

WELCOME TO BEGUM BUSINESS SERVICE



PEOPLE HANDBOOK 2025

THE PURPOSE OF THIS HANDBOOK

This handbook sets out all the information you need in relation to your employment with us, and is accurate at the time it was created.

The contents of this handbook do not form part of the terms and conditions of your Employment Contract, unless otherwise stated.

From time to time, to reflect the needs of the business or changing legislation it may be necessary to replace, remove or make changes to Company policies and procedures.

It is your responsibility to read and familiarise yourself with the contents.

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WELCOME TO BEGUM BUSINESS SERVICE

Since its formation in 2007, Begum has offered an extensive range of cleaning services to both the private and commercial sectors. Fully trained operatives and a fleet of low emission vans are standard features of the Begum service.

We want you to know that you are joining a business which really values our people. You're the key to our success, which is why we've made it our goal to understand what matters to you and our customers, and to make those things better.

We never underestimate how essential our employees are, which is why we are committed to helping you reach your full potential with regular training and development. But it isn't a one-way street. If you have new ideas for the business or streamlined ways of working, we'd be delighted to hear from you. The door is always open.

So thank you for choosing to join the Begum Business Service team. We wish you the best of luck in your new role and future career with us.



OUR VALUES

Innovate

Imagine what's possible and create what's valued.

Integrity

We demonstrate ethics, integrity, and quality in everything that we do.

Knowledgeable

We strive to understand our markets and our clients' needs.

Effective

We set a high bar and move mountains to exceed expectations.

Respect

We embrace diversity and foster an environment where we can all work together.



WORKING AT BEGUM BUSINESS SERVICE

GENERAL INFORMATION

Your Induction

Your Manager will outline this to you on your first day. Our aim is to support and develop you in your role, so that you feel confident to undertake the responsibilities placed upon you. You will be given access to a QR code that links to all Company policies. It is essential that you take the time to read and familiarise yourself with these policies.

Probation period

You are subject to a probationary period, which will be stipulated in your contract of employment, and your appointment will be confirmed on satisfactory completion of this. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to do so could result in termination of your employment.

Changes in Personal Information

It is important that our records are correct therefore, please notify your Manager and update the Bright HR system as soon as possible of any changes.

Hours of Work

Your hours and working pattern is specified in your Contract of Employment. We may need to make some changes to the way we work and you may be asked to work different days or work different hours to meet the business needs, following consultation and agreement with you. We will take into consideration any commitments you have outside of work and aim to mutually agree any changes to your working arrangements. Should we not be able to informally agree changes with you, we may need to follow a formal process to agree changes to your current working arrangements. Please refer to our Flexible Working Policy for further details.

Working Time Regulations

This legislation aims to protect the health and safety of employees by restricting working hours. If you are aged 18 years or above then you may not exceed an average of 48 hours per week over a reference period of 52 weeks. Employees wishing to work hours in excess of the 48 hour average can do this lawfully by signing an opt-out agreement. To find out more, speak to your Manager.

WORKING AT BEGUM BUSINESS SERVICE

Attendance

There may be times when you are not able to come into work, possibly due to sickness or a family emergency. You are to notify your Manager by telephone before your normal start time or as soon thereafter on the first day of absence, if possible indicating a date of return. Notification should be made by you personally unless impossible due to the nature of the illness, where you should arrange for someone else to call on your behalf. In addition to notifying your manager, you are also required to email Sara Smith - personalassistant@begumservices.co.uk to confirm your absence. During prolonged periods of absence, your Manager and Sara Smith should be kept informed of progress and an expected date of return.

Training and Development

Regular progress meetings will be held with you and your manager.

Performance Appraisals

Employees will be formally appraised on an annual basis. This is an opportunity for you and your manager to have an open conversation and to share feedback on your achievements. It's a chance to tell your Manager 'how' well you feel you have performed in your role and for them to share any feedback and their assessment of your performance.

We have progress reviews because we want to have a clear and honest discussion about your performance, celebrate your contribution, support your Career Development, provide opportunities for you to learn and grow, and develop your skills and experience.

Right to Work in the UK

As a Company we are required to check that our people have the right to work in the UK. We reserve the right to suspend you without pay if your permission to live and work in the UK expires, and your employment with us could be at risk.

