

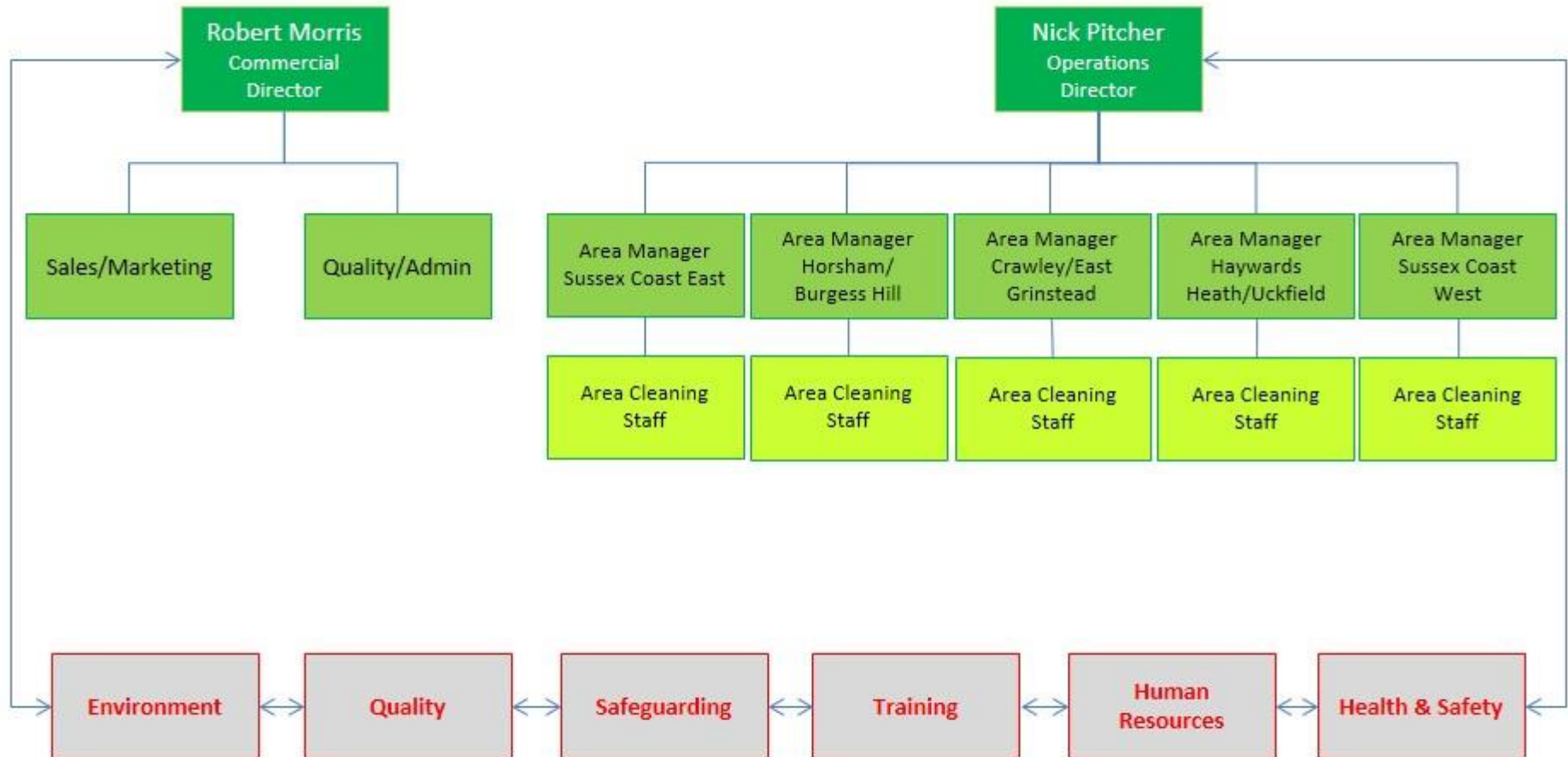


**Sussex Cleaning
& Care Ltd**

Employee Handbook



Sussex Cleaning & Care Ltd Company Structure



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STAFF HANDBOOK

INTRODUCTION AND WELCOME TO THE COMPANY

Since 1978 Sussex Cleaning & Care Ltd (SCC) has provided quality cleaning services to Sussex based companies.

