the employees case;
- sum up the employees case;
- respond on the employees behalf to any view expressed at the hearing.

The companion can also confer with the employee during the hearing and can raise points about any written information provided by witnesses. The companion has no right to answer questions on the employee's behalf, or to address the hearing if the employee does not wish it.

### **Grievance Procedure – Informal**

Where possible, employees are encouraged to raise their grievance directly with the person concerned with the objective of resolving the matter in an informal way. If this is not practicable or this approach would not be reasonable in the circumstances then the employee should raise their concern with their line manager. He/she will be able to provide guidance and advice and must attempt to resolve the issue on an informal basis.

If the employee's grievance is against their line manager they may raise the matter with another manager in the organisation, where possible.

### **Grievance Procedure – Formal**

If it is not possible to resolve a grievance informally, or the employee does not feel it is appropriate to do so, they should raise the matter formally in writing to their line manager who will then inform Human Resources. The written grievance should contain details of the nature of the grievance and how they feel it might be resolved.

If the employee's grievance is against their line manager they may raise the matter with another manager in the organisation, where possible.

### **Grievance Hearing**

The line manager and Human Resources will call the employee to a meeting to discuss their grievance. Human Resources will take notes during the meeting and will play a role in the decision making process.

The employee will be given the opportunity to explain their grievance and how they think it might be resolved. The employee will be entitled to be accompanied at this meeting.

Human Resources will advise the employee in writing what, if any, action they have decided to take along with a full explanation of how the decision was reached. The employee will be informed that they can appeal (and to whom the appeal should be made) if they feel that the grievance has not been satisfactorily resolved.

### **Appeal**

If an employee wishes to appeal they should do so in writing, stating their reason(s) for their appeal, within 5 working days following the decision having been issued. The appeal should be sent to Human Resources.

The appeal will be heard by a more senior manager who will arrange a hearing to take place as soon as practicable. The employee will have the right to be accompanied at the hearing. A decision shall be given in writing following the appeal hearing. This decision is final.

### **Records**

Records detailing the nature of the grievance raised, the employee's response, any action taken and the reasons for it will be retained by Human Resources. Copies of any meeting records will be given to the employee although in certain circumstances some information may be withheld.

### **Mediation**

There may be circumstances where KANA and the employee feel it would be beneficial to involve a third party to help resolve the issue, through for example a process of mediation. In this instance the grievance procedure may be temporarily set aside.

### **Third Party Involvement**

Where the grievance raised involves the action/s of a third party, that individual(s) will be advised of the nature of the grievance, and be given the right to respond.

## **RULES AND DISCIPLINARY PROCEDURES**

KANA's disciplinary rules and procedures are designed to ensure that standards of conduct appropriate for KANA's employees are observed by providing a fair method for dealing with alleged misconduct or consistent poor performance. The objective is to emphasise and encourage improvements in conduct or performance in those employees whose standards fall below what is expected of them.

Whilst it is accepted that most employees will observe acceptable standards of performance and behaviour, it is important to establish a procedure for dealing with those employees who fail to comply with the rules and procedures laid down by KANA, or who fail to reach or maintain acceptable standards.

It is every employee's responsibility to familiarise themselves with the following rules and procedure. Any breaches may result in disciplinary action including dismissal.

It is every employee's duty to observe the following general rules and to behave in a reasonable way towards fellow employees and other persons with whom an employee comes into contact with when carrying out his/her duties.

KANA may need to change the rules from time to time in line with legislation. Any such changes will be notified to you as appropriate.

This procedure identifies who has authority to take disciplinary action and aims to ensure that employees are protected against unjustifiable or inconsistent disciplinary action.

It also identifies the type of offence which may result in disciplinary action being taken, what the action would be and what further action would result if there is no improvement or a recurrence takes place.

### **General Rules (This List Is Not Exhaustive)**

Employees are expected to act wholeheartedly in the interests of KANA at all times. Any conduct detrimental to its interests or its relations with any third party, or damaging to its public image, shall be considered to be a breach of KANA's rules.

Employees have an obligation to ensure that they do not act in a manner which could be considered to be of an unlawful discriminatory nature.

Employees are expected to achieve and maintain a good standard of work and to show a conscientious approach to the job or the detail of that job to a standard that may reasonably be expected.

Employees are expected to follow all policies and procedures.

Employees are expected to show the skill or aptitude required for the job, especially where such skills are claimed or implied at the time their employment commenced.

Employees are expected to read and observe all authorised notices as displayed.

Employees must not perform, arrange or carry out any work or activity which could be considered to be in competition with or affect in any way KANA's interests.

Employees are engaged on the basis that they must be prepared to undertake reasonable duties other than those for which you have been specifically engaged to ensure maximum efficiency.

Personal hygiene and appearance must be of an acceptable standard

Employees are not permitted to remove material or equipment of any kind from KANA without prior permission.

Working time and/or KANA's material or equipment must not be used for any unauthorised work.

KANA reserves the right to require employees to agree to submit their person or property to being searched whilst on its premises, or at any time at the reasonable requirement of KANA.

All employees are required to comply with KANA's policy of not permitting the display of flags, emblems, posters, graffiti, etc. or the circulation of literature which is likely to give offence or cause apprehension among particular groups of employees.

### **General Principles**

The procedure should not detract from the importance of attempting to resolve day to day problems through normal communication between the Line Manager and the employee.

The employee concerned will be notified of the issues in writing.

Notes will be taken at all meetings and hearings and kept as necessary.

At each stage of this procedure the employee shall have the right to a fair hearing with the opportunity to state their case and to be accompanied by a fellow employee or an accredited trade union official \* if desired.

*\* The Trade Union Official must be a full time official employed by a Trade Union or a lay Trade Union Official so long as they have been reasonably certified in writing by their union as having experience of, or as having reasonable training in, acting as an employee's companion at disciplinary or grievance hearings.*

The employee has the right to appeal against any decision or penalty taken against them.

Warnings shall lapse after a period of satisfactory conduct. Warnings are not generally transferable unless the number of warnings in respect of different types of misconduct justifies a final written warning or dismissal irrespective of the offence.

### **Right to be Accompanied**

Employees have the right to be accompanied to, disciplinary hearings and appeals by a fellow employee or a trade union official. While there is no statutory right for an employee to be accompanied to investigation meetings KANA permits an employee to be accompanied by a fellow employee or a trade union official.

The fellow employee or trade union official has the right to refuse to accompany the employee. If they do accept then they have the right to a reasonable amount of paid time off to participate and prepare for the hearing.

If the chosen companion cannot attend, the employee has the right to postpone but they must offer an alternative date and time for the investigation meeting or disciplinary hearing to take place within five working days from the date originally proposed.

The companion has the right to address a disciplinary/appeal hearing but does not have the right to answer questions for the employee. They may ask questions and take reasonable time to confer privately with the employee.



## **Types of Misconduct**

KANA recognises three types of misconduct. These are;

1. Minor Misconduct
2. Major Misconduct
3. Gross Misconduct

### **Minor Misconduct**

The following acts are examples of Minor Misconduct offences and as such will render employees liable to disciplinary action. This list is not exhaustive.

- Absenteeism
- Lateness
- Extended lunch breaks
- Excessive time away from the job
- Unauthorised absence
- Failure to comply with the absence notification and certification procedure
- Failure to complete time booking system or other records as instructed
- Failure to meet reasonable performance objectives for role
- Performance of duties below an acceptable standard
- Misuse of the telephone and other KANA resources
- Minor breach of health/safety/security rules
- Failure to maintain a tidy and safe working environment
- Minor Breach of the Equal Opportunities Policy Statement
- Minor breach of KANA's Code of Business Conduct & Ethics
- Use of foul language

### **Major Misconduct**

The following acts are examples of Major Misconduct offences and as such will render employees liable to disciplinary action. This list is not exhaustive.

- Repeated absenteeism or lateness
- Smoking in any part of the building
- Gambling on KANA premises
- Excessive use of foul language
- Dangerous physical horseplay
- Serious neglect of health/safety/security rules
- Being under the influence of alcohol, illegal drugs or other intoxicating substances in the workplace (unless the employee accepts help as stipulated in KANA's Alcohol, Drugs and Substance Abuse Policy)
- Neglect causing damage to or loss of property/equipment belonging to KANA, customers or other employees
- Misuse of KANA e-mail
- Wilful or excessive wastage of KANA resources
- The downloading or installation of unlicensed software
- Entry into any unauthorised area including the server room, senior managers room without obtaining prior permission
- Unauthorised access to any confidential information
- Insubordination or refusal to carry out a reasonable and lawful work instruction
- Unsatisfactory attitude/behaviour towards customers, clients or third parties
- Leaving the premises or customer site without permission if no suitable explanation is given
- Conduct which brings the image of KANA into disrepute

- Displaying on the premises flags, emblems, posters or other material of a political or sectarian nature
- Serious breach of the Equal Opportunities Policy Statement,
- Serious breach of KANA's Code of Business Conduct & Ethics
- Harassment, intimidation, discrimination or victimisation depending on the nature of the conduct
- Inappropriate behaviour of a physical, verbal or written nature

### **Gross Misconduct**

The following acts are examples of Gross Misconduct offences and as such will render employees liable to Summary Dismissal (i.e. dismissal without notice). This list is not exhaustive.

- Fighting or physical assault
- Aggressive behaviour
- Obscene behaviour
- Gross immorality that would breach the law of the land
- Gross insubordination refusal to carry out a reasonable and lawful work instruction
- Breach of rules and/or any action which seriously endangers the health, safety or security of an employee or any other person whilst at work
- Theft, wilful damage or negligence which leads to damage to property belonging to KANA or other employees
- Fraud or any other offence committed against KANA which would be a breach of the law of the land
- Performing, arranging or carrying out any work or activity which could be considered to be in competition with or which adversely affects in any way KANA's interests
- Receipt of bribes to effect the placing of business with a supplier of goods or services
- Undertaking work, paid or unpaid, which conflicts with the policies and objectives of KANA
- Falsification of records
- Falsifying claims for expenses or other records
- Gross carelessness, inaccuracy or fraudulent recording of financial transactions
- Knowingly giving false information or deliberately omitting relevant information on a job application form
- Unauthorised disclosure of confidential information
- Conduct which brings the image of KANA into serious disrepute
- Harassment, intimidation, discrimination or victimisation depending on the nature of the conduct
- Accessing and / or downloading pornographic, sexually explicit or other inappropriate material from that would breach the law of the land
- Being in possession of or distribution of pornographic, sexually explicit or other inappropriate / offensive material that would breach the law of the land
- Sending abusive, offensive electronic mail using KANA's e-mail or Internet service
- Receiving a statutory ban
- Some other substantial reason

## **DISCIPLINARY PROCEDURE - FOR MATTERS OTHER THAN CAPABILITY ISSUES**

The purpose of the Disciplinary Procedure is to outline a recognised and consistent system to deal with any breach or alleged breach of KANA rules. The Disciplinary Capability Procedure is separate and can be found after this procedure.

This procedure does not form part of an employee's contract of employment.

### **Informal Process**

Cases of minor misconduct should be dealt with informally. The line manager should talk to the employee in private. The meeting should be a two way discussion aimed at discussing possible shortcomings in conduct and encouraging improvement. The line manager should consider whether training, coaching or advice will help rectify the situation. Where improvement is required the line manager should ensure the employee understands what needs to be done, how their conduct will be reviewed and over what period. Details should be confirmed in writing to the employee. The line manager should keep notes of any agreed informal action and ensure they review progress to the agreed timeline.

If the informal approach does not bring about the desired improvement or if the misconduct is considered too serious to be classed as minor then the line manager should move to the formal process.

### **Formal Process**

The objective is to emphasise and encourage improvements in individual conduct. A full investigation will be undertaken into the circumstances of any alleged disciplinary offence prior to the implementation of any disciplinary action. It may be necessary, dependent upon the nature of the offence, to suspend the employee on full pay whilst the necessary investigations are completed. Depending on the nature of the alleged offence KANA may permit the employee to take annual leave in place of a suspension.

### **Investigation Interview**

Any allegation being raised under this procedure will be investigated by Human Resources.

This will include interviewing;

- the person who made the allegation
- the employee against whom the allegation is made
- any other relevant person(s) connected to the allegation

Human Resources will inform the employee, in writing, of the allegation against them giving enough information to allow them to understand the nature and the reasons or basis for making the allegation. The letter will also give details of the date and time of the investigation meeting and will state that the purpose of the meeting(s) is to establish the facts of the alleged complaint and decide the outcome. No disciplinary action will be taken at the investigation stage.

At the end of the investigation Human Resources will give his/her decision as to whether the matter will progress to the next stage i.e. a disciplinary hearing or not. The break is to allow the Human Resources time to review the information received and make his/her decision.

The Human Resources will decide either;

- No further action is required. In this situation the Human Resources will inform the employee of his/her decision and confirm the outcome in writing.
- Further action is required. In this situation Human Resources will write to the employee following the Step 1 procedure below.

Disciplinary warnings will only be issued following a formal disciplinary meeting with the employee who will always be given the opportunity to respond to any complaint before any decision on disciplinary action is taken.

### **Disciplinary Hearing:**

#### **Step 1 – Informing the Employee**

If upon completion of the Investigation stage Human Resources feels further action is required the employee will receive in writing details of the alleged conduct or characteristics or other circumstances which lead to KANA contemplating their dismissal or taking disciplinary action against them and asking them to attend a Disciplinary Hearing to discuss the matter.

The letter will also give details of the date and time of the disciplinary hearing and warn the employee that one outcome of the disciplinary hearing could be the employee's dismissal.

#### **Step 2 – Disciplinary Hearing**

The disciplinary hearing will be taken by the employee's Line Manager. Also present will be the employee, their companion and Human Resources. Human Resources will take notes during the meeting. The meeting will be held in as private a location as is available so as to maintain confidentiality and ensure lack of interruptions.