WORKING AT BEGUM BUSINESS SERVICE

PAY

When and how do I get paid?

You will be paid monthly in arrears on or around the last working day of each month by direct credit transfer to your designated bank account. This will be outlined in your Employment Contract. Any subsequent amendments will be notified to you in writing.

If you work part-time, you will be paid on a pro rata basis based on the hours you work, and your salary will be paid in accordance with the pay arrangements for full-time employees of the Company. PAYE will be deducted in line with UK tax legislation.

Overtime payments

Overtime must be approved by your Manager. Any authorised overtime will be paid at a rate notified to you by your Manager.

Pension

You will be automatically enrolled in the Company Pension scheme. You may elect to opt out of the scheme if you so wish.

Expenses

We may reimburse (or procure the reimbursement of) all reasonable expenses wholly, properly and necessarily incurred by you in the course of your employment. This is to be approved in advance by your Manager.

TIME OFF WORK

HOLIDAY

Our holiday year runs from 1 January to 31 December. You are entitled to 20 days paid annual leave, in addition to the 8 statutory public/bank holidays. This will be prorated from your first day of joining. Entitlements for part-time employees are calculated on a pro-rata basis. If you change the number of days you work, your holiday entitlement will change on a pro-rata basis. Holidays must be agreed in advance with your Manager. Please note: Annual leave is not permitted over the Christmas period, as this is a peak business time. Exceptions may be considered in exceptional circumstances and must be approved well in advance by your Manager.

SPECIAL LEAVE

Time off for dependants

You are entitled to take reasonable time off to deal with certain unexpected or sudden emergencies. The emergency must involve a dependant; this includes any person dependent upon the employee in particular, spouses, partners, civil partners and children. There is no right to pay during any such period of absence. All leave must be authorised by your Manager. You are entitled to time off in an emergency from the start of your employment. There is no qualifying length of service. Situations classed as being an emergency are (this list is not exhaustive): If a dependant falls ill or has been injured or assaulted To make longer term care arrangements for a dependant who is ill or injured To deal with an unexpected disruption or breakdown of care arrangements for a dependant To deal with an unexpected incident involving the employee's child during school hours.

You must tell the Company as soon as practicable the reason for your absence and give some indication as to how much time you will need off work.

Where a 'reasonable amount of time' is referred to, this will normally be 1 or 2 days e.g. to arrange care for, not to look after a dependant. Situations will be considered on a case by case basis.

This right is intended to cover genuine emergencies, i.e. for unforeseen matters only. If you are aware in advance that you are going to need time off you should ask for leave in the normal way.

Compassionate Leave

This is at the Company's discretion and will be discussed with you directly.

OTHER REASONS

Parental Bereavement Leave

Begum Business Service understands that the death of a child, or a stillbirth, can be one of the most harrowing experiences of someone's life and is committed to providing support to employees who go through this experience. Parental Bereavement Leave is available from day one of employment. It is available to employees on the death of a child under the age of 18. Please refer to our Maternity and Family Friendly Policy for further details via the QR Code.

Doctor/dentist/hospital appointments

Please try to arrange appointments outside working hours. If this is not possible, please get authorisation first from your Manager.

Jury Service

Please let your Manager know as soon as possible if you are called for Jury Service, and they will provide you with all the information.

Unpaid Holiday

There may be circumstances where an employee's Manager may authorise unpaid Holiday.

FAMILY LEAVE

Here at Begum Business Service we aim to promote an inclusive culture and provide appropriate support to anyone who wishes to start a family. We have policies in place to support parents, both primary and secondary. The support we offer is irrespective of gender or sexual orientation or how an employee chooses to start a family. One of our primary aims is to enable all our employees to feel supported to start a family at any stage of their career. Please refer to our Maternity and Family Friendly Policy for further details via the QR Code.

SICKNESS & ABSENCE

Here at Begum Business Service we understand that you may need to be absent from work due to sickness. We aim to have as many employees as possible in attendance, therefore, sickness absence needs to be managed at an acceptable level and any problems resolved. Please refer to our Absence Management Policy for further details via the QR Code.