We are proud of our employees and we care for them. Whatever your role, you are an important member of our team. Together our work and commitment will continue to ensure the staff and company's success.

This handbook and enclosed procedures forms part of your contract of employment. It also provides information which you will need in your employment with the company, and sets out the rules which apply to us all. Please read it carefully and if you do not understand anything, speak to your supervisor or manager who will be happy to answer any questions you might have.

You should keep the handbook together with any other company issued documents to which you may need to refer.

Our mission is clear: To become the leading provider of cleaning and ancillary services to Sussex based organisations.

Nick Pitcher
Director

MISSION STATEMENT

To provide Sussex based organisations with quality, reliable, cleaning and ancillary services delivered by trained, motivated and caring people. To strive to become the leading cleaning provider in Sussex through the commitment and loyalty of staff who are encouraged and supported to achieve their full potential. To practice, promote and advise on environmentally friendly ideas and solutions, focusing our operations within Sussex and building lasting relationships with like-minded suppliers

COMPANY VALUES

SCC Ltd has distinct company values. They are the foundation our company is built upon. All employees of SCC are aware of them and it guides us to success.

- By caring about the service we provide our customers, we will win more business
- By caring for our employees we will win their commitment and loyalty
- By caring about our creditors we will win quality supply
- By caring about the environment we will win respect for our working practices

WE CARE, YOU WIN!

OUR PEOPLE VALUES

- To raise self-esteem levels amongst all our staff through proper training, responsibility, fair wages and quality work wear
- To be a caring and responsible employer
- To encourage employees to fulfil their career potential
- To create and maintain a culture whereby learning is part of everyday life
- To make work an enjoyable experience

QUALITY VALUES

SCC is committed to its quality policy and is dedicated to provide a service free of encumbrances, within specified times and agreed financial parameters.

The aim of SCC is to provide its Sussex-based clients with a high level of customer care by delivering a quality cleaning service.

SCC operate management systems that comply with BSENISO 9001:2015 and BSENISO 14001:2015 and is also SAFE contractor accredited.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the organisation the importance of meeting customer needs and legal requirements
3. Establish the quality policy and its objectives
4. Conduct management reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources

SCC constantly monitors its quality performance and implements improvements when appropriate.

Our commitment to these practices will underpin the service we provide to our clients, ensuring that we are the best there can be and that customer satisfaction in all our services is maintained now and in the future.

PAYMENT OF SALARY

Your salary will be paid fortnightly in arrears direct into your bank or building society account.

STAFF INDUCTION

All new members of staff will have an initial induction interview with their line manager/supervisor. Following this interview they will be introduced to a work colleague. A tour of the building will then be undertaken accompanied by either the line manager or another colleague. This will be followed by familiarisation with general office procedures.

WORKING HOURS

Your normal hours of work are as set out in your Contract of Employment.

RECRUITMENT

It is the policy of the company to recruit the best person for each vacancy based on ability and experience and regardless of sex, sexual orientation, race, religion or belief, age or disability. Vacancies will be advertised internally and externally. Existing employees will be invited to apply for promotional opportunities.

TRAINING AND DEVELOPMENT

SCC is committed to staff training and development and considers this to be an important part of the strategic development of its operation. Well-trained, committed and motivated people – from senior management to operative employees – will ensure the success of the business.

Training and development within SCC is designed to meet the present and future needs of the business to ensure the individual effectively carries out his/her role. Training will be delivered in a flexible, cost effective and most appropriate way. The training records of all employees are recorded.

EQUAL OPPORTUNITIES

SCC is an equal opportunity employer. The company is committed to ensuring that its workplaces are free from unlawful or unfair discrimination on the grounds of colour, race, religion or belief, nationality, ethnic or national origin, gender (including gender reassignment), sexual orientation, age, marital status or disability.