The Manager will explain the alleged complaint against the employee and outline the case by going through the evidence that has been gathered. The employee will then be given the opportunity to respond, ask questions and present evidence.

If the employee is unable to attend the disciplinary hearing then they must notify Human Resources and give the reason for non-attendance, ideally in advance of the hearing. If the reason for non-attendance is outside the employee's control, they will be invited to another hearing. Where there is no valid reason for non-attendance Human Resources will inform the employee that a decision will be made in their absence should they fail to attend a re-scheduled hearing without good reason.

At the end of the hearing the Manager will decide either;

- No further action is required. In this situation the Manager will inform the employee of his/her decision in writing.
- Further action is required. In this situation the Manager will inform the employee of his/her decision and reasons for that decision, in writing. The letter will contain details of;
  - the nature of the breach
  - the level of discipline to be received (for example verbal, or written warning or dismissal)
  - if relevant:
    - how long the record will remain on file
    - the level and type of support KANA will provide
    - that failure to improve or any repetition of the misconduct may lead to further disciplinary action up to and including summary dismissal (dependent upon the severity/number of occasions of the problem)
  - the right to appeal and guidance on how to do so

#### **Step 3 - Appeal Procedure**

If an employee wishes to appeal against any disciplinary action they should do so in writing within 5 working days following the decision being issued. The appeal should be sent to Human Resources.

The appeal will be heard by a more senior manager who will arrange a hearing to take place as soon as practicable. The employee will have the right to be accompanied at the hearing. A decision shall be given in writing following the appeal hearing. This decision is final.

### **Procedure for Minor Misconduct**

If the breach is deemed minor misconduct and the Manager is satisfied that an offence has occurred the procedure will be as follows: -

- |                |  |
|----------------|--|
| <u>Stage 1</u> | The employee will be given a verbal warning. It will be recorded and retained on file for a period of 6 months.  |
| <u>Stage 2</u> | If the same or similar offence is repeated within 6 months the employee will be given a written warning. It will be recorded and retained on file for a period of 12 months.   |
| <u>Stage 3</u> | If the same or similar offence is repeated within 12 months the employee will be given a final written warning. This will contain a clear notice that a repeat of the offence within 12 months will result in dismissal. |
| <u>Stage 4</u> | If the same or similar offence is repeated within 12 months the employee will be dismissed.  |

### **Major Misconduct**

If an offence which is deemed major misconduct is committed and the Manager is satisfied that it has occurred the disciplinary procedure will be invoked at Stage 3 (i.e. the employee will receive a final written warning which will contain clear notice that a repeat of the offence within 12 months will result in dismissal).

### **Gross Misconduct**

If an offence which is deemed gross misconduct is committed and the manager is satisfied that it has occurred, the employee will be **dismissed** summarily i.e. without notice and without pay in lieu of notice.

### **Records**

All notes etc. will be retained by Human Resources although a copy may be given to the employee if so requested. A record will be kept on file detailing:

- the nature of the breach of disciplinary
- any action taken and reasons for it
- whether an appeal was lodged, and its outcome
- any subsequent developments

Subject only to requirements relating to legal proceedings, individual disciplinary records will be kept confidential.

### **Confidentiality**

All parties are responsible for confidentiality in matters relating to the disciplinary procedure. Breach of confidentiality will be taken seriously and action may be taken under the Disciplinary Procedure. However, where it is necessary to consult with, or gain evidence from witnesses, this will not be considered a breach of confidentiality.

## **DISCIPLINARY POLICY – FOR CAPABILITY ISSUES**

If an employee's performance at work fails to meet acceptable standards, then the Line Manager will discuss the situation with the employee. Although minor issues are normally dealt with informally, action may be necessary under this procedure. KANA may offer counselling, appropriate training and development wherever possible.

The following is a guide to the steps that KANA will normally operate when dealing with performance matters. Employees should note that the Company can invoke disciplinary sanctions as part of this procedure.

This procedure does not form part of an employee's contract of employment.

Human Resources should be present at all meetings after stage two, but may be asked to attend at stage one by either the employee or the Line Manager.

An employee's overall performance will be taken into account when considering relevant action and the following stages may be accelerated or delayed as appropriate and at management discretion. Where circumstances warrant, one or more stages may be omitted by management.

### **Stage 1 – Initial Capability Meeting**

If an employee's performance is unsatisfactory, the Line Manager should arrange an initial capability meeting with the employee and explain that this falls under the Company capability disciplinary procedure.

The employee's performance should be discussed at the reasons for it should be explored. At this interview the employee and Line Manager will discuss:

- (1) the areas where performance has been found to be unsatisfactory;
- (2) any targets for improvement;
- (3) any training or supervision required to help improve the employee's performance;
- (4) the period over which performance is to be reviewed (the "review period");
- (5) the consequences of failing to improve before the next meeting, or further unsatisfactory performance.

If it is deemed appropriate, a verbal or first written warning may be issued. This warning will normally remain active for six months.

The Line Manager should take a record of this meeting; the points discussed above and pass it to Human Resources where it will be placed on the employee's personnel file with a note of any further action to be taken.

The employee's performance will be monitored during the review period. At the end of the review period, the Line Manager will write to the employee to confirm one of the following:

- (a) that the Line Manager is satisfied with the employee's performance and no further action is to be taken; or
- (b) that performance has improved substantially but not sufficiently and the review period is to be extended by a fixed time period; or
- (c) that the Line Manager is not satisfied with the employee's performance and the matter may be progressed to Stage 2 of this procedure;

## **Stage 2 – Formal Counselling Interview**

If the employee continues to fail to reach an appropriate standard, a formal capability meeting should be arranged. The Line Manager may invite the employee to this meeting in writing. At this meeting a Performance Improvement Plan ("PIP") should be implemented. The Line Manager and the employee will discuss the areas in which the employee has not met the required performance standards. They should seek to agree:

- (1) specific objectives to be met;
- (2) any targets for improvement;
- (3) any training or supervision required to help improve the employee's performance;
- (4) the period over which performance is to be reviewed (the "review period");
- (5) the consequences of failing to improve before the next meeting, or further unsatisfactory performance.

Where it is deemed appropriate a first written or final written warning may be issued.

A copy of the PIP should be given to the employee and to Human Resources where it will be placed on the employee's personnel file.

The employee's performance will be monitored throughout the review period. The Line Manager will write to the employee to confirm one of the following:

- (a) that the Line Manager is satisfied with the employee's performance and no further action is to be taken; or
- (b) that performance has improved substantially but not sufficiently and the review period is to be extended by a fixed time period; or
- (c) that the Line Manager not satisfied with the employee's performance and the matter may be progressed to Stage 3 of this procedure;

## **Stage 3 Capability Meeting**

The Company may decide to hold a Stage 3 meeting if it considers that the employee's performance has not improved sufficiently within the review period set out at Stage 2.

The Company will write to the employee in advance of the Stage 3 meeting including details of the underperformance. It will inform the employee that they may face dismissal of their employment or such other disciplinary action as is deemed appropriate.

The Stage 3 hearing will be taken by the employee's Line Manager. The employee will be entitled to be accompanied by a work colleague or trade union representative. Human Resources will also be present at the meeting to take notes. The meeting will be held in as private a location as is available so as to maintain confidentiality and ensure lack of interruptions.

The Manager will explain the reason why the meeting is necessary and outline the case by reference to the PIP and the employee's performance. The employee will then be given the opportunity to respond, ask questions and present evidence.

If the employee is unable to attend the disciplinary hearing then they must notify Human Resources and give the reason for non-attendance, ideally in advance of the hearing. If the reason for non-attendance is outside the employee's control, they will be invited to another hearing. Where there is no valid reason for non-attendance Human Resources will inform the employee that a decision will be made in their absence should they fail to attend a re-scheduled hearing without good reason.

At the end of the hearing the Manager will consider the matter and then notify the employee in writing of the decision. This is likely to be either that no further action is required or the employee is to be dismissed on the grounds of performance.

**Appeal Procedure**

If an employee wishes to appeal against any disciplinary action at any stage of this procedure they should do so in writing within 5 working days following the decision having been issued. The appeal should be sent to Human Resources.

The appeal will be heard by a more senior manager who will arrange a hearing to take place as soon as practicable. The employee will have the right to be accompanied at the hearing. A decision shall be given in writing following the appeal hearing. This decision is final.



## **WHISTLEBLOWING POLICY**

### **Policy statement**

We are committed to conducting our business with honesty and integrity, and we expect all employees to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring or to address them when they do occur.

### **The aims of this policy are:**

- To encourage employees to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- To provide employees with guidance as to how to raise those concerns.
- To reassure employees that they should be able to raise genuine concerns in good faith without fear of reprisals, even if they turn out to be mistaken.

This policy does not form part of any employee's contract of employment.

### **What is Whistleblowing?**

Whistle blowing is the disclosure of information which relates to suspected wrongdoing or dangers at work. This may include:

- criminal activity;
- miscarriages of justice;
- danger to health and safety; damage to the environment;
- failure to comply with any legal obligation or regulatory requirements;
- bribery;
- financial fraud or mismanagement;
- breach of our internal policies and procedures;
- the deliberate concealment of any of the above matters.

A whistle-blower is a person who raises a genuine concern in good faith relating to any of the above. If you have any genuine concerns related to suspected wrongdoing or danger affecting any of our activities (a whistle blowing concern) you should report it under this policy.

This policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated at work. In those cases you should use the Grievance Procedure or Harassment Policy as appropriate.

If you are uncertain whether something is within the scope of this policy you should seek advice from Human Resources.

### **Raising a Whistle blowing Concern**

We hope that in many cases you will be able to raise any concerns with your line manager. You may tell them in person or put the matter in writing if you prefer. They may be able to agree a way of resolving your concern quickly and effectively. In some cases they may refer the matter to Human Resources.

However, where the matter is more serious, or you feel that your line manager has not addressed your concern, or you prefer not to raise it with them for any reason, you should contact either Human Resources or General Counsel.

We will arrange a meeting with you as soon as possible to discuss your concern. You may bring a colleague or union representative to any meetings under this policy. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.

We will take down a written summary of your concern and provide you with a copy after the meeting. We will also aim to give you an indication of how we propose to deal with the matter.

### **Confidentiality**

We hope that employees will feel able to voice whistle blowing concerns openly under this policy. However, if you want to raise your concern confidentially, we will make every effort to keep your identity secret. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

We do not encourage employees to make disclosures anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible and have been made in good faith. Whistle-blowers who are concerned about possible reprisals if their identity is revealed should come forward to Human Resources and appropriate measures can then be taken to preserve confidentiality.

### **External disclosures**

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. It will very rarely if ever be appropriate to alert the media. We strongly encourage you to seek advice before reporting a concern to anyone external.

Whistle blowing concerns usually relate to the conduct of our employees, but they may sometimes relate to the actions of a third party. The law allows you to raise a concern in good faith with a third party, where you reasonably believe it relates mainly to their actions or something that is legally their responsibility. However, we encourage you to report such concerns internally first. You should contact your line manager or Human Resources for guidance.

### **Investigation and outcome**

Once you have raised a concern, we will carry out an initial assessment to determine the scope of any investigation. We will inform you of the outcome of our assessment. You may be required to attend additional meetings in order to provide further information.

In some cases we may appoint an investigator or team of investigators including employees with relevant experience of investigations or specialist knowledge of the subject matter. The investigator(s) may make recommendations for change to enable us to minimise the risk of future wrongdoing.

We will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any disciplinary action taken as a result. You should treat any information about the investigation as confidential.

If we conclude that a whistle-blower has made false allegations maliciously, in bad faith or with a view to personal gain, the whistle-blower will be subject to disciplinary action.

### **If you are not satisfied**

While we cannot always guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy you can help us to achieve this.

**Protection and support for whistle-blowers**

It is understandable that whistle-blowers are sometimes worried about possible repercussions. We aim to encourage openness and will support employees who raise genuine concerns in good faith under this policy, even if they turn out to be mistaken.

Employees must not suffer any detrimental treatment as a result of raising a concern in good faith. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform Human Resources immediately. If the matter is not remedied you should raise it formally using our Grievance Procedure.

Employees must not threaten or retaliate against whistle-blowers in any way. Anyone involved in such conduct will be subject to disciplinary action.

**Responsibility for the success of this policy**

The board has overall responsibility for this policy, and for reviewing the effectiveness of actions taken in response to concerns raised under this policy.

Human Resources has day-to-day operational responsibility for this policy, and must ensure that all managers and other employees who may deal with concerns or investigations under this policy receive regular and appropriate training.

All employees are responsible for the success of this policy and should ensure that they use it to disclose any suspected danger or wrongdoing. Employees are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to Human Resources.

## **KANA PROPERTY**

In an effort to ensure the health and safety of employees and other visitors, KANA reserves the right, on reasonable suspicion that its policy is being violated, to conduct searches or inspections which includes, but is not limited to, employees work areas, desks and any other property located on its premises or work sites.

Entering KANA premises or work sites constitutes consent to searches or inspections.

## HOLIDAY LEAVE

The holiday year for KANA runs from 01 January to 31 December. If you are not in employment for a complete year the amount of holidays you are entitled to receive will be proportional to your length of service in that holiday year.

The annual holiday entitlement is detailed in your Statement of Main Terms of Employment. Annual holidays accrue on the basis of 1/52nd of the annual entitlement for each week of service in the holiday year.

You are encouraged to use your full holiday entitlement, as carryover of holidays from one year to the next is generally not allowed. However with the agreement of your Line Manager, allowing for business commitments, you may be allowed to carry a maximum of 5 personal holidays which must be taken no later than 31<sup>st</sup> March in the new holiday year. Carried over holidays not taken by 31<sup>st</sup> March will be lost. Carryover of customary holidays is not permitted.