YOUR CONDUCT

CONDUCT AT WORK

To provide high standards to our customers and an enjoyable working environment, it is important that we all behave in line with our Values. These are as follows:

- to behave in a respectful, professional and polite manner
- to comply with all reasonable management instructions
- to cooperate fully with colleagues and management
- to uphold the Company's positive public image at all times
- to ensure satisfactory standards of performance are maintained
- to adhere to the Company's policies and procedures

Computer, Email, Internet and Social Media use

If you have access to the Company's computers including email and the internet as part of your job, please limit using these facilities for purposes unrelated to Company business. Only software packages properly authorised and installed by the Company may be used on Company equipment.

You must not make reference to the Company or its services or represent yourself on behalf of the Company on social media without formal permission from your manager. Posts on social media must not compromise the Company, disclose confidential data or disclose sensitive data, damage the Company's reputation or brand, breach laws on copyright or data protection, contain content that is of a libellous or defamatory nature, engage in bullying or harassment, be of illegal, inappropriate or offensive content, interfere with your work commitments, use the Company's name or reputation to promote any other product or any political opinions. Please refer to our separate policies on this - Computers, Email & Internet Policy and Social Media Policy, for further details via the QR Code.

Alcohol

Unless it is formally approved by your manager, employees may not consume alcohol during normal working hours, nor should they be incapable of work through the consumption of alcohol. Please refer to our Drugs & Alcohol Policy for further details via the QR Code.

YOUR CONDUCT

Some employees will, in the course of their duties, attend events with clients. It may be that, during some of these events, alcohol will be readily available. Employees at these events are permitted to drink alcohol but must not allow themselves to surpass reasonable levels, become intoxicated or allow their judgment to become impaired. This includes ceasing to drink alcohol when asked to by a manager where that manager reasonably believes that the employee is at risk of causing offence or harm to others, harm to themselves, reputational damage to the Company and/or behaving in an unprofessional manner. The same also applies to Company work events/functions.

Drugs

Employees are expected to arrive at work fit to carry out their job and to be able to perform their duties safely without limitations due to the use or after-effects of drugs. The use of drugs also includes the use of substances formerly known as “legal highs” or psychoactive drugs, which are legal substances which have the effect of illegal drugs. If employees are prescribed medication, they must seek advice from their GP about the effect on their ability to carry out their job and whether duties should be modified. If so, employees should advise the HR department immediately. Please refer to our Drugs & Alcohol Policy for further details via the QR Code.

Smoking

In accordance with the Health Act 2006, the Company does not permit smoking/e-cigarettes in the workplace or in Company cars.

Bribery

Bribery is, in the conduct of the Company's business, the offering or accepting of any gift, loan, payment, reward or advantage for personal gain as an encouragement to do something which is dishonest, illegal or a breach of trust. Bribery is a criminal offence. No gift should be given nor hospitality offered by you to any party in connection with the Company's business without prior written approval from your Manager. You may face disciplinary action if it is discovered that you have accepted, offered or given any bribe, which could include dismissal for gross misconduct. Accepting a bribe also carries separate criminal liabilities for the employee personally and for the Company. Please refer to our Bribery Policy for further details via the QR Code.

YOUR CONDUCT

Competing with the Company

You are not to undertake any external activities that place you in competition with the Company without permission from the CEO. Please refer to your Contract of Employment for further details.

Property and equipment

If you cause any damage to Company property, you may be required to repay the cost of this. When you leave the Company, you are required to return all Company property. You are responsible for the security and safety of your personal possessions at all times.

Confidentiality

All information gained during your employment and post-employment is considered confidential, unless required by law not to do so.

Dress Code

You will be provided with the appropriate uniform required to carry out your duties. Uniforms must be worn at all times while on duty to maintain a professional appearance and ensure safety and hygiene standards are met.

Company organised events

Your conduct on these occasions is expected to be 'as at work'. Company organised events will include social events such as Christmas parties, social work outings, trips away etc. Any misconduct or inappropriate behaviour including damage to property, during these events will be managed as per the Company Disciplinary Procedure.

Breaches

Breaches of the Company's code of conduct are likely to be regarded as an act of misconduct, which will be addressed under the Company's disciplinary procedure.

Health and Safety

Please refer to our Health and Safety policies for further details via the QR Code.

SOLVING PROBLEMS

One of our Values is to 'treat others how you would like to be treated'. We do know that from time to time you may need help to solve problems at work.