We aim to ensure that our staff achieve their full potential and that all employment decisions are taken without reference to irrelevant or discriminatory criteria. We have adopted the following policy as a means of helping to achieve these aims.

Direct discrimination occurs when someone is treated less favourably than others in relation to his or her employment. Direct discrimination may occur even when unintentional.

Indirect discrimination occurs when an employer applies a criterion or practice to all staff which results in people of a particular group (eg racial group) being placed at a disadvantage when compared with the remaining staff.

Victimisation can occur where an employer subjects an employee to a detriment on the grounds that the employee has raised an internal grievance about discriminatory treatment, or has taken a claim of discrimination to an employment tribunal. Detriment can include any unfavourable treatment, for example a refusal to promote an employee or subjecting him or her to verbal abuse or disciplinary action.

SCC is committed to ensuring that all our staff and applicants for employment are protected from unlawful discrimination in employment.

What to do if you are being discriminated against:

If you feel you are being unfairly discriminated against, you should report this in the first instance to your line manager. If you are unable to do this, you may contact one of the two Directors by calling the telephone number at the back of this handbook.

HARASSMENT AT WORK

The company is committed to creating a harmonious working environment. No employee will be subjected to any form of harassment. Action such as intimidation, threats, or bullying likely to cause apprehension to any employee, or group of employees, is unacceptable and the company will treat such behaviour as gross misconduct, which may warrant dismissal.

What to do if you are being harassed or bullied at work.

If you feel you are being harassed or bullied you should in the first instance report this to your line manager. If you are unable to do this, you may contact one of the two Directors by calling the telephone number at the back of the handbook.

ABSENCE FROM WORK

Regular attendance at work is essential to meet the company's business objectives.

The company recognises that from time to time employees may be genuinely incapable of attending work.

Whether the sickness or incapacity is for one day or for a longer term, each case will be managed to ensure minimal impact upon the service delivery to the company's clients.

Any absence which is not authorised or notified in accordance with the rules of the Sickness and Absence Policy will be regarded as a breach of the contract of employment and will be treated in accordance with the company's Sickness/Absence Procedure.

It is the policy of the company for managers to conduct a return to work interview following a period of sickness/absence.

There is no entitlement to paid sickness benefit other than Statutory Sick Pay (SSP) - if you qualify.

REPORTING OF SICKNESS/ABSENCE

- If you are unable to attend work for any reason you must phone your manager giving as much notice as possible on the first working day of absence
- If you are unable to work on subsequent days you must phone your manager on each working day giving as much notice as possible, unless your absence is certificated by a doctor
- On return to work you must complete and pass to your supervisor an 'Employee's Statement of Sickness' form (available from your supervisor)
- If you are absent for more than 7 days in a row (including non-working days) you will be required to produce a 'fit note' from your doctor
- NB: The lack of a medical certificate following 7 days absence could constitute unauthorised absence and the loss of SSP (if you qualify)
- If you are absent from work due to sickness or injury and comply with the requirements

in this clause regarding notification of absence, the company will pay you SSP (if you qualify for this benefit) in accordance with the Social Security Contributions and Benefits Act, 1992

On the first day of sickness absence, subject to local requirements, early morning employees must phone their immediate supervisor or manager as soon as possible before the start of their shift, or at the latest 1 hour after the start of shift.

Afternoon and evening shift employees must phone their immediate supervisor or manager as soon as possible before the start of shift so cover can be arranged.

If sickness absence continues beyond three days, **on the fourth day**, you must contact your line manager to update them of your situation.

If sickness absence continues beyond seven days, **on the eighth day**, you must submit a doctor's medical certificate to Headquarters (address on back of booklet).

When you are fit enough to return to work you must contact your manager in advance of the commencement of your shift. Failure to do so may result in you being sent home without pay.

In the event of frequent periods of sickness absence, the company reserves the right to require the employee to obtain a doctor's medical certificate from day one of the period of sickness absence. If your sickness absence amounts to 15 days or more in any twelve-month period the company may require you to undergo a medical examination by a Doctor nominated by the company.

HOLIDAYS

The holiday year runs from 1st January to 31st December each year. Your annual leave entitlement will be accrued on a pro rata basis from the start of your employment.