If you wish to take a personal holiday or a customary/public holiday you will need to make your request in Workday. Your line manager will then approve or decline as necessary.

Please note you should book your time in full or half days. No holidays should be taken until approved by your Line Manager. All holiday requests should meet the minimum advanced notice periods as detailed below.

<b>Requested Holiday Duration</b>	<b>Advance Notice Required</b>
Up to 4 days	1 week
Between 5 – 9 days	2 weeks
10 days or more	4 weeks

**It is important that you obtain approval prior to booking any holiday as KANA will not be responsible for the loss of any holiday deposits or other incidentals which you may have incurred if the holiday is not subsequently approved.**

KANA will respond to your request as soon as possible and normally within 3 working days. No responsibility will be accepted for monies lost as a consequence of your failure to comply with this procedure.

Where numerous employees require the same holiday period, which if granted would impair the efficiency of the business, holidays will be granted on the basis of first request, first granted.

If you request holidays but do not have adequate paid holiday entitlement remaining then you may request unpaid leave.

If you wish to take unpaid leave you will need to speak to your line manager first and get their approval by email. You must forward their approval to Human Resources as it must be recorded in the payroll system.

Please note you should book your time in full or half days. No unpaid leave should be taken until approved by your Line Manager. All unpaid leave requests should meet the minimum advanced notice periods as detailed above.

Your salary will be adjusted accordingly.

The list of customary holidays recognised by KANA for employees based in GB will be advised on an annual basis. If you are employed for the complete holiday year you will be entitled to receive 8 days from the published list of customary holidays.

If you are not employed for the complete holiday year you will receive those customary holidays that are remaining in that year up to a maximum of 8 days.

Part time employees are entitled to annual holiday and customary holiday entitlement on a pro rata basis.

Payment for annual and customary holidays will be at your base rate of pay.

Upon termination of your employment by either party, payment will normally be made for all unused accrued holiday entitlement. If you have taken more annual holiday entitlement than you have accrued during the holiday year, the balance will be deducted from any outstanding pay. Payment for holidays in these circumstances will be made on a pro-rata basis to your service in the current holiday year.

## **MATERNITY LEAVE**

You have certain statutory rights if you are pregnant. These are addressed below together with what conditions must be met for you to be entitled to the rights. To obtain the benefit of each right, you must have complied with all of the conditions.

The statutory rights for pregnant employees are:

1. the right of all pregnant women to take time off work for ante-natal care
2. the right of all pregnant women to work in a safe environment
3. the right of all pregnant women to claim discrimination and unfair dismissal if dismissed because of pregnancy or maternity leave
4. the right to take up to 52 weeks maternity leave
5. the right of some pregnant women to Statutory Maternity Pay
6. to right to return to work after having the baby

Any subsequent changes to the statutory provisions will automatically apply to your contract of employment.

If you satisfy certain conditions you may be entitled to some or all of these rights. As soon as you are aware that you are pregnant please notify Human Resources.

The following paragraphs are intended as a guide for those employees who qualify for the various maternity rights.

### **1. Ante-natal Care**

You are entitled to reasonable time off work with pay to attend for antenatal care appointments made on the advice of a registered medical practitioner, registered midwife or registered health worker. If requested, you must provide a certificate of pregnancy and an appointment card.

If you wish to take time off for ante-natal care you will need to speak to your line manager first and get their approval by email.

### **2. Safe Working Environment**

KANA will assess what health and safety risks there are in the workplace and specifically what risks may be posed to pregnant women, women who are breastfeeding and women who have given birth in the past six months.

If any risk is identified KANA will take immediate action to eliminate it. If you are concerned about your health and safety or suspect you may be at risk then please contact Human Resources immediately.

### **3. The Right Not to be Dismissed**

You have the statutory right not to be dismissed because of your pregnancy (or for reasons connected with your pregnancy) provided: -

- Your condition does not make it impossible for you to do your job adequately.
- It would not be against the law to permit you to do your job while pregnant.

KANA will carry out a risk assessment and where possible facilitate you in continuation of your duties.

If either such of these two provisions apply KANA would have to consider the question of dismissal. Such a decision would not be taken until KANA had considered the availability of suitable alternative vacancies and consulted fully with you.

If you are dismissed because of pregnancy you can make a claim for unfair dismissal and sex discrimination to an Industrial Tribunal.

#### **4. Maternity Leave**

Maternity leave is made up of 26 weeks Ordinary Maternity Leave (OML) and 26 weeks Additional Maternity Leave (AML), starting at the end of OML with no gap between the two.

You are entitled to take maternity leave regardless of how long you have worked for KANA or how many hours you worked or how much you are paid, provided that you give the proper notice.

#### **Giving Notice**

You must notify KANA in writing of your intention to take maternity leave no later than the end of the fifteenth week before your child is due. Your notice must state:

- That you are pregnant
- The expected week of childbirth
- The date on which you intend maternity leave to start

Once you have given notice of the date you intend the leave to commence, you can subsequently change your mind and vary the date. In this case you must notify KANA at least 8 weeks before the new date begins.

Once you have notified KANA of your intention to take maternity leave within 28 days KANA will confirm the date that your leave will end. If for any reason this does not happen you will be given at least 28 days' notice before the date that you are expected to return.

#### **Ordinary Maternity Leave (OML)**

During the 26 weeks OML period you are entitled to all of the contractual rights (such as pension and holidays) that you would have received if you had not been on leave. The only element that does not continue as normal is your remuneration. Entitlement to maternity pay is explained later in this policy.

Compulsory Maternity Leave is the period of two weeks immediately after giving birth during which you are not permitted to work. This is part of the ordinary maternity leave period, not additional to it.

#### **Additional Maternity Leave (AML)**

During the 26 weeks AML you are entitled to the same contractual benefits as you received during OML. Your entitlement to remuneration will change. Entitlement to maternity pay is explained later in the policy.

#### **Keeping in Touch Days**

After the first two weeks following your baby's birth you may carry out up to ten days work for KANA without losing any maternity pay. The type of work you may carry out could include taking part in training, attending a employees meeting or actually doing a full day's work. Anything you do on any day will count as though you had worked a full day even if you worked less.

The KiT days are voluntary and by agreement and will be paid at your normal base salary rate. Please ensure you contact Human Resources so payment can be arranged.

#### **Returning to Work After Maternity Leave**

You do not need to give notice that you are returning to work at the end of your maternity leave, you can simply turn up on the day you are due back. However if you want to return before the end of the full 52



weeks (or the date you specified at the beginning of your Maternity leave, if less than 52 weeks) of leave then you must give KANA 8 weeks' notice of your intention to return.

## **5. Statutory Maternity Pay (SMP)**

You must meet the following conditions in order to qualify for SMP

- have been continuously employed for at least 26 weeks ending with the 15th week before the Expected Week of Childbirth (EWC)
- have average gross weekly earnings of not less than the Lower Earnings Limit in the 2 months up to the last payday before the end of the qualifying week
- still be pregnant at the 11th week before the EWC or have given birth by that time

SMP is paid for up to 39 weeks. The earliest you can start maternity leave and therefore receive SMP is the 11<sup>th</sup> week before the EWC. If you are sick with a non-pregnancy related illness, you can claim Statutory Sick Pay (SSP) until the week the baby is due.

If you are sick with a pregnancy related illness in the four weeks before your baby is due, your SMP will start the week following the week you became sick

The first six weeks SMP is payable at 90% of your average gross weekly earnings (before tax and NIC are deducted). The remaining 33 weeks are paid at 90% of your gross weekly earnings or at the standard rate as set by the Government, whichever is lower.

To receive SMP you must;

- Give at least 28 days' notice of the date you want pay to start on
- Provide medical evidence of the EWC i.e. MAT B1 form

## **Maternity Allowance**

If you are not entitled to receive SMP you may qualify for Maternity Allowance (MA). You should contact your local Jobcentre office or Citizens Advice Bureau about your eligibility

The above information is given for guidance purposes only and confers no extra rights to you beyond those provided by statute.

## **6. Right to Return**

### **Returning to work after OML**

You are entitled to return to the same job on the same terms as before leave started. You are also entitled to benefit from any other improvements in terms of pay, holiday etc. that have been introduced.

### **Returning to work after AML**

You are entitled to return to the same job on the same terms as before leave started. You are also entitled to benefit from any other improvements in terms of pay, holiday etc. that have been introduced.

If it's not reasonably practical to offer you the same job, your employer is entitled to offer a suitable alternative position on terms that are no worse than your old job. If you refuse to accept the alternative position, you will have, in effect, resigned.

### **Stillbirth/Miscarriage/Termination**

If you have a stillbirth or if your baby is born alive but dies soon after the birth you will have the same rights to leave, pay and protection from discrimination or dismissal as if your baby had been born alive / lived.

If you experience a miscarriage or if your pregnancy is terminated before 24 weeks then you are not entitled to any maternity rights but are entitled to the normal KANA sickness procedures.

Miscarriage or termination after 24 weeks would be treated in the same way as a stillbirth and the same maternity rights apply.

#### **Sickness on Return from Maternity Leave**

If you are sick on return from Statutory Maternity Leave, KANA's normal sickness procedure applies. Please note that if you do not receive any pay during the final 13 weeks of maternity leave then you are unlikely to satisfy the eligibility criteria for Statutory Sick Pay.

If you are in doubt concerning your rights or your obligations please contact Human Resources immediately.

#### **Enhanced Maternity Benefit Scheme**

This scheme has been designed to reward longer serving employees. There is a 2 year service entitlement up to the date of childbirth i.e. 2 years' service as at the date of the expected birth.

KANA will pay the additional payments as follows: -

##### **Weeks 1 - 20:**

Full base pay (includes SMP)

##### **Weeks 21 - 39:**

SMP flat rate

This would be given to you in the form of a loan but it would only become repayable if you decided not to return to work or if you leave within 20 weeks after returning to work.

This enhanced payment will only be made to a maximum of your normal week's earnings during your Maternity Leave.

## **PATERNITY LEAVE**

You can take paternity leave if you;

- have been continuously employed by KANA for at least 26 weeks by the end of 15<sup>th</sup> week before the baby is due;
- are still employed by KANA on the day the child is born;
- are the biological father of the child or are the mother's husband or partner (including a mother's partner in a same-sex relationship);
- will be involved in the child's upbringing and are taking time off to support the mother or care for the baby.

### **Ordinary Paternity Leave (OPL)**

Employees are entitled to take either one week or two consecutive weeks ordinary paternity leave. However KANA permits employees to take the first week in single days if desired but the second week must be taken as a block period. The period in which you must take the leave will begin on the day the child is born and will finish 56 days after the child is born.

There is only one period of leave available even if more than one child is born.

### **Notice Required**

If you intend to take ordinary paternity leave you have to give KANA written notice that specifies:

- the week your child is due to be born in; and
- the length of leave that you intend to take – either one week or two weeks; and
- the date that you have chosen your leave to begin on.

You must give written notice in, or before, the 15th week before the week the baby is due. In cases where this is not possible, or reasonably practicable, for example, if the child is born prematurely or the pregnancy is discovered very late, then notice must be given as soon as is reasonably practicable.

If you wish to take time off for ordinary paternity leave you will need to speak to your line manager first and get their approval by email. You must forward their approval to Human Resources as it must be recorded in the payroll system. You will also need to complete the appropriate Leave form, obtainable from Human Resources.

### **Delaying Ordinary Paternity Leave**

You may delay your ordinary paternity leave provided that you give KANA written notification of the required change i.e. the date you want to start OPL leave or the length of leave. You must give at least 28 days' notice before the new leave date, if reasonably practical.

### **Ordinary Paternity Pay (OPP)**

You are entitled to paid ordinary paternity leave if you;

- are an employee; and
- have been continuously employed by KANA for at least 26 weeks by the end of 15<sup>th</sup> week before the beginning of the week when the baby is due; and
- are the biological father of the child or are the mother's husband or partner (including a mother's partner in a same-sex relationship) and expect to have responsibility for the child's upbringing; and
- have been earning at or above the Lower Earnings Limit before tax on average over the 8 weeks up to the end of the qualifying week.

OPP is paid at a flat rate or 90% of your average weekly earnings if you earn less than the flat rate.

KANA Paternity Pay is 3 days full pay and the remainder at OPP for employees with up to one year's service. This increases to 5 days full pay and the remainder at OPP for employees with more than one year's service.

### **Additional Paternity Leave (APL)**

APL is for a maximum of 26 weeks. If your partner has returned to work you may take the APL between 20 weeks and one year after your child is born.

There is only one period of leave available even if more than one child is born.

### **Notice Required**

If you intend to take APL you have to give KANA written notice that specifies:

- when the baby was due;
- the actual date of the baby's birth;
- when you want the leave to start and finish;
- that you are taking the leave to care for the child;
- that you are the father of the child or the spouse or civil partner (including same-sex relationships) of the mother;
- that you have the main responsibility for the care of the child.

The child's mother must also sign a declaration stating:

- their name, address and national insurance number;
- that they were entitled to either Statutory Maternity Pay or Maternity Allowance;
- that they have given notice of their intention to return to work and the date they intend to return to work;
- the start date of their Statutory Maternity Pay or Maternity Allowance;
- that you are the only person taking Additional Paternity Leave or Pay in respect of the child;
- they consent to your employer processing the information given in the declaration;
- that you are the father of the child or are their spouse or civil partner (including same-sex relationships).

You must give written notice at least 8 weeks before you want to start your leave. KANA will then write back to you, within 28 days, to confirm when your leave and pay will start. Please note you may be asked to provide a copy of the baby's birth certificate and for the employment details of the mother.