In most cases, Managers will be able to help with problems informally, by listening and discussing them with you and exploring possible alternative solutions so if you have an issue, please talk to your Manager or HR in the first instance.

However, if it is not possible to resolve problems informally there is also a formal process which is outlined in our Grievance Policy. Please refer to this for further details. All of our people have the right to representation at every disciplinary and grievance meeting, either by a recognised union representative or work colleague.

Grievance - If you have a complaint or are unhappy about any work-related issue, talk to your Manager who will try to resolve it with you. If a resolution cannot be reached informally, you can raise a grievance using the grievance procedure. Please refer to our Grievance Policy for further details via the QR Code.

Disciplinary and appeals - We have a disciplinary procedure which is a formal way of notifying an employee that their conduct or performance has fallen below the expected standard. Any employee who has been disciplined has the right to appeal against the decision. Please refer to our Disciplinary Policy for further details via the QR Code.

Gross misconduct - There are some breaches of Company rules or standards of conduct that are serious enough to make it impossible to continue the contract of employment.

These cases of 'gross misconduct' may result in the employee being summarily dismissed - that is dismissed without being given notice. Any other action which on a 'common sense' basis is considered to be a serious breach of acceptable behaviour may be seen as 'gross misconduct'. Please refer to our Disciplinary Policy for further details via the QR Code.

Poor Performance - We have a Performance Improvement procedure which is a formal way of notifying an employee that their performance has fallen below the expected standard. This policy is designed to help and encourage employees to achieve and maintain standards of performance.

Any employee who is experiencing such difficulties will be offered whatever support is felt by the Company to be appropriate including training, coaching, mentoring, supervisory guidance, referral for advice, medical treatment, counselling and/or time off work. Please refer to our Performance Improvement Policy for further details via the QR Code.

OTHER COMPANY POLICIES

HARASSMENT & BULLYING

We don't tolerate abuse or unacceptable behaviour in the workplace in any form, whether towards our customers, other colleagues, suppliers or anyone else. Employees found to have been engaged in unacceptable behaviour can face serious consequences such as disciplinary action, including dismissal, and potentially legal action.

This means that we should always aim to create a welcoming and inclusive work environment, and encourage colleagues to do the same. Treat everyone as you would like to be treated. We should never engage in behaviour that might be considered to create a hostile or intimidating work environment, including making inappropriate jokes or comments. Please do not spread malicious rumours or use Company resources to share communications that might be considered derogatory, defamatory, harassing, pornographic or otherwise offensive or inappropriate.

If you feel that you have been the victim of discrimination, bullying or harassment or other unacceptable behaviour, you should contact your Manager. Please refer to our Harassment & Bullying Policy for further details via the QR Code.

WHISTLEBLOWING

The Company encourages a free and open culture in dealings between its managers, employees and all people with whom it engages in business and legal relations. In particular, the Company recognises that effective and honest communication is essential if concerns about breaches or failures are to be dealt with effectively and the Company's success ensured. There may be times where people who work with or within the Company may feel that they need to raise certain issues relating to the Company with someone in confidence. Workers who in the public interest raise genuine concerns will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. Please refer to our Whistleblowing Policy for further details via the QR Code.

OTHER COMPANY POLICIES

EQUAL OPPORTUNITIES

Begum Business Service are committed to providing equality of opportunity and will work to ensure that all employees, applicants, and visitors are treated fairly and are not subjected to unlawful discrimination or receive less favourable treatment on the grounds of:

- Age
- Disability
- Gender Identity
- Marriage or Civil Partnership
- Pregnancy, Maternity and/ or are breastfeeding
- Race/ Ethnicity – (includes race, colour, nationality (including citizenship), ethnic or national origins)
- Employment Status
- Religion or belief including philosophical belief and of no belief
- Sexual Orientation
- Socio-Economic Status or Medical Condition
- Caring Responsibility
- Other unjustifiable factors

This list is not exhaustive. The Policy seeks to ensure that no person is victimised or subjected to any form of bullying or harassment. Please refer to our Equal Opportunities Policy for further details via the QR Code.

DATA PROTECTION

Begum Business Service is committed fully to compliance with the requirements of the General Data Protection Regulation (GDPR). The GDPR applies to all organisations that process data about their employees, as well as others, e.g. customers and clients. It sets out principles which should be followed by those who process data, and it gives rights to those whose data is being processed. Please refer to our Data Protection Policy for further details via the QR Code.