Your holiday entitlement is as detailed in your Contract of Employment and will be no less than the minimum statutory amount. Any change to your holiday entitlement will be advised to you in writing.

On leaving the company you will be reimbursed for the cost of any outstanding holiday entitlement due to you at the date of your departure. The cost of any holiday taken above your entitlement at the time of leaving will be deducted from your leaving pay.

There are peak times throughout the year when only a specified number of staff may be off at any one time. For this reason holidays must be taken by prior arrangement with and at the discretion of your manager/supervisor. Holidays are allocated on a first come first served basis and it is important therefore for you to first check with your immediate line manager before booking any holiday.

The company reserves the right to refuse an application for annual leave subject to operational requirements. Where appropriate, holidays are to be taken to coincide with customer shutdowns.

You are required to book holidays using the holiday application form. Unauthorised absence may result in disciplinary action, which could lead to your summary dismissal.

There is no entitlement for annual leave to be carried over from one year to another. Any holiday outstanding at the end of the year will be lost.

MATERNITY

Every pregnant employee is entitled to up to 52 weeks maternity leave starting at any time on or after the 11th week before the expected week of childbirth. Ordinary Maternity Leave is paid at the statutory limit up to 39 weeks (if you qualify. See www.gov.uk/maternity-pay-leave/eligibility). Any Additional Maternity Leave taken after 39 weeks and up to 52 weeks is unpaid. You must inform SCC that you are pregnant no less than 15 weeks prior to the date on which your child is due to be born by providing a copy of the MatB1 given to you by your midwife or doctor. Any change to the above will be advised to you in writing and be no less than the minimum statutory requirement.

Antenatal Care: Your attendance at antenatal care will be granted and paid at your normal rate on advance provision of evidence of the appointment.

For further information, please refer to your line manager in the first instance.

OTHER LEAVE

Paternity and Adoption:

If you have worked continuously for SCC for 26 weeks ending with the 15th week before the baby is due or the end of the week in which the child's adopter is notified of being matched with the child, you could have the right to up to 26 weeks additional paternity (in addition to the 2 weeks paid paternity leave). Contact your line manager to discuss your individual situation.

If your average weekly earnings are above the Lower Earnings Limit for National Insurance purposes you will be entitled to paid Paternity Leave at the statutory rate. Employees whose weekly earnings fall below the Lower Earnings Limit do not qualify for Statutory Paternity Pay.

Parental Leave

Unpaid Parental Leave not exceeding 18 weeks may be granted - to employees who have no less than one year's continuous service - for each child and adopted child up to their 18th Birthday. Parental Leave may only be taken in blocks of one week and only up to 4 weeks in any one year for each child. Application for Parental Leave must be in writing. SCC may postpone applications to take Parental Leave depending on operational requirements.

Family Crisis/Emergency

Reasonable time off will be granted to deal with unexpected family crisis and emergencies. This will be unpaid and you must keep your manager informed of the situation on a daily basis.

Any other unpaid leave will only be granted in exceptional circumstances and is at the discretion of your line manager.

MEDICAL/DENTAL APPOINTMENTS

Where possible, such appointments should be arranged outside of working hours. Full-time staff are expected to arrange early morning/late afternoon appointments in order to cause minimal disruption. Such absence will be paid at management discretion.

PENSION SCHEME

To help people save more for their retirement, the government requires employers to enrol their workers into a workplace pension scheme. SCC have chosen the National Employment Savings Trust (NEST) which is a qualifying pension scheme established by law to support the introduction of automatic enrolment, this is however dependent on your age and earnings – we will inform you if you qualify. You can look on-line www.nestpensions.org.uk or refer to your NEST welcome pack which they will send to you.

LAY-OFFS

It is a condition of employment that if the company is unable to provide work due to circumstances beyond its control, lay-offs and short time working can be implemented without payment of wages for the time involved.

Should a customer request a change of cleaner, we are obliged to comply. We will endeavour to relocate you but if this is not possible, it may unfortunately result in your dismissal.