You cannot start your APL if your partner is still on a period or annual leave, sick leave or parental leave which directly follows her maternity leave. Once your partner has returned to work your leave and pay entitlements are not affected by any further annual leave or sick leave that your partner takes.

If you wish to take time off for additional paternity leave you will need to speak to your line manager first and get their approval by email. You must forward their approval to Human Resources as it must be recorded in the payroll system. You will also need to complete the appropriate Leave form, obtainable from Human Resources.

### **Additional Paternity Pay (APP)**

You are entitled to additional statutory paternity pay if;

- you earn at least the Lower Earnings Limit for national insurance contributions in force at the end of the qualifying week;

- the mother has returned to work and stopped claiming any relevant maternity pay, with at least two weeks of unexpired Statutory Pay period remaining;
- you intend to care for the child during your Additional Paternity Pay period.

Please note that Additional Paternity Pay is only payable to you during the period of your partner's 39 week Statutory Maternity Pay or Maternity Allowance.

### **Unpaid Additional Paternity Leave**

You may have the right to take unpaid APL if you meet the eligibility criteria for leave but not pay. All APL taken after the end of the SMP or Maternity Allowance is unpaid.

### **Delaying or Cancelling Additional Paternity Leave**

You may delay or cancel your APL provided that you give KANA written notification of the required change i.e. the date you want to start additional paternity leave or the length of leave. You must give at least 6 weeks' notice before the new leave date, if reasonably practical. Please note that KANA does not have to allow you to change any dates if you give less than 6 weeks' notice.

You are entitled to retain the benefit of your terms and conditions of employment (with the exception of contractual remuneration) and are entitled to return to work.

If you are in doubt concerning your rights or your obligations please contact Human Resources immediately.

### **Stillbirth/Miscarriage/Termination**

If your baby is stillborn or if your baby is born alive but dies soon after the birth you will have the same rights to leave and pay as if your baby had been born alive / lived.

If your partner experiences a miscarriage or if her pregnancy is terminated before 24 weeks then you are not entitled to any paternity rights.

Miscarriage or termination after 24 weeks would be treated in the same way as a stillbirth and the same paternity rights apply.

## **ADOPTIVE LEAVE**

Adoption leave and pay is available to individuals who adopt or to one member of a couple where a couple adopts jointly. The couple may choose which partner takes adoption leave – it is not available to both parents. If one partner is eligible for adoption leave and pay, the other may take paternity leave and pay.

### **Adoption Leave**

Adoption leave is made up of 26 weeks Ordinary Adoption Leave (OAL) and 26 weeks Additional Adoption Leave (AAL), ALL commences at the end of OAL with no gap between the two.

To qualify for adoption leave an employee must:

- have been newly matched with a child to be placed with them by an approved UK adoption agency
- have notified the adoption agency that they agree that the child should be placed with them and agree the date of placement
- have been continuously employed by KANA for at least 26 weeks' ending with the week in which they are notified of having been matched with the child
- be the only partner taking adoption leave

The entitlement to adoption leave applies to partners of the same sex.

Adoption leave is not available in circumstances where a child is not newly placed for adoption, e.g. when a step parent is adopting a partner's children.

### **Giving Notice**

You must notify KANA in writing of your intention to take adoption leave within seven days of being notified of the match. Your notice must state;

- That you have been newly matched with a child by an approved UK adoption agency
- You have notified the agency that you agree for the child will be placed with you and have agreed a date
- The date the child is to be placed with you
- The date on which you intend the adoption leave to start

You must also provide the 'matching certificate' from your adoption agency which provides evidence of your right to adoption leave and pay.

Once you have notified KANA of your intention to take adoption leave within 28 days KANA will confirm the date that your leave will end. This will be 52 weeks after the start of adoption leave.

You can change the date you want the adoption leave to start, providing you give KANA at least 8 weeks notice unless it is not practical to do so.

### **Ordinary Adoption Leave**

During the 26 weeks OAL period you are entitled to all contractual rights (such as pension and holidays) that you would have received if you had not been on leave. The only element that does not continue is your remuneration. Entitlement to adoption pay is explained later in this policy.

You can start your leave on any day of the week. This can be from the date of the child's placement or from a fixed date which can be up to 14 days before the expected date of placement.

### **Additional Adoption Leave**

During the 26 weeks AAL you are entitled to the same contractual benefits as you received during OAL. Your entitlement to remuneration will change. Entitlement to adoption pay is explained later in this policy.

### **Returning to Work After Adoption Leave**

You do not need to give notice that you are returning to work at the end of your adoption leave, you can simply turn up on the day you are due back. However if you want to return before the end of the full 52 weeks (or the date you specified at the beginning of your Maternity leave, if less than 52 weeks) of leave then you must give KANA 8 weeks' notice of your intention to return.

### **Statutory Adoption Pay**

You must meet the following conditions in order to qualify for SAP;

- have been newly matched with a child to be placed with them by an approved UK adoption agency
- have notified the adoption agency that they agree that the child should be placed with them and agree the date of placement
- have been continuously employed by KANA for at least 26 weeks' ending with the week in which they are notified of having been matched with the child
- notify KANA of when they want to receive SAP at least 28 days before the date they want it to begin or as soon as is reasonably practical
- be earning at least the lower earnings limit
- be the only partner taking adoption leave

SAP is paid for up to 39 weeks and is the equivalent to the flat rate of Statutory Maternity Pay. Please refer to the Statutory Maternity Pay section in the Maternity section of this handbook.

If you are in doubt concerning your rights or your obligations please contact Human Resources immediately.

If you are adopting a child via an adoption agency based outside the UK, please contact Human Resources for advice on adoption leave and pay.

### **Enhanced Adoption Benefit Scheme**

During the adoption leave process KANA will give you an extra 5 days paid leave to assist you with the application process. These days may be taken consecutively or as single days.

You must notify your line manager and Human Resources of your intention to take such days by giving a minimum of seven days' notice, in writing, prior to taking the leave.

## **PARENTAL LEAVE**

Parental leave is a right for parents to take time off work to look after a child or make arrangements for a child's welfare. Parents can use it to spend more time with children and strike a better balance between their work and family commitments.

Please note that this leave is unpaid.

### **Eligibility**

To be eligible you must;

- Have been employed by KANA for at least one year
- Be a parent of or have obtained parental responsibility for a child

### **Entitlement**

You will be entitled to one of the following;

- Up to 13 weeks' leave for each child. This entitlement must be exercised within 5 years of the birth or adoption of the child; in the case of adoption, the entitlement will not apply past the child's 18th birthday.
- Up to 18 weeks' leave for a child who is entitled to a disability living allowance, up to the child's 18th birthday.

The entitlement applies to both parents i.e. if both parents work for KANA then they are entitled to 13 / 18 weeks each over the entitlement period. One parent cannot 'give' the other parent their entitlement i.e. if the mother has used her 13 weeks the father cannot give her some of his entitlement.

Leave must be taken in multiples of one week except in extenuating circumstances or where the child is disabled. You are limited to a maximum of 4 weeks parental leave in a year for each child.

### **Giving Notice**

You must notify KANA at least 21 days before you intend to take Parental Leave. If you wish to take time off for parental leave you will need to speak to your line manager first and get their approval by email. You must forward their approval to Human Resources as it must be recorded in the payroll system. You will also need to complete the appropriate Leave form, obtainable from Human Resources.

You will also need to complete the appropriate Leave form and provide evidence e.g. a copy of the birth certificate, adoption papers etc. to Human Resources.

### **Postponing Leave**

Leave may be postponed by KANA for up to 6 months if the business may be disrupted by your absence except in cases where you have given notice to take it immediately after the birth of your child or when you have a child placed with you for adoption. Postponement will be made no later than 7 days after the employee's notice to take leave and will set out the reason(s) for the postponement and the new dates for parental leave.

### **Return to Work**

Employees remain employed during the Parental Leave period and contractual terms continue to apply. Employees who take parental leave for a period of 4 weeks or less, unless the leave is added to the end of additional maternity leave, has the right to return to the same job on the same terms and conditions.



Employees who take a longer period of parental leave or whose leave is added to the end of additional maternity leave, the right is to return to the job they left before the leave commenced, unless it is not reasonably practical to allow this. In such a case the employee would have the right to return to a similar job which has the same or better status, terms and conditions as the old job.

## **DEPENDENT LEAVE / FAMILY EMERGENCIES**

### **Eligibility**

A dependant is a spouse, child, parent, cohabite, or someone who lives in the household as part of the family i.e. not a lodger or tenant or someone who relies on you for assistance to make care arrangements where they have fallen ill, been injured or assaulted.

### **Entitlement**

Dependant leave is available so that you can deal with a serious unexpected or sudden problem and make any necessary longer term arrangements. It can be taken for the following reasons:

- When a dependant falls ill or has been involved in an accident, is assaulted, including where the victim is hurt or distressed rather than injured physically or dies
- To make longer term care arrangements for a dependant; for example, alternative childcare or eldercare arrangements.
- To deal with unexpected disruption or breakdown in care arrangements for a dependant; for example when the child-minder or nurse fails to turn up.
- To deal with an incident involving your child during school hours; for example, if a child has been involved in a fight or is being suspended from school.

Where, for example, a child falls ill the leave should be enough to help you cope with the crisis and to make alternative arrangements for their care. It does not mean that you may take two weeks to look after a sick child.

### **Giving Notice**

If you wish to take time off for dependant leave you will need to speak to your line manager first and get their approval by email. You must forward their approval to Human Resources as it must be recorded in the payroll system.

If it is not possible for you to give notice of your intention to take dependant leave e.g. in cases of emergency, then you should speak to your Line Manager ideally on the first day of your absence to let them know why you are absent. Your Line Manager will inform Human Resources of your absence due to an emergency.

## **BEREAVEMENT LEAVE**

You must contact your Line Manager if you need to take bereavement leave. If someone dies whilst you are not in work, then you should telephone your Line Manager on the first day of your absence to let them know why you are absent. Your Line Manager will inform Human Resources, of your absence due to bereavement.

Bereavement leave entitlement is 3 days. This may be taken in respect of a death of the following:

- Mother/Father
- Brother/sister and spouses thereof
- Husband/wife/civil partner and parents thereof
- Partner and parents thereof
- Son/daughter and spouses thereof

Bereavement leave of up to one day may, with special permission, be given to employees to attend a funeral of a friend or family member outside of that stipulated above.

## **MEDICAL & DENTAL APPOINTMENTS**

You are normally expected to ensure that appointments to visit the doctor, dentist, hospital etc. are made in your own time and outside normal working hours. In the event that this is not reasonably practicable, time off work will be permitted to attend such appointments providing that the appointment is substantiated with an appointment card (if requested) and the timing of the appointment causes as little disruption as possible i.e. at the beginning or end of the working day.

You will be paid for all reasonable time off.

If you wish to take time off for a medical appointment or a dental appointment you will need to speak to your line manager first and get their approval by email.

## **JURY SERVICE**

You are entitled to time off work to fulfil your obligations with regard to Jury Service. In the event of you being summoned to attend for Jury service, you must notify your Line Manager and Human Resources immediately on receipt of the Jury Summons, giving details of the dates you are required to attend Court. Please provide a copy of the Jury Summons to Human Resources.

If you are retained on Jury Service for a prolonged period, you have an obligation to notify KANA and must keep in regular contact throughout. You must return to normal working immediately following your release from Jury duties.

You are reminded to ensure that an expenses claim is submitted to the Court in accordance with the available allowances for travelling, subsistence and your financial loss.

KANA will continue to pay you during your time off on Jury Service but you must repay KANA when you receive your expenses from the Court.

## **PUBLIC DUTIES**

You are entitled to reasonable time off during working hours to perform the duties associated with certain positions, such as Justices of the Peace, members of a local authority, statutory tribunal or police authority.

If you wish to take time off to perform a public duty you will need to speak to your line manager first and get their approval by email. You must forward their approval to Human Resources.

## **FLEXIBLE WORKING PROCEDURE**

In order to assist employees improve their work-life balance KANA operates a flexible working procedure. There are three categories of application;

1. Parental responsibility – for employees with parental responsibility for children who are aged less than seventeen years old or under eighteen years old if the child is disabled.
2. Carer responsibility – for employees with responsibility for adults in need of care including elderly or disabled relatives.
3. Other employees – for employees who would like flexible working for other reasons not covered above.

This procedure does not form part of your contract of employment.

### **Eligibility:**

#### **Parental Responsibility**

You have the right to request a change relating to working hours, times of work, part time working, job sharing, term-time only, working shifts, place of work, increased holiday entitlement and career breaks.

You must:

- be a KANA employee
- have been continuously employed by KANA for at least 26 weeks by the application date
- not have made another application to work flexibly under the right in the past 12 months
- have parental responsibility\* for a child aged less than seventeen years old or under eighteen years old if the child is disabled.
- have responsibility for the upbringing of the child and be making the application so as to care for the child
- make the request before the child's eighteenth birthday

*\*Parental responsibility includes the biological parent, guardian, adopter or foster carer of the child, or spouse/civil partner or partner of the parent, guardian etc. and be living with the child.*

#### **Carer Responsibility**

You have the right to request a change relating to working hours, times of work, part time working, job sharing, term-time only, working shifts, place of work, increased holiday entitlement

You must:

- be a KANA employee
- have been continuously employed by KANA for at least 26 weeks by the application date
- not have made another application to work flexibly under the right in the past 12 months
- have caring responsibility for a spouse, partner, civil partner or relative or an adult who lives at the same address

#### **Other Employees**

Employees who do not fall into either of the above two categories do not have the statutory right to request flexible working however as part of KANA's drive to create a better work/life balance for employees this right has been extended to include all permanent employees.

It is not possible for all employees to have flexible working but each case will be considered on its own merits.