LEAVING BEGUM BUSINESS SERVICE

How and who do I notify that I am leaving?

You need to give formal written notice to your Manager that you're leaving. If we are terminating your contract, we need to give you formal written notice.

How much notice do I need to give?

Please refer to your Contract of Employment.

Do I have to work during my notice period?

We may, at our discretion, choose to pay your salary in lieu of notice from an agreed date of termination. Otherwise you will need to work out your notice period as normal. We may also ask you to use some/all of your remaining holiday entitlement during your notice period.

Will I get a chance to give feedback?

We would like to have an exit discussion with you before you leave.

How will I get paid?

You will receive your final salary payment including any outstanding expenses and payment for any unused days of leave due as agreed with your manager at the month end after your final day of work.

What about my equipment?

If you are in possession of company property (including computer files), please make your manager aware, and arrange how they will be handed back to the Company.

You remain bound by the confidentiality arrangements outlined in your Employment Contract during this period.

LEAVING BEGUM BUSINESS SERVICE

Other conditions on leaving

The Company will deduct any money you may owe such as holidays taken in excess of your entitlement.

If you leave without giving notice and without agreement, you are in breach of your contract and you may forfeit some or all of any salary due to you.

After you have left the Company, you must not:

- Solicit or seek to entice away any company staff
- Use or divulge to any person or organisation any confidential information relating to the business of Begum Business Service.
- Please refer to your Employment Contract for further details.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis.

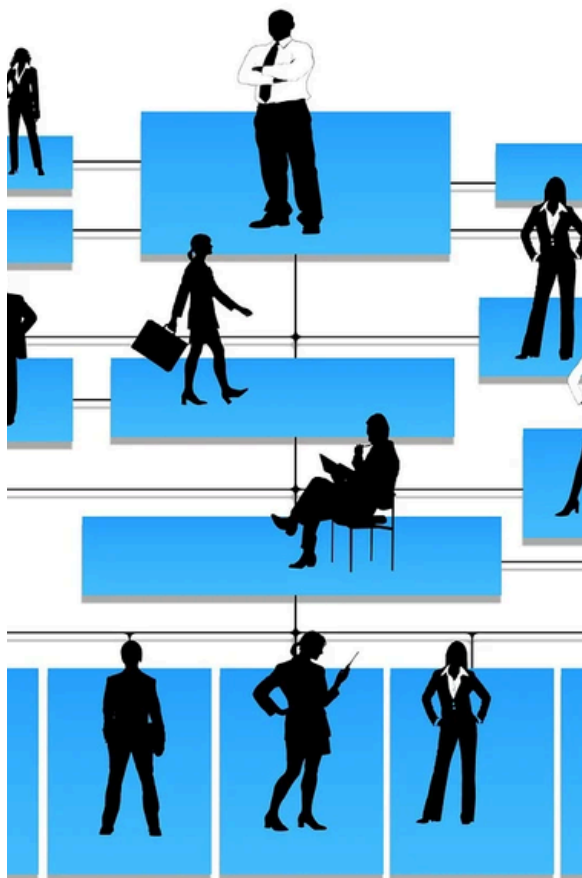
Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

Retirement

In line with current legislation, Begum Business Service does not have an age where it expects employees to retire.

You should ensure that you inform your manager at least 3 months before you plan to retire to ensure all appropriate arrangements are made.

POINT OF CONTACT



Alan Smith
Chief Executive Officer
alan.smith@begumservices.co.uk

Sara Smith
Personal Assistant
personalassistant@begumservices.co.uk

Chloe Pettitt
Credit Control
creditcontrol@begumservices.co.uk

Hayley Moore
HR Consultant
hayley@haypexhr.co.uk

Please direct questions related to this handbook to Hayley Moore - HR Consultant -
hayley@haypexhr.co.uk

EMPLOYEE ACKNOWLEDGEMENT & AGREEMENT

BEGUM BUSINESS SERVICE

NAME:

JOB TITLE:

I confirm that I have read the People Handbook and the accompanying policies, and understand the contents.

I also confirm that I have sought clarification from my Manager on any issues outlined in the Employee Handbook and policies which I am not clear about.

Name:

Signed:

Date:

Please sign and return this slip to your HR