The above relates to contractual arrangements between the company and the employee. It does not affect the employee's statutory rights under the Employment Rights Act 1996 regarding guaranteed pay.

RULES OF CONDUCT

The company has rules to ensure appropriate standards of conduct at work and to protect the interests of its employees and customers. These rules are in addition to the general duty of employees to comply with the law and give honest service to their employer.

Breaches of the rules or any other inappropriate or unreasonable behaviour may result in disciplinary action. Breaches of the rules highlighted in **bold text** will be regarded as Gross Misconduct and may result in your summary dismissal.

1. Attendance

- a. Employees must personally sign/clock in/use any other system used by the customer when arriving for duty and sign/clock out/use any other system used by the customer at the end of their shift.
- b. Employees are obligated to wear their uniform whilst at work and to keep it in a clean and tidy condition at all times. If your uniform needs replacing contact your supervisor/manager who will make the necessary arrangements.
- c. Employees may be required to work in any area within their normal contract site or at any other contract site within a reasonable distance.
- d. **Employees must not sign/clock in/use any other system used by the customer for other employees or get other employees to sign/clock in/use any other system used by the customer for them.**
- e. **Employees may not claim payment for hours not actually worked.**
- f. Employees must not leave their place of work more than five minutes before the end of their shift.
- g. Employees must comply with local arrangements regarding the timing and duration of breaks.
- h. Employees must notify the company as soon as possible before the start of their shift (or such other time as may be specified by management) if they are unable to attend work through sickness or any other reason.
- i. **Employees must not be absent without authorisation. To do so could result in disciplinary action, which could lead to your summary dismissal.**

2. Health & Safety

- a. **Employees must comply with the rules and requirements contained within the employee Health and Safety documentation in the Site Information Pack together with those health and safety requirements relating to the premises in which they are working.**
- b. **Employees must use the protective clothing and equipment (PPE) provided.**
- c. **Employees must comply with smoke-free legislation whilst on duty including electronic cigarettes and vaping products.**

3. Security

- a. **Employees must co-operate with searches of their outer clothing, locker, bag, vehicle etc. at the request of any authorised person. You have the right to be accompanied during this process.**
- b. **Identification or security passes (if issued) must be worn at all times whilst on customer or company premises.**
- c. **Except where specifically required or authorised by legislation employees must not disclose to unauthorised persons any confidential details or information relating to client or company matters. Some customers may require you to sign a Confidentiality Agreement.**
- d. **Employees must not access or attempt to access any records or files of the company or client without prior permission (this does not affect your statutory rights).**

4. Standards of Work

- a. Employees must work to specified and approved methods.
- b. Employees must meet specified quality standards and achieve required levels of output.
- c. **Employees must not use equipment or materials which they have not been trained and authorised to use.**
- d. Employees must report to their supervisor or manager at the earliest opportunity any problems or defects in equipment or materials and any difficulties or failures in meeting specified quality standards.

5. Company Dress Code

- a. Employees are required to wear their uniform prior to commencing their shift at the place of work.
- b. Employees must comply with any local rules regarding company dress codes.
- c. Employees not required to wear a uniform are expected to dress appropriately for work. (e.g. wear sensible shoes, no shorts etc).
- d. Employees must always report for work clean and tidy with long hair tied back and jewellery kept to a minimum.

6. General

- a. **Employees must follow all instructions issued by or on behalf of supervision and management.**
- b. Employees must take all reasonable care to protect company and customer property and prevent loss or damage.
- c. Employees must keep accurate records as required and account properly for company property under their control.
- d. Employees must meet the required standards of dress and appearance.
- e. Employees must not bring onto site personal items of electronic/electrical equipment such as MP3s/ Ipods, radios, personal stereos and headphones without prior authorisation by management.