### **Changes**

Any changes made will be considered to be permanent unless otherwise agreed. You may request a further change 12 months after the change is first made. At the discretion of your Line Manager and Human Resources the 12 month wait period may be waived.

### **Making a Request**

If you are interested in requesting a change you must start by submitting a written application to your Line Manager detailing;

- whether you are making the application under 'Parental Responsibility', Carer Responsibility or 'Other Employees' category
- how you meet the eligibility criteria under the relevant category
- the change applied for
- the date on which the proposed change should become effective
- the effect, if any, that you think the change would have on KANA and how such effect could be dealt with
- whether you have made a previous application and if so when it was made

You must also sign and date your application.

### **The Meeting**

Your Line Manager will inform the Human Resources of your submitted application and a meeting will be set up to discuss your request.

You have the right to be accompanied at this meeting by a fellow employee or trade union official\* who may address the meeting and confer with you but cannot answer questions for you. The meeting may be postponed for up to 7 days if your companion cannot attend.

*\* The Trade Union Official must be a full time official employed by a Trade Union or a lay Trade Union Official so long as they have been reasonably certified in writing by their union as having experience of, or as having reasonable training in, acting as an employee's companion at disciplinary or grievance hearings.*

### **The Decision**

After the meeting you will be informed in writing of KANA's decision. The decision will be one of the following:

- That your request has been accepted and a start date established
- Confirming any compromise agreed at the meeting
- Rejecting your application, stating the grounds for rejection, an explanation as to why this is relevant and providing details of the appeals process.

### **Appeal**

If your request has been rejected you will then have 14 days in which to appeal. Your appeal will be heard and the appeal decision confirmed as soon as reasonable practicable thereafter. The appeal will be heard by a more senior manager.

### **Meeting or Appeal Delay**

Should the person who is expected to consider your request or appeal be off on holiday or sick leave, the process will begin within 28 days of their return to work.



## **ABSENCE DUE TO SICKNESS**

### **Notification**

You are required to telephone your Line Manager by 9:30am on the first day of your sickness absence, stating why you are absent and when you expect to return. If your Line Manager is unavailable you should contact Human Resources. Please do not leave messages with colleagues; it is not their responsibility to pass on a message about your absence.

You should call personally unless it is not possible for you to make the call for a valid reason. In such cases someone may call on your behalf until you are able to do so. Please note that text messaging is not an acceptable alternative to phoning. Emailing will only be acceptable where your line manager is not in the same time zone. When resorting to using email you should also cc Human Resources [HR-ALL@kana.com](mailto:HR-ALL@kana.com).

You must then maintain regular contact with your Line Manager (or Human Resources) until you submit a doctors' Statement of Fitness for Work. Once submitted, you must contact your Line Manager (or Human Resources) at agreed intervals to provide an update on your progress.

Failure to follow the absence notification procedure may result in the absence being viewed as unauthorised and disciplinary action may be taken as a result.

KANA is committed to improving the health, well-being and attendance of all employees. Therefore absence levels are monitored and reviewed by Human Resources on a regular basis.

### **Short Term Absence**

Short term absence is defined as a period of absence lasting less than 4 weeks.

For a period of absence lasting up to and including 7 calendar days you must complete an absence self-certification form on your return to work. This form is available from Human Resources or you can download a copy from the Employee Resource Centre. For a period of absence extending beyond 7 calendar days, a Statement of Fitness for Work must be obtained from your doctor and sent to Human Resources ideally the day you obtain it. Failure to return the statement may result in a delay of your sick pay being processed.

### **Recurring or Frequent Short Term Absence**

Recurring or frequent short term absence is defined as a period of absence lasting less than 4 weeks involving 4 or more incidences in a rolling 12 month period.

Where frequent periods of short term absence occur you will be invited to a Return To Work meeting with your Line Manager. This meeting will establish the facts of your absence and any underlying causes. An improvement plan may be put in place at this point to support you in achieving better levels of attendance. The findings from this meeting may lead to the disciplinary process being invoked.

If you are suffering from a prolonged illness that may result in frequent absences or requires time off for medical treatment, you must notify your Line Manager and Human Resources as soon as possible. You will be offered support and any other assistance that we are able to provide.

With your written consent, KANA may request a medical report from your doctor/specialist to establish if the condition specified would support the level of absence and to request guidance on how we can support and assist you going forward. You have rights under legislation; a summary of these rights are detailed in the section Access to Medical Reports.

Following receipt of a medical report a referral to Occupational Health may be initiated where appropriate.



If absence levels continue to be unsatisfactory, or deteriorate following the informal Return To Work meeting and the associated improvement plan (assuming one was implemented), you may be invited to attend a formal investigation interview with Human Resources, in line with the company's disciplinary procedure. The findings from this meeting may lead to the disciplinary process being invoked.

Please note that the Company cannot allow recurring or frequent short-term absence to continue indefinitely even in cases where the employee is genuinely unwell. This type of absence is a particular problem as it is difficult to plan for their impact. The impact may therefore be substantial and can frequently disrupt the normal operation of a department, having a negative effect on work colleagues, students and other service users.

### **Long Term Absence**

Long term absence is defined as a continuous period of absence lasting 4 or more weeks

A doctors' Statement of Fitness for Work must be forwarded to Human Resources covering cases of longer illness until you return to work.

It is important that regular contact is maintained during periods of long-term absence. In some cases it may be appropriate to arrange a home visit. Such visits will cover developments at work, to ensure you do not feel alienated, and discussion around your well-being and any support that could be given.

With your written consent, KANA may request a medical report from your doctor/specialist to establish if the condition specified would support the level of absence and to request guidance on how we can support and assist you going forward. You have rights under legislation; a summary of these rights are detailed in the section Access to Medical Reports.

Following receipt of a medical report a referral to Occupational Health may be initiated where appropriate.

If your doctor provides a certificate stating that you "may be fit for work" you must inform Human Resources immediately. Human Resources will discuss with you any additional measures that may be needed to facilitate your return to work, taking account of your doctor's advice. If appropriate measures cannot be taken you will remain on sick leave and a date will be set to review the situation.

If you return to work before the expiry date on your doctor's statement you must bring with you a certificate from your doctor stating that you are fit to return to work. Failure to supply this certificate on your first day back will result in you being sent home from work until you can return with the certificate.

### **KANA Sick Pay**

KANA Sick Pay shall be calculated according to your length of continuous service on the following scale:

- Less than 6 months service:  
Statutory Sick Pay only
- 6 months but less than 2 years' service:  
10 days company sick pay per rolling 12 months
- 2 years but less than 5 years' service:  
25 days company sick pay per rolling 12 months
- 5 plus years' service:  
65 days company sick pay per rolling 12 months

KANA sick pay includes statutory sick pay, basic pay and car allowance (if applicable) only.

If you exceed your entitlement to KANA sick pay then Human Resources will inform you in writing and your salary will be adjusted accordingly.

Failure to provide evidence of incapacity may result in the withholding of sick pay unless there is good reason e.g. you are a victim of a serious road accident.

Any person who knowingly makes a false statement in order to obtain KANA sick pay shall be dealt with in accordance with the disciplinary procedure.

### **Additional KANA Sick Pay**

If you are absent from work due to sickness for thirteen consecutive weeks, then KANA will pay 75% of your base salary to you for weeks 13 to 26 or until you return to work, whichever is earliest. If you remain absent from work for more than 26 weeks KANA sick pay will cease and if you are eligible for Permanent Health Insurance (PHI) Human Resources will initiate a claim on your behalf through the PHI Scheme. Further details of the PHI scheme are contained in Section Three of this Handbook. Please note that Additional KANA Sick Pay includes SSP.

Please note that before payment for weeks 13 onwards is made, KANA may require a medical report from your doctor / specialist as outlined in the section Access to Medical Reports.

### **Statutory Sick Pay**

Statutory Sick Pay (SSP) will be paid when you are absent from work due to sickness, provided that you have complied with the requirements and conditions attached to its payment.

SSP is not payable for the first 3 days of sickness. Therefore, payment usually starts on the 4th day of absence, and continues for as long as you are absent, up to a maximum of 28 weeks in any one period of sickness. Sickness periods are considered linked when they are less than 8 weeks apart.

SSP is not payable in certain circumstances, the principal ones being:

- If your average weekly earnings are less than the lower earnings limit (LEL) set by the Government for the payment of National Insurance Contributions
- For absence of less than 4 days
- If you have failed to follow the Sickness Notification Procedure
- If your employment has terminated
- Where Statutory Maternity Pay is being paid to you
- For days on which you do not normally work (e.g. if you work Monday to Friday and not weekends, SSP will normally apply to those 5 days only)
- If you are over 65 years of age or under the age of 16

If you have been absent due to sickness and are found not to have been genuinely ill, you will be subject to disciplinary action which could include dismissal.

### **Other Sick Pay Conditions**

KANA reserves the right at its discretion to withdraw or amend the benefit in respect of an employee, or employees generally, at any time and to take disciplinary action against employees whose absence the Company deems to be excessive.

Where payable, sickness or industrial injury benefit must be claimed from the appropriate Government Agency and any benefit received must be notified to KANA and any such benefits will be deducted from the above payments.

Employees who are absent due to sickness during the course of disciplinary proceedings or during investigations into alleged breaches of rules, procedures or contractual obligations will not be entitled to Company sick pay (other than SSP).

If an employee is absent from work due to injury or illness caused by a third party, any payments made by KANA as sickness payment will be classified as a loan and this will be repayable to KANA by the employee if compensation for loss of earnings is recoverable from the third party.

### **Probationary Periods**

If your attendance level is found to be unsatisfactory during your probationary period, and below the standard which the Company expects, KANA will have the right to terminate your employment at any time within that period subject to the notice defined in your Statement of Main Terms of Employment.

### **Appeals**

An employee has the right to appeal against any decision to discipline or dismiss them for their attendance.

## ACCESS TO MEDICAL REPORTS

In certain circumstances it may be necessary for KANA to obtain a Medical Report from your Doctor/Specialist in order to establish:

- Reason for and likely duration of absence
- When you will be able to return to work and whether the problem is likely to recur
- What, if any, treatment is being prescribed
- Whether you can carry out all the duties of the job

This will help KANA to plan workloads. It is in the interests of both yourself and KANA to establish, with the benefit of expert medical opinion(s), your ability to work. You have certain rights in this instance:

Your Doctor/Specialist cannot submit the report to KANA without your consent.

You may withhold consent to the report being sought or can request to see the report prior to it being forwarded to KANA.

If you indicate that you wish to see the report, KANA will inform you when the Doctor/Specialist has been written to; and the Doctor/Specialist will also be notified that you wish to see the report. You then have 21 days to contact the Doctor/Specialist regarding arrangements to see the report.

Should you indicate that you do not wish to see the report before KANA, you still have the right to write to the Doctor, if the report has not been provided to KANA, and have 21 days to contact the Doctor/Specialist regarding arrangements to see the report. You have the right to ask the Doctor/Specialist for a copy of the report for up to 6 months after it has been supplied (There may be a charge for this).

You may ask the Doctor/Specialist to amend any part of the report which you consider to be incorrect or misleading. If the Doctor/Specialist is not in agreement, you may attach a statement of your views with the report. If the Doctor/Specialist thinks that you or others would be harmed by the report, it can be withheld from you.

No decision will be made that could affect your employment without careful consideration of all the circumstances.

Where KANA wishes to obtain a medical report, you will be asked for your written consent. Should you withhold such consent either prior to or after viewing your medical report then KANA will take a decision regarding your continuing employment without the benefit of medical opinion.

## **INCLEMENT WEATHER POLICY**

KANA believes employee safety and welfare are of the greatest importance. Employees are urged to use common sense and good judgment regarding their ability to report to work during inclement weather.

If you find it unsafe or impossible to report to work, you must notify your Line Manager and you may elect to work from home or take leave.

As KANA is a product and service organisation dedicated to our customers' needs, it is generally KANA's policy to keep our offices open during inclement weather. In the event of a weather emergency resulting in office closure, Human Resources will notify employees via e-mail. In the event the office does close, you will not be charged leave.

If you have any questions please feel free to contact Human Resources.

## PROCESSING OF PERSONAL DATA

Data Protection legislation regulates the way in which certain personal data, both in paper and electronic form, is held and used. The following provides useful information in terms of the type of data that KANA keeps about its employees and the purposes for which this is kept.

Throughout employment and for as long as is necessary after the termination of employment, KANA will need to process data about its employees for purposes connected with recruitment, employment and the termination of employment. Processing includes the collection, storage, retrieval, alteration, disclosure or destruction of data.

The type of data that KANA will process includes:

- References obtained during recruitment
- Details of terms of employment
- Payroll details
- Tax and National Insurance information
- Details of job duties
- Details of health and sickness absence records
- Details of holiday records
- Information about performance
- Details of any disciplinary investigations and proceedings
- Training records
- Contact names and addresses
- Correspondence with KANA and other information that the employee may have given KANA.

KANA believes that those records used are consistent with the employment relationship between KANA and its employees and with the data protection principles. The data KANA holds will be for management and administrative use only but KANA may, from time to time, need to disclose some data it holds about its employees to relevant third parties (e.g. where legally obliged to do so by the Inland Revenue or where requested to do so by you for the purpose of giving a reference).

In some cases KANA may hold sensitive data, as defined by the legislation, about its employees. For example, this could be information about health, racial or ethnic origin, criminal convictions, trade union membership or political or religious beliefs. This information may be processed not only to meet KANA's legal responsibilities but, for example, for purposes of personnel management and administration, suitability for employment and to comply with equal opportunity legislation. Since this information is considered sensitive, employees will be asked to give their express consent for this information to be processed, unless KANA has a specific legal requirement to process such data.