- f. Mobile phones must be kept silent whilst on customer premises and used only in the event of emergency.
- g. When on a client's premises employees must comply with the site rules.
- h. **Except in the event of an emergency or with prior approval, employees must not use clients' equipment or property, including telephones and computers.**
- i. Food and drink may only be consumed in designated areas in the workplace.
- j. **Employees must not be in possession or under the influence of alcohol and/or drugs (except those prescribed and authorised for use at work by a qualified person) and must comply with SCC's Drugs and Alcohol policy.**
- k. **Employees must comply with any customer rules regarding testing for alcohol and/or drugs.**
- l. **Employees whose duties involve driving a motor vehicle must be in possession of a full current valid licence to drive the class of vehicle concerned and must comply with the rules of the company Vehicle Policy.**
- m. **Employees must comply with Smoke Free Regulations (including electronic cigarettes and vaping products) and those rules which apply in the areas in which they work.**
- n. **Employees must not attend at a company or clients' premises unless in the course of their authorised duties and must not engage in any disruptive behaviour.**
- o. **Employees must not wilfully damage, destroy, remove, steal or attempt to steal the property of the company, clients, employees or others.**
- p. **Employees must not engage in any insubordinate, insulting or violent behaviour and must not injure or attempt to injure any other person.**
- q. **Employees must submit true and accurate records and returns (e.g. clock cards, time sheets) and must not knowingly make any false oral or written statements on or in connection with company documents, accidents or incident investigations, applications for employment or medical examinations.**
- r. **Employees must not seek or accept any payment, gifts or other benefit in connection with their employment with the company other than their proper entitlements under their contract of employment. Any offers or attempts to give such payments etc. must be reported to management at the earliest opportunity.** (Small token gifts on special occasions (e.g. Christmas) may be permitted where this has been agreed by the employee's manager.).
- s. **Employees must not at any time do anything, either by act or omission, which brings the company into disrepute.**

USE OF COMPANY VEHICLES

Users of company vehicles are expected to comply with the Company Vehicle Policy at all times (including no smoking in the vehicle, using electronic cigarettes or vaping products).

If you have a company car you must keep it in a clean and roadworthy condition and ensure it is regularly serviced.

- SCC will pay for the servicing, tyres, exhaust systems, oil and batteries.
- SCC will pay for the fuel costs associated with company business.
- SCC will pay for the Road Fund Licence.
- SCC company cars are insured on a comprehensive basis. In the event of an accident involving your company car you must inform the Administration Manager
- SCC will pay for UK breakdown and recovery assistance from a recognised rescue service.

All drivers of company vehicles are expected to hold a clean driving licence. Driving licences will be inspected on a bi-annual basis.

In case of a collision or accident, follow the insurance procedures contained within the vehicle.

INTERNET, EMAIL & TELEPHONE USE

All staff with access to a PC or phone (landline or mobile) in the line of their duties are expected to comply with the company Internet, Email & Telephone Policy. Inappropriate use or downloading of offensive or pornographic material will be considered a disciplinary offence and may lead to your summary dismissal.

Staff who work in customers' premises are not to use PCs or any other equipment other than those authorised by SCC.

SMOKING POLICY

All staff are expected to comply with the No Smoking Regulations (including electronic cigarettes and vaping products) at all times whilst at work and in company vehicles. Infringement of the rules will leave you liable to action under the company's Disciplinary Procedure.

DISCIPLINARY PROCEDURE

The Disciplinary Procedure applies to all employees and is designed to help and encourage all staff to achieve and maintain standards of conduct, attendance and job performance. It is the policy of the company to ensure that a fair and consistent approach is adopted in the enforcement of the rules of conduct amongst its employees.

Breaches of company rules may render employees liable to disciplinary action. Minor breaches of the rules by an employee will be dealt with on an informal basis in the first instance following thorough investigation. If this does not resolve the matter, formal disciplinary action may be taken. Briefly, the process is as follows:

1. A written letter setting out the allegation and the basis for it, together with a request to attend a meeting to discuss the issue.
2. A meeting to consider and discuss the alleged offence following which you will be given a written warning or performance note which accurately records the warning given at the interview and provides you with a timescale for improvement. If improvement is not forthcoming this may result in your dismissal or action short of dismissal.
3. A right of appeal when a further meeting will be held at a higher level of management. The outcome of an appeal is final and there is no further right of appeal.

GROSS MISCONDUCT

In certain circumstances the offence may have been of such serious nature that it warrants summary dismissal and in such cases the company will not pay any contractual notice.