An employee may request to inspect and/or have a copy of, subject to the requirements of the legislation, any information held in their own personnel file and/or other specified personal data and, if necessary, request any inaccurate data be corrected. Any request must be made in writing to Human Resources and an administration fee of £10 must accompany the request. Human Resources will provide this information within 40 days of receiving the request.

## **PERSONAL INFORMATION**

At the commencement of your employment you will have provided Human Resources with various personal details.

You must notify Human Resources immediately of any change, e.g. name, address, telephone number, next of kin, bank details etc. Please note that if you are changing the bank account that your salary is paid into, you must inform Human Resources by the 11<sup>th</sup> of the month when change will take effect. Failure to do so may result in your salary being returned from the bank as unpaid.

KANA will not be responsible for any issues which arise as a result of you failing to notify Human Resources of changes in your personal details.

Employees have a right to expect that data is obtained and processed fairly and that it is not passed on in any unauthorised way.

KANA will only disclose personal data about employees to third parties in certain limited circumstances; for example, in response to mortgage applications or requests for information from a statutory body / third party permitted under law to request (and receive) such information and / or to a third party authorised by the employee to receive such information. KANA reserves the right to decline a request for information from a third party if it believes it has just cause to do so.

Human Resources will not pass on any employee's personal information to any other employee including Managers without obtaining the employee's permission.

## **SHORTAGE OF WORK AND REDUNDANCY POLICY**

Every attempt will be made to ensure your continuing employment in the event that KANA is faced with a shortage of work situation or is unable to provide you with work for any other reason. However, this could include temporarily placing you on short-time working or laying you off from work; in these circumstances you will be paid for those hours worked, or in accordance with the statutory guarantee pay provisions.

If the need arises to reduce the number of employees, the overriding consideration at all times will be the future viability of the business. KANA will use such criteria as it considers appropriate at the time of redundancy. KANA will ensure that it meets all statutory entitlements in relation to redundancy.



## **TERMINATION OF EMPLOYMENT**

### **By the Employee**

If you wish to resign you should do so in writing giving such notice as is specified in your Statement of Main Terms of Employment. Your letter should be given to your Line Manager and a copy given to Human Resources. Human Resources will write confirming your leaving date and on your last day of employment you will have an exit interview.

### **By KANA**

You will be entitled to receive from KANA the notice as is specified in your Statement of Main Terms of Employment.

### **Gross Misconduct**

You may be summarily dismissed (i.e. without notice) if there has been an act of Gross Misconduct. Please refer to the Disciplinary Policy.

Generally this includes any breach of duty, conduct which brings KANA into disrepute or action which is inconsistent with the relationship required between employee and employer. Further examples are contained in the Gross Misconduct section in the Disciplinary Procedure (this list is not exhaustive).

### **Return of Equipment**

All KANA equipment must be returned to either your Line Manager or Human Resources on your last day of employment. This includes but is not limited to all computer hardware, mobile phone, blackberry and internet routers.

It is KANA policy not to sell IT equipment to employees. The reasons for this are:-

- Security – there may be KANA confidential information on IT equipment which must be retained under KANA control
- Software licensing – software licences may be tied to the machine.
- Financial – the equipment will be issued to another employee. If equipment is not available and a replacement has not been accounted for this will impact on the budget.

## **PAYMENTS**

## **BASE SALARY**

Your salary is as advised to you in your Statement of Main Terms of Employment.

Salaries are paid monthly and are made by credit transfer into your bank account. The amount will be in your account on the 25<sup>th</sup> day of each month. Where the 25<sup>th</sup> day of the month falls on a weekend or bank holiday you shall be paid on the nearest banking day to the 25<sup>th</sup> day of the month. If there are any exceptions to this rule you will be notified.

An itemised pay statement will be issued to you at each pay period. If at any time you have any queries, you should raise them with Human Resources.

### **Calculation of salary elements:**

#### **Hourly**

If payments made are based on an hourly rate this is calculated as follows:

Basic salary per annum/52 wks/weekly hours worked as advised in your Statement of Main Terms of Employment = hourly rate

#### **Part Month**

When salary is payable for a part month, it is normally calculated as follows:

Basic salary per annum/52 wks/no. of days worked in the week x number of days worked in that month.

## **BONUS, COMMISSION & VARIABLE COMPENSATION**

There are various types of bonus, commission and variable compensation plans. If you are eligible for any of these plans you will be advised in your Statement of Main Terms of Employment.

Bonuses will be paid in accordance to the relevant bonus plan guidelines.

Employees eligible for commission or variable compensation will receive separate documents outlining the scheme and their own personal schedule which will detail personal targets and commission / variable compensation payable.

Please note all bonus, commission and variable compensation payments will be subject to tax and NIC deductions.

## **CAR ALLOWANCE**

If you are entitled to a car allowance you will be advised in your Statement of Main Terms of Employment.

Car allowance will be paid monthly along with your base salary.

Where a car allowance is provided;

- It is the employee's responsibility to ensure that the vehicle is adequately insured for business use. KANA reserves the right to review the employee's current insurance certificate.
- Employees may use the car of their choice however, it is imperative that the vehicle is roadworthy and reliable to ensure that the employee may carry out his/her duties safely and efficiently. KANA reserves the right to review the employee's MOT certificate.

Please ensure your car is kept clean and tidy both inside and out when using it for business.

KANA expects that drivers comply with the law at all times. The driver is solely responsible for all driving offences/penalties they are charged with/found guilty of.

## ON CALL SUPPORT

The following information covers On Call payments for 24 x 7 x 365 support. In addition to the On Call payments KANA will pay the cost of broadband connection and the subsequent monthly charge. This should be claimed via the normal expenses procedure.

A flat fee of £150 is payable to the employee(s) on call for each complete week in addition to the payments detailed below.

### Remote Support Payments (from home)

This covers incidents which are resolved by the on call employee over the phone.

- **Weekday rate** (6pm Monday – 8am Friday) £15 per hour:

When a call is received £15 becomes payable for each hour (or part thereof) that is taken to resolve the issue. If the issue takes less than one hour to resolve, any subsequent calls received in that hour will be covered by the £15 payment.

- **Weekend rate** (6pm Friday – 8am Monday) £20 per hour:

When a call is received £20 becomes payable for each hour (or part thereof) that is taken to resolve the issue. If the issue takes less than one hour to resolve, any subsequent calls received in that hour will be covered by the £20 payment.

### Call Out Support Payments (in the office)

This covers incidents which are resolved by the on call employee having to come in to the office to dial in to the customer site.

- **Weekday rate** (6pm Monday – 8am Friday) £25 per hour:

When a call is received £25 becomes payable for each hour (or part thereof) that is taken to resolve the issue. If the issue takes less than one hour to resolve, any subsequent calls received in that hour will be covered by the £25 payment.

- **Weekend rate** (6pm Friday – 8am Monday) £30 per hour:

When a call is received £30 becomes payable for each hour (or part thereof) that is taken to resolve the issue. If the issue takes less than one hour to resolve, any subsequent calls received in that hour will be covered by the £30 payment.

### On Call Support Payments during Customary Holidays

In addition to the above payments a fixed rate of £100 will be payable to the employee on call for Christmas Day, New Year's Eve and New Year's Day.

### UK On Call Support Cover and Payments during US Customary Holidays

On the following US Customary holidays (New Year's Eve, Christmas Eve, July 4<sup>th</sup>, Memorial Day and Day after thanksgiving) you will be required to provide all levels of support to our customers located in Canada only. You will monitor all emails via the on call blackberry and respond to all calls via the on call mobile. An additional £20 fixed rate will be payable to the employee on call during the above listed days.

When a call or email is received for our customers located in Canada only £20 will be payable for each hour (or part thereof) that is taken to resolve the issue. If the issue takes less than one hour to resolve, any subsequent calls received in that hour will be covered by the £20 payment.

**The Employee(s) on call must:**

- Ensure that the on call mobile/blackberry is kept switched on at all times
- Have access to KANA's systems.
- Not consume alcohol. This applies to weekends and holiday periods.

**Additional Information**

In this situation, travel from home to KANA's office can be claimed via the normal expenses procedure.

Details of hours worked must be submitted to the Support Team Leader by the first working day of the following month.

Further discretionary payments may be made in extenuating circumstances by authorisation of the CEO Staff.

All payments must be authorised by the CEO Staff.

KANA reserves the right to review and amend the On Call rates. Rates will be reviewed at least once annually.

## **BENEFITS**



## **GROUP LIFE ASSURANCE SCHEME**

KANA operates a Group Life Assurance Scheme which all permanent employees automatically become members of no later than one month from the date of commencement of their employment.

This scheme provides life cover for you to the value of four times your current base salary in the event of your death during your employment with KANA.

You are required to complete an Expression of Wish form detailing the person(s) you wish to benefit from your life insurance. This form should have been provided to you as part of your offer of employment pack, if it has not then please contact Human Resources. If you wish to amend the details on this form at any time during your employment at KANA then you must contact Human Resources.

If your salary is above the free cover limit then the scheme provider may contact you directly and request that you undergo medical underwriting.

For further information please contact Human Resources.

## **GROUP PERSONAL PENSION PLAN**

KANA operates a Group Personal Pension Plan which all permanent employees are eligible to join after three months service. Please note that contributions are made on a whole month basis only therefore if you join after the 15<sup>th</sup> of the month the employer contribution to your pension plan will not start until the following month after your 3 month service date.

KANA will contribute a percentage of your base salary into the plan and you may make personal contributions up to levels specified within Inland Revenue guidelines.

You will receive an application form and further information on the pension plan before your three month service date. It is your responsibility to complete the application form and return it to Human Resources. Any delay returning your completed application form may result in your submission to the plan being delayed. KANA will not make backdated payments in these circumstances.

If you do not wish to become a member of the plan you must notify Human Resources and will be required to complete a waiver form.

For further information please contact Human Resources.

## **PERMANENT HEALTH INSURANCE**

KANA operates a Permanent Health Insurance Scheme which all permanent employees automatically become members of no later than one month from the date of commencement of their employment.

Permanent Health Insurance is a form of insurance designed to provide protection to a portion of your income in the event of you being off work due to ill health for more than twenty six weeks.

If a claim is approved by the scheme provider then 75% of your base salary is paid gross to KANA for a maximum of 5 years after which you would receive a lump sum payment equal to your annual base salary. This is treated as earned income and will be paid to you less the normal deductions of tax and NIC. The employer pension contribution will continue to be paid into your pension plan.

If your salary is above the free cover limit then the scheme provider may contact you directly and request that you undergo medical underwriting.

For further information please contact Human Resources.

## MEDICAL BENEFITS

### Westfield Healthcare Plan

KANA operates the Westfield Healthcare Foresight Plan which all permanent employees automatically become members of no later than one month from the date of commencement of their employment.

A membership pack will be sent directly to you from Westfield Healthcare. The pack will contain a detailed information booklet on the benefits applicable to you, a personal membership card, claim forms and an upgrade form.

The plan is a cash benefit which allows you to claim up to 100% of the maximum allowance in one year for approved benefits. The claim will be paid directly to you either by cheque or direct debit. All claims should be made directly to Westfield, using the appropriate claim form.

KANA pays Level one membership which entitles you to a number of benefits for yourself. You can choose to upgrade your membership to Level Two or above and/or add your partner and/or child/children at your own expense. If you decide to upgrade and/or add your partner and/or child/children you must complete and return the form to Human Resources. **Do not** send the form directly to Westfield.

For further information please contact Human Resources or the Westfield customer helpline number.

### Private Medical Insurance

If you are entitled to private medical insurance you will be advised in your Statement of Main Terms of Employment and details of the scheme will be sent to you.

### Private Medical Insurance Discount Scheme

KANA have arranged a corporate discount rate to allow employees to obtain private medical insurance at a reduced rate.

The monthly rate is decided by the medical insurer based on your personal circumstances. Once a rate has been issued and you opt to join, KANA will make a monthly payment to the medical insurer on your behalf and this amount is then deducted from your monthly salary.

Please note that employees who opt to join this scheme pay for this benefit, KANA only administer the scheme.

For further information please contact Human Resources.

## **CHILDCARE VOUCHERS SCHEME**

KANA operates a childcare voucher scheme through Employers for Childcare, which all employees with parental responsibility are eligible to join subject to meeting the terms and conditions of the scheme.

This is a salary sacrifice scheme, meaning that employees choose to receive part of their monthly salary in the form of childcare vouchers which are then used to pay for registered childcare.

The vouchers are exempt from tax and national insurance contributions. Once you join the scheme you will receive an online username and password. Once the salary adjustment had been made from your salary you can activate your personal account and pay your registered Childcare provider.

For further information please contact Human Resources.

## **FITNESS CONTRIBUTION SCHEME**

KANA operates a fitness contribution scheme. If you are a member of a gym or other sport/ physical activity club you may reclaim £10.00 per month towards the cost of membership.

All clubs must be approved by Human Resources so please send details before you make a claim.

To avail of this benefit you must submit an expense claim and provide a copy of proof of payment. Please note this is a taxable benefit.

For further information please contact Human Resources.

## **CYCLE SCHEME**

KANA operates a Cycle to Work scheme through Cyclescheme, which all permanent employees are eligible to join subject to meeting the terms and conditions of the scheme.

Cyclescheme allows employees to make savings on bikes and safety equipment which can be purchased from many stores across the UK. The maximum amount employees can request is £1,000 per hire period and each hire period is 12 months.

The cost of the bike and safety equipment is recouped through a monthly salary sacrifice arrangement processed through the payroll.

For further information please contact Human Resources.

## **EMPLOYEE PROGRAMMES**

KANA operates a number of Employee Programmes. Further information on all these programmes can be found on the Employee Resource Centre.