If the offence is sufficiently serious as to warrant gross misconduct you will attend a disciplinary hearing when you will be served with instant dismissal without notice or payment in lieu of notice. In this event you will receive a summary statement of the reasons why you have been dismissed. You also will have the right to appeal and an Appeal Meeting

Some actions which will render you liable to this form of disciplinary action are listed within the rules of conduct, in **bold**. This list is not exhaustive.

You must make every effort to attend any meeting arranged and are entitled to be accompanied by a working colleague or trade union official throughout.

GRIEVANCE PROCEDURE

The aim of the Grievance Procedure is to resolve any issues as quickly and as fairly as possible to the satisfaction of all concerned so as to prevent disagreements developing into more serious disputes. In the vast majority of cases matters can be resolved by informal discussion without entering into a Grievance Procedure but where matters cannot be resolved the employee will be advised and encouraged to use the company Grievance Procedure.

If you have a grievance with the company relating to any aspect of your employment you should, in the first instance and wherever possible, discuss and try to resolve the issue informally with your supervisor/manager before invoking the formal Grievance Procedure. However, if you feel that the matter has not been satisfactorily resolved through informal discussions, you must set out the basis of your grievance *in writing* and in confidence to your next immediate manager who will investigate the matter and arrange a formal meeting with you to discuss the matter and how it may be resolved. The outcome will be confirmed to you in writing and if you remain dissatisfied you have a right to appeal to a higher level when a further meeting will be held. The appeal decision is final and there is no further right of appeal. You may be accompanied at any formal meeting by a working colleague or trade union representative. You must make all reasonable attempts to attend any meeting arranged.

Special Circumstances

There may be occasions when you are unable to raise the grievance with your immediate line manager. In such circumstances you should contact one of the Directors who will make alternative arrangements.

It is the policy of the company for the grievance not to be heard at a higher level of than that of two levels of management above the employee. This will only be subject to change if an employee of the company has cause for special circumstances as above.

MISCONDUCT OR UNACCEPTABLE BEHAVIOUR

Some actions which will render you liable to disciplinary action are listed within the rules of conduct, this list is not exhaustive.

SUSPENSION FROM WORK

In cases which appear to involve serious misconduct, or where there is no manager on site, a brief period of suspension from work may be considered whilst the case is being investigated. Should you be subject to suspension from work, full pay will be given.

In the event that you are suspended from work you will be given the right to representation by a trade union representative or working colleague and be informed of the reason for suspension. All suspensions will be for a short period whilst the misconduct is being thoroughly investigated following which time you may be required to attend a formal hearing with your line manager.

DISCIPLINARY APPEALS

The appeals procedure is in place to provide you with the opportunity to have your case reviewed by a manager who has not previously been involved in Stages 1 & 2.

Appeals must be raised within five working days of receipt of the outcome of any disciplinary action or grievance. The appeal must be *in writing* and should be addressed to the manager identified in the letter confirming the original decision (normally their line manager's manager).

You will be sent the outcome of the appeal in writing within 7 working days of the appeal hearing. The decision will be final and there will be no further right to appeal.

Should an appeal be allowed, then all records of the disciplinary charge will be destroyed.

TERMINATION OF EMPLOYMENT

If you wish to terminate your employment you should give as much notice as possible in writing to your manager. If you have been employed for less than 2 years you should provide no less than one week's notice. If you have been employed for 2 years or more you should provide no less than two weeks' notice.

If the company terminates your employment, other than for reasons of gross misconduct the following notice periods will apply:

- After 4 weeks service but under 2 years: 1 weeks notice
- Over 2 years service: 1 week for each completed year up to a maximum of 12 weeks in 12 years

In cases of dismissal relating to gross misconduct, the company reserves the right to withhold notice.

The company reserves the right to ask any employee either on resignation or dismissal to leave immediately.

Retirement

Normal retirement age was 65, however this has been phased out and you now have the right to request to work beyond 65 or any other retirement age set by the company. In this event a meeting will be held with you to discuss your request before a decision is made.



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