### **Employee Referral Award Programme**

This programme is designed to assist KANA with the sourcing of suitable candidates. A bonus is paid to an employee who refers a candidate, in response to an advertised vacancy, who is subsequently employed by the company.

### **Health & Wellbeing Programme**

This programme is designed to promote and encourage health and wellbeing at work.

### **Service Milestone Award Programme**

This programme is designed to show appreciation to loyal serving employees. It provides a method to formally recognise employees who reach service milestones with the company.

### **Tuition Reimbursement Policy**

The Tuition Reimbursement Policy provides reimbursement of tuition costs/fees for degree-related courses relating to an employee's current job or development path.

### **Reward for Outstanding Service (ROS)**

ROS awards are presented on a quarterly basis to a number of employees who have been recognised by their peers as going above and beyond in the areas of teamwork or execution.

### **SPOT Award Programme**

This programme provides 'on the spot' opportunities to recognise and reward significant achievements and contributions made by an employee in a prompt and visible manner.



## **COMMUNICATIONS**

## **USE OF COMMUNICATION SYSTEMS**

It is the intent of KANA to provide the communication systems necessary for the conduct of its business. Employees are expected to adhere to proper use of all communication systems. These include but are not limited to the Telephone, Electronic Mail (E-Mail), Facsimile, Internet, Corporate Intranet, Voice Mail, Computer Terminals, Modems and Systems Software. Employees are permitted use of KANA property and must comply with KANA policies and procedures regarding its use.

The communication systems are owned and operated by KANA and are to be used for the business of KANA. Employees should have no expectation of privacy of any correspondence, messages or information in the systems.

KANA reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of corporate correspondence, and are subject to the same internal and external regulation, security and scrutiny as any other corporate correspondence. E-mail communications must be written following customary business communications practices as is used in KANA correspondence. E-mail communications are official internal KANA communications, which may be subject to summons in legal proceedings. Work-related messages should be directed to the affected employee(s) rather than sending a global message to all employees.

KANA's communication systems shall not be used as a forum to promote religious or political causes, or an illegal activity. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military or civil partnership status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation are also prohibited on KANA's communication systems.

Employees shall not attempt to gain access to another employee's personal communications system and messages. KANA, however, reserves the right to access an employee's messages at any time, without notice to the employee.

## **SOCIAL MEDIA POLICY**

We recognise that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, blogs and wikis. However, employees' use of social media can pose risks to our confidential and proprietary information, and reputation, and can jeopardise our compliance with legal obligations. To minimise these risks, to avoid loss of productivity and to ensure that our IT resources and communications systems are used only for appropriate business purposes, we expect employees to adhere to this policy.

This policy does not form part of any employee's contract of employment.

This policy deals with the use of all forms of social media, including Facebook, LinkedIn, Twitter, Wikipedia, all other social networking sites, and all other internet postings, including blogs. It applies to the use of social media for both business and personal purposes, whether during office hours or otherwise. The policy applies regardless of whether the social media is accessed using our IT facilities and equipment or equipment belonging to the employee. Please also refer to KANA's Social Media Guidelines for further information.

Breach of this policy may result in disciplinary action up to and including dismissal. Disciplinary action may be taken regardless of whether the breach is committed during working hours, and regardless of whether our equipment or facilities are used for the purpose of committing the breach. Any employee suspected of committing a breach of this policy will be required to co-operate with our investigation, which may involve handing over relevant passwords and login details.

Employees may be required to remove internet postings which are deemed to constitute a breach of this policy. Failure to comply with such a request may in itself result in disciplinary action.

Social media should never be used in a way that breaches any of our other policies. If an internet post would breach any of our policies in another forum, it will also breach them in an online forum. For example, employees are prohibited from using social media to:

- breach any obligations they may have relating to confidentiality;
- breach our Disciplinary Rules;
- defame or disparage the organisation or its affiliates, customers, clients, business partners, suppliers, vendors or other stakeholders;
- breach our Harassment policy;
- breach our Equal opportunities policy;
- breach our Data protection policy (for example, never disclose personal information about a colleague online);
- breach any other laws or ethical standards (for example, never use social media in a false or misleading way, such as by claiming to be someone other than yourself or by making misleading statements).

Employees who breach any of the above policies will be subject to disciplinary action up to and including termination of employment.

### **Personal use of social media**

We recognise that employees may work long hours and occasionally may desire to use social media for personal activities at the office or by means of our computers, networks and other IT resources and communications systems. We authorise such occasional use so long as it does not involve unprofessional or inappropriate content and does not interfere with your employment responsibilities or productivity. While using social media at work, circulating chain letters or other spam is never permitted. Circulating or

posting commercial, personal, religious or political solicitations or promotion of outside organisations unrelated to the organisation's business are also prohibited.

### **Monitoring**

The contents of our IT resources and communications systems are our property. Therefore, employees should have no expectation of privacy in any message, files, data, document, facsimile, telephone conversation, social media post conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on our electronic information and communications systems.

We reserve the right to monitor, intercept and review, without further notice, employees activities using our IT resources and communications systems, including but not limited to social media postings and activities, to les are being complied with and for legitimate business purposes and you consent to such monitoring by your use of such resources and systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies.

### **Responsible use of social media**

The following sections of the policy provide employees with common-sense guidelines and recommendations for using social media responsibly and safely.

### **Protecting our business reputation**

- Employees must not post disparaging or defamatory statements about:
  - our organisation;
  - our clients;
  - suppliers and vendors; and
  - other affiliates and stakeholders,

but employees should also avoid social media communications that might be misconstrued in a way that could damage our business reputation, even indirectly.

- Employees should make it clear in social media postings that they are speaking on their own behalf. Write in the first person and use a personal e-mail address when communicating via social media.
- Employees are personally responsible for what they communicate in social media. Remember that what you publish might be available to be read by the masses (including the organisation itself, future employers and social acquaintances) for a long time. Keep this in mind before you post content.
- Do not post comments about sensitive business-related topics, such as our performance. Even if you make it clear that your views on such topics do not represent those of the organisation, your comments could still damage our reputation.
- If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication until you discuss it with your manager.
- If you see content in social media that disparages or reflects poorly on our organisation or our stakeholders, you should contact [your manager. All employees are responsible for protecting our business reputation.

**Respecting intellectual property and confidential information**

- Employees should not do anything to jeopardise our valuable trade secrets and other confidential information and intellectual property through the use of social media.
- In addition, employees should avoid misappropriating or infringing the intellectual property of other companies and individuals, which can create liability for the organisation, as well as the individual author.
- Do not use our logos, brand names, slogans or other trademarks, or post any of our confidential or proprietary information without prior written permission.
- To protect yourself and the organisation against liability for copyright infringement, where appropriate, reference sources of particular information you post or upload and cite them accurately. If you have any questions about whether a particular post or upload might violate anyone's copyright or trademark, ask the legal department before making the communication.
- You are not permitted to add business contacts made during the course of your employment to personal social networking accounts, such as Facebook accounts or LinkedIn accounts.

**Respecting colleagues, clients, partners and suppliers**

- Do not post anything that your colleagues or our customers, clients, business partners, suppliers, vendors or other stakeholders would find offensive, including discriminatory comments, insults or obscenity.
- Do not post anything related to your colleagues or our customers, clients, business partners, suppliers, vendors or other stakeholders without their written permission.

## **PASSWORD USE POLICY**

This Policy applies to all KANA employees and is to prevent unauthorised user access, and compromise or theft of information and information processing facilities.

The objective of this policy is to ensure employees follow good security practices in the selection and use of passwords.

### **Policy Framework**

All KANA employees are required to adhere to the following guidelines:

- Passwords must conform to the following:
  - Must be a minimum of 8 characters in length
  - Must contain at least one upper case alphabetic character
  - Must contain at least one lower case alphabetic character
  - Must contain at least one non-alphabetic character
  - Must not contain any words that appears in your username
  - Must not be the same as any of your prior 20 passwords
- Employees must keep passwords confidential and should not keep a record of the password (e.g. on paper, software file or hand-held device).
- The credentials of your password to meet security guidelines will be enforced by the system, but do make sure that it is easy for you to remember, but not easily guessable for others.
- Many systems in use in KANA will enforce that employees change passwords at regular intervals, but if there is any indication of possible system or password compromise, you will change your password as soon as possible.

Please note that some departments may have additional password requirements. You will be advised if you are required meet additional requirements.

### **Password Protection Standards**

- Do not share passwords with anyone. All passwords are to be treated as sensitive and confidential information.
- Here is a list of "don't's":
  - Don't reveal a password over the phone to ANYONE
  - Don't reveal a password in an email message
  - Don't talk about a password in front of others
  - Don't hint at the format of a password (e.g., "my family name")
  - Don't reveal a password on questionnaires or security forms
  - Don't share a password with family members
  - Don't reveal a password to co-workers while on leave
- Do not use the "Remember Password" feature of applications.
- Do not store passwords in a file on ANY computer system (including Blackberry's or similar devices) without encryption.
- If an account or password is suspected to have been compromised, change all passwords.

There is a requirement for all employees to comply with this Policy, and where requested, to demonstrate such compliance. Breaches of this policy and practice will be regarded as misconduct and could lead to disciplinary proceedings

## **CONFERENCE CALLS**

A conference call is a communication tool that allows several people in different locations to hold a meeting over a single phone line. It is a cost effective way to conduct meetings globally.

If you require a conference line please contact reception advising of the date, time and expected duration of the call. Reception will confirm the conference line details by email.



## **WEBINARS**

A webinar allows for presentations, demonstrations and meetings to be run online, via a secure and encrypted network.

The system is fully interactive, and can be linked to conference call facilities. This allows for participation from all the attendees throughout the course of the meeting.

The system is fully configurable with Microsoft Outlook, and this means that when meetings are being organised a meeting request with reminder can be sent to multiple attendees, via a Microsoft Outlook calendar request.

If you require a webinar please contact reception advising them of the date, time and expected duration of the meeting. Reception will confirm the webinar details by email.

## INTERNAL IT SUPPORT

If you need internal technical support please contact your local internal IT Support department for assistance [helpdesk@kana.com](mailto:helpdesk@kana.com)

If you would like a copy of any of the policies listed below or if you have any questions relating to them please feel free to contact your Internal IT Support department.

- Email Policy
- Network & Internet Access Policy
- IT Back Up Policy
- Virtual Private Network Access Policy
- Intellectual Property Rights Compliance Policy

## **BROADBAND INTERNET POLICY**

### **Broadband Internet Provision**

KANA will provide a broadband internet connection for an employee, subject to the employee meeting one or more of the following criteria:-

- The employee works primarily from a home office.
- The employee is required to provide remote customer support outside of normal office hours.
- Any other request for broadband internet provision will be dealt with on a case by case basis.

Provision of broadband internet access by KANA must be authorised by the appropriate CEO Staff.

If an employee has an existing internet connection which they wish to use for business purposes KANA may offer an allowance. This should be claimed using the normal expenses procedure.

### **Firewall**

Where broadband internet access is provided by KANA, KANA will also provide a hardware firewall/router to ensure that an adequate level of security is maintained. If the employee has an existing internet connection then KANA will provide a hardware firewall/router if the employee does not have an existing hardware firewall/router or if their existing hardware firewall/router is unsuitable.

Employees must ensure that access to the internet is only via the supplied firewall i.e. they must not connect a laptop directly to the internet.

Upon termination of employment, a KANA provided broadband connection will be terminated and all equipment provided by KANA will be returned. If the equipment provided by KANA is not returned or is returned in an unsatisfactory condition, the cost of replacement or a proportionate amount of this, as decided by KANA, will be deducted from any final monies owing to you, or you will otherwise reimburse KANA.

Use of the broadband internet connection must comply with KANA Email policy and KANA Network & Internet Access policy. Employees should note that a breach of KANA's policy on email and acceptable network use may render you liable to disciplinary action up to and including dismissal dependent upon the circumstances.

## **BLACKBERRY POLICY**

### **Blackberry Provision**

KANA will provide a Blackberry to an employee, subject to the employee meeting all of the following criteria:-

- The employee works in a customer facing role
- The employee depends on regular email access to carry out their job function
- The employee travels frequently

Provision of a Blackberry must be authorised by the appropriate CEO Staff.

If an employee has a personal Blackberry device which they wish to use for business purposes, KANA may offer an allowance. This should be claimed using the normal expenses procedure.

Employees who are issued with a Blackberry are responsible for its safekeeping and condition at all times. Employees are responsible for any cost of repair or replacement other than fair wear and tear. KANA will arrange for any repair or replacement. In the event that the Blackberry is lost or stolen you must contact the police and a crime number obtained. Loss or theft of the device must be reported to KANA as soon as possible so that the device can be disabled.

Upon termination of employment, the Blackberry device and all associated equipment provided by KANA will be returned. If the equipment provided by KANA is not returned or is returned in an unsatisfactory condition, the cost of replacement or a proportionate amount of this, as decided by KANA, will be deducted from any final monies owing to you, or you will otherwise reimburse KANA.

Use of the Blackberry is conditional on the employee complying with KANA's Email policy and the Network & Internet Access policy. Employees should note that a breach of KANA's policy on email and acceptable network use may render you liable to disciplinary action up to and including dismissal dependent on the circumstances.

The Blackberry will remain at all times the property of KANA.

## **MOBILE TELEPHONE POLICY**

### **Mobile Phone Provision**

KANA will provide a mobile phone to an employee, subject to the employee meeting one or more of the following criteria:-

- The employee works in a customer facing role and is in frequent contact with customers and prospects.
- The employee is frequently out of the office and needs to be contactable by other KANA employees, customers or prospects.
- If the employees Line Manager needs to contact the employee out of normal office hours.

Provision of a KANA mobile phone must be authorised by the appropriate CEO Staff.

Employees who are issued with a mobile are responsible for the safekeeping and condition of the mobile phone at all times. Employees are responsible for any cost of repair or replacement other than fair wear and tear. KANA will arrange for any repair or replacement. In the event that the mobile phone is lost or stolen you must contact the police and a crime number obtained. Loss or theft of the mobile phone must be reported to KANA as soon as possible so that the phone can be disabled.

Upon termination of employment, the mobile phone and all associated equipment provided by KANA will be returned. If the phone and equipment provided by KANA is not returned or is returned in an unsatisfactory condition, the cost of replacement or a proportionate amount of this, as decided by KANA, will be deducted from any final monies owing to you, or you will otherwise reimburse KANA.

### **Driving**

Employees should not use a mobile phone whilst driving. An employee is regarded to be driving if they are in charge of a vehicle with its engine running on a public road, even if the vehicle is stationary.

- Employees must not use a hand held mobile phone when driving.
- Employees who need to make or receive a phone call should do so at a convenient break in their journey. The vehicle must be stopped in a safe and legal area with the engine turned off before making or receiving a call.
- In an emergency situation employees may use a hands-free kit with a phone cradle for making or receiving incoming calls however the call should be as short as possible.
- Please note that calls made or received on a hands-free phone can be distracting and employees risk prosecution if it can be shown that they were distracted and not in proper control of the vehicle at the time of the call.
- Any penalties that may be incurred are not claimable from KANA.
- KANA will not accept responsibility for drivers who breach the terms of this policy.
- Employees should note that a breach of KANA's rule on the use of a mobile telephone whilst driving will render you liable to disciplinary action up to and including dismissal dependent upon the circumstances.

**Anti-Harassment**

Employees should be aware that certain operations that can be performed on mobile phones may breach KANA rules and procedures. Employees must understand that the sending of text messages or, as facilitated by 3G mobile phones, the sending of digital images that are or could be deemed offensive is strictly prohibited.

The photographing or filming of fellow employees, clients, visitors or any member of the public without their consent may breach an individual's right to privacy and could in certain circumstances constitute harassment.

It is against the principles of KANA for any person to be harassed in such way, and will not be tolerated. Any instance that comes to KANA's attention will be investigated. Should an employee be found to have used a mobile phone in such a way they will be subject to disciplinary action which could include dismissal.

If you feel that you have been a victim of this form of harassment, you should bring this to the attention of management immediately.

**Personal Use**

Your KANA mobile phone is for business use only. Employees may be required to reimburse KANA for any charges incurred by personal use.

**Premium Rate Numbers & Text Services**

Please note that you must not ring premium rate numbers or subscribe to any text messaging services which charges for their services.

Use of KANA mobile phone is conditional on the employee complying with this policy.

The mobile phone will at all times remain the property of KANA.

## **VOICEMAIL POLICY**

Every employee is responsible for using KANA's Voice Mail system properly and in accordance with this policy. Any questions about this policy should be addressed to your local IT Support department.

The Voice Mail system is the property of KANA. It has been provided by KANA for use in conducting KANA business. All communications and information transmitted by, received from, or stored in this system are KANA records and property of KANA. Employees have no right of personal privacy in any matter stored in, created, received or sent over KANA's Voice Mail system.

KANA, in its discretion as owner of the Voice Mail system, reserves and may exercise the right to monitor, access, retrieve and delete any matter stored in, created, received or sent over the Voice Mail system, for any reason without the permission of any employee and without notice.

Even if employees use a password to access the Voice Mail system, the confidentiality of any message stored in, created, received or sent from KANA's Voice Mail system still cannot be assured. Use of passwords or other security measures does not in any way diminish KANA's rights to access materials on its system or create any privacy rights of employees in the messages and files on the system. Any password used by employees must be revealed to KANA if required by Management, as Voice Mail messages may need to be accessed by KANA in an employee's absence.

Employees should be aware that deletion of any Voice Mail messages or files will not truly eliminate the messages from the system. All Voice Mail messages may be stored on a back-up system in the normal course of data management.

Employees may not forward incoming calls from their assigned desk phone / voicemail to any mobile phone or any other external phone.

Even though KANA reserves the right to retrieve and listen to any Voice Mail messages, those messages should still be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or listen to any Voice Mail messages that are not sent to them. Any exception to this policy must receive the prior approval of Department Heads.

KANA's policies against sexual or other harassment apply fully to the Voice Mail system and any violation of those policies is grounds for corrective action. Therefore, no Voice Mail messages should be created, sent or received if they contain intimidating, hostile or offensive material concerning race, colour, religion, sex, age, national origin, disability or any other classification protected by law.

The Voice Mail system may not be used to solicit for religious or political causes, commercial enterprises, outside organizations or other non-job related solicitations.

Users should routinely delete outdated or otherwise unnecessary Voice Mails. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs. Because of the storage space required for Voice Mail messages, employees should not send a Voice Mail message to a large number of recipients without prior approval from his/her supervisor and the IT department.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. Voice Mails are sometimes misdirected or forwarded and may be heard by persons other than the intended recipient. Users should create Voice Mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on KANA's letterhead.

Employees should also use professional and courteous greetings on his/her Voice Mail boxes so as to properly represent KANA to outside callers.

Because Voice Mail records and messages may be subject to discovery in litigation, employees are expected to avoid making statements in Voice Mail that would not reflect favourably on the employee or KANA if disclosed in litigation or otherwise. In order to avoid accidentally disclosing message contents to unauthorized listeners, employees should not listen to Voice Mail messages while using the speakerphone feature.

Any employee who discovers misuse of the Voice Mail system should immediately contact the Human Resources department. Violations of KANA's Voice Mail policy may result in corrective action and civil and criminal liability. KANA reserves the right to modify this policy at any time, with or without notice.

Employees are required to acknowledge receipt and understanding of the Voice Mail Policy as a condition of employment.



## **OFFICE INFORMATION**

## **CAR PARKING**

### **INCHINNAN OFFICE, SCOTLAND**

There are free car parking facilities on-site for the use of employees, customers, those attending training courses and other visitors.

### **MAIDENHEAD OFFICE, ENGLAND**

We have been allocated with 5 parking spaces. If there are no spaces available there is an NCP car park right beside the building. Details of the charges associated with parking at the NCP car park can be located at; [http://www.rbwm.gov.uk/web/parking\\_nicholsons.htm](http://www.rbwm.gov.uk/web/parking_nicholsons.htm)

## GENERAL OFFICE INFORMATION

### INCHINNAN OFFICE, SCOTLAND

#### **Stationery**

Stationery supplies are located in the ground floor storage area and on the first floor in the Development Team area. Please help yourself to whatever stationery you require for work purposes. If the stationery you require is not in stock submit a request to the Admin team using [reception-gla@kana.com](mailto:reception-gla@kana.com)

#### **Post**

KANA uses Royal Mail for its postal services.

#### **Incoming Post**

Post will be ready for collection after **10.00am**. You will be notified of any post/packages that are delivered for you. You should collect these as soon as possible from Reception.

#### **Outgoing Post**

All outgoing post must be at Reception by **4.30pm at the latest**. Mail should be placed in the tray marked "Outgoing Post". All post requiring Special or Recorded delivery must be ready for sending and left with the Admin team by **4.30pm** at the latest.

#### **Courier**

KANA uses Fedex for all items to be couriered. All items to be couriered must be ready for sending and with the Admin team by **2.00pm** at the latest for same day collection. Items received after 2pm will not normally be collected by the courier until the next working day.

#### **Business Card Facilitation**

If you require business cards for internal or external communication, please email your request to [reception-gla@kana.com](mailto:reception-gla@kana.com).

#### **Tidy Desk Policy**

KANA operates a tidy desk policy for the following reasons;

- It ensures confidential information is locked away and thereby kept confidential!
- It promotes the right image when visitors are in the building
- It can reduce workplace accidents and spills
- Studies have shown that there is a reduction in stress with employees having a tidy desk

At the end of the working day employees must tidy their desks. Desk lockers, filing cabinets and cupboards are provided to allow you to store all documents etc.

Confidential documents that are no longer required should be shredded using the shredder in the Business Support area.

#### **Direct Dial Numbers**

Each phone in KANA has a Direct Dial number (DDI). To ensure that all customer and business calls are answered promptly, calls between employees must be made through the DDI numbers and not through the reception number.

To dial an external number from your landline please press 9 followed by the required number.

Please ensure you use the most up to date KANA email signature format. Your DDI and email address must be shown on this.

**Answering Service**

Calls received prior to 8.30am or after 5.00pm will divert to KANA's answering service. The Admin team will then forward any messages received to the relevant parties.

**Voicemail**

If you do not currently have voice mail please contact your local internal IT Helpdesk to have this service configured; [helpdesk@kana.com](mailto:helpdesk@kana.com)

**Internal Contact Numbers**

Internal contact numbers can be viewed from the following location;

- Outlook address book, open the address book and search

Alternatively, please email [reception-gla@kana.com](mailto:reception-gla@kana.com) for assistance.

**Resource Bookings**

For all resource bookings including meeting rooms, conference lines, Adobe Connect facilities and data projectors email your request to [reception-gla@kana.com](mailto:reception-gla@kana.com)

If you have any questions relating to this procedure please contact a member of the Admin team.

**Catering Facilities**

There are kitchens located on each wing of the building. Each kitchen is equipped with a fridge, kettle, microwave, tea and coffee making facilities. These facilities are for any employee who wishes to make their own breakfast and/or lunch arrangements.

R34 Restaurant in the ground floor lobby of the building sell a variety of hot and cold meals. Opening hours are 7.30am to 5.00pm. There is also a vending machine situated in the ground floor lobby.

If you require catering for meetings please refer to the section below on Visitors.

**Visitors**

All visitors MUST be notified to [reception-gla@kana.com](mailto:reception-gla@kana.com) at least 24 hours prior to arrival stating the following;

- Names, arrival time and departure time
- Resource and catering arrangements

Visitors are required to sign in using the KANA Kiosk and will be issued with a visitor pass.

You will be informed when your visitor has arrived in reception.

It is the responsibility of the KANA host to make introductions, chaperone and monitor the movements of the visitor and to ensure their exit from the building and the return of visitor passes to the Admin Team.

**Taxis**

To book a taxi please e-mail [reception-gla@kana.com](mailto:reception-gla@kana.com) advising of the time required and destination.

[reception-gla@kana.com](mailto:reception-gla@kana.com) is available to book taxis from 8.30am to 5.00pm Monday through Friday. If you forget to arrange a taxi during these hours you will need to book and pay for the taxi yourself and claim the cost back via the expenses procedure.

Our preferred supplier is Renfrewshire Cab Co: T +44 (0)141 886 7111.

Only members of the Admin team will have knowledge of the password and the job references required to book taxis to the corporate account.

Taxis to and from Heathrow airport can also be requested using [reception-gla@kana.com](mailto:reception-gla@kana.com). We have a preferred supplier for this route with fixed prices.

Our preferred supplier is CS Chauffeurs: T: +44 (0) 1494 526005

## **MAIDENHEAD OFFICE, ENGLAND**

### **Keys**

We have two keys per office that are signed over to us for retention. Additional keys are provided at a charge of £25 each. Each office user will be provided with their own key. All lost keys should be reported to [reception\\_belfast@kana.com](mailto:reception_belfast@kana.com) and the building manager immediately. If you lose your key, you be charged the fee to replace it.

### **Cleaning**

Cleaners will be on-site twice a day. The daytime cleaner will be onsite between 10.30am and 14.30pm approximately each day. The evening cleaners will be onsite from 6pm-7pm; you should expect the toilet facilities to be unavailable during this period. If the toilets are closed on the floor on which you are working, please use alternative facilities on another floor of the building.

### **Bathroom Facilities**

Toilet facilities, including hand dryers are available for both men and women on all floors of the building, with the exception of the basement level. In addition a non-gender specific shower is located on the ground floor.

### **Break Rooms / Kitchens**

These facilities are located on each floor of the building (with the exception of the basement level). They all provide free tea, coffee, chilled still and sparkling water. They all have fridges, microwaves and kettles. In addition the ground floor kitchen has a vending machine.

### **Resource bookings**

For all KANA resource bookings including meeting rooms, conference lines, webex facilities and data projectors email your request to [reception\\_belfast@kana.com](mailto:reception_belfast@kana.com)

If you have any questions relating to this procedure please contact a member of the Business Support Team.

To use the MWB meeting rooms or catering please contact MWB Maidenhead reception directly. You should provide your name and cost centre at the time of booking.

### **Admin Services**

As part of the Licence agreement with MWB we have incorporated the following;

- 50% discount of the double/single boardroom for one meeting booking per month (subject to availability).
- 30% discount of administration support for the first 3 hours billed every month. Normal price thereafter (subject to employees availability).
- Please contact [reception\\_belfast@kana.com](mailto:reception_belfast@kana.com) for pricing details.

**Copier/Printer/Scanner/Fax – Serial No.: 4PFS002**

**There is a Ricoh MPC2050 Fax, Scan, Copy and Printer in Room 108.**

For supplies please contact [reception\\_belfast@kana.com](mailto:reception_belfast@kana.com)

For service and toner please contact Ricoh on: 08705 202040

**Taxis**

We have two preferred suppliers for taxis to and from Heathrow and for local journeys.

Heathrow Routes;

To book a taxi please contact [reception\\_belfast@kana.com](mailto:reception_belfast@kana.com)

Preferred supplier is CS Chauffeurs: T: +44 (0) 1628 517009 or +44 (0) 1494 526 005

We have agreed prices for set up with this firm as follows;

Heathrow – Maidenhead

Heathrow – Marlow

Heathrow – Reading

Heathrow – Oxford (and returns)

For shorter, local journeys please use UWant; T: 01628 622110. This is a cash account and fares should be paid and claimed via the expenses procedure.