

Staff Handbook 2015

a guide to working together



Welcome to The Society

This handbook provides you with information about working for us.

Wherever you work your contribution as an individual and a member of a team is central to the success of the business. By working together as one team towards our one common purpose we can all make a difference and ensure that we continue to progress as a successful business.

Please read this handbook carefully and ask your Line Manager for any clarification you need. Here you will find details of what you can expect from the business and equally what the business expects from you. By following the information in this handbook will ensure that we develop a consistent approach to the way that we all behave.

Additions and amendments to this handbook will be notified by your Line Manager, notice boards, Sharepoint or if appropriate by individual letter.

If you are just joining us I hope you will enjoy the time that you spend with us and hope that you find your career with us both interesting and rewarding.

Steve McDonald
Head of People & Performance

The Society

When you joined the Society, you became part of something special.

With a proud history stretching back to 1859, Scotmid Co-operative Society has a unique place in the retail market as the largest independent co-operative society in Scotland. Today, the Society has grown to have a presence in England and Northern Ireland with our Semichem business, and in 2013, our merger with the Penrith Co-operative Society, now called Lakes and Dales Co-operative, allowed us to expand our convenience stores into the North of England for the first time. What makes us so special? Well, in addition to our obvious desire to provide the best service, best range and quality of products at the best prices, being a co-operative means that our surplus (this is what profit is called in a co-op) does not simply go to a small group of shareholders – it is reinvested in the business. Anyone aged 16 or over can become a member and so can have a voice in how the business runs.

Our community food stores cover the range from supermarket to local convenience shop, building strong links and providing the right goods and services for the different communities we serve. We operate Scotmid Co-operative food stores throughout Scotland, and Lakes and Dales Co-operative stores in Cumbria and County Durham.

We offer Post Office facilities in a number of our stores, which again allows us to provide a vital service to the local community. We offer real value to customers in our range of Semichem stores, a key player within the fast-moving discount health and beauty market, trading across the whole of Scotland and Northern Ireland and expanding into England. Our Semichem warehouse in Livingston is the vital link in the supply chain, ensuring the Semichem stores are well stocked and can present the best range possible to our customers.

We also continue the strong co-operative tradition by providing a dignified funeral service operating from offices throughout the Edinburgh area and across the central belt under the Thomas Brown and Dundas Fyfe names.

We have a sizeable property portfolio, both in the residential and commercial areas and this makes a significant contribution to the overall profitability of the Society.

Throughout the whole of our business, we are working to provide a safe, pleasant and fair working environment.

Whichever part of the Society you have joined, you will find that customer service is our first priority. Every employee is also expected to treat all colleagues with respect and fairness. We hope you will support our values and principles during your time with us and will enjoy a successful and happy career.

Society Mission Statement

As a co-operative business we strive to do things better for our customers/ members.





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This Section outlines some of the Society's key commitments relating to your employment, pay and benefits.

Employee Information

When you start work with us, we need to hold some information about you in your employee record. The Society is registered and recognises its obligations under the Data Protection Act 1998. This means there are legal standards about the way we deal with your records.

We keep some of our employee information on computer. This data is used for the accurate processing of wages, pensions administration, the management of absence, the recording of disciplinary sanctions and appeals, trade union membership or non-membership and training records. Staff discount information may be processed for business analysis purposes. This list is not exhaustive and can include such data necessary for management forecasting and planning and for the legitimate interests of the Society.

Completed application forms/job applications, references, medical reports received with your consent and assessment/performance reviews are held in secure manual files.

Any information gathered, held or processed about employees will be treated as confidential, will be relevant for the purpose, will be for legitimate business purposes and will be accessible only by those in whom the Society has invested due authority. Data will not be disclosed without your consent other than where the Society is legally obliged to do so, if it is necessary in order to pursue the legitimate interests of the Society, or there is an emergency which threatens your health & safety.

Any unauthorised accessing, processing, breach of confidentiality or disclosure of such data will be viewed as gross misconduct and may result in dismissal.

Every effort is made to keep information accurate, up to date and secure. Any changes to your information (changes to address, name or personal circumstance - if you get married etc.) should be passed to your manager at the earliest opportunity. Please also ensure People & Performance are advised who should be contacted in an emergency.

Any changes to conditions which affect all members of staff will be displayed on staff notice boards. Any changes personal to you will be advised by private and confidential letter.

Conditions of Employment

You will receive a 'Main Terms and Conditions of Employment' (MTC's) document (sometimes also referred to as your 'contract') which provides confirmation of your main place of work, normal contracted hours, rate of pay and job title. It also outlines the arrangements for additional hours and over time working. Holiday entitlement and Sick Pay entitlement charts are also attached to this document. If you have a query about any part of the information it provides, please speak in the first instance to your Manager. Further information can also be obtained from the People & Performance team on 0131 335 4443.

Payment of Wages

Wages are paid on a four-weekly basis, one week in arrears into bank or building society accounts. This means there are 13 pay days in each full financial year. Pay slips are sent to your work location and explain each period how your wage has been made up. Basic hours, any adjustments for additional/overtime hours or under time resulting from absence will be

The Essentials

recorded along with any tax, national insurance and other deductions. If you do not understand your pay slip or feel that an error has been made, you must bring the matter to your Manager's attention at the earliest opportunity. Guidance can also be obtained from Wages Department on 0131 335 4434.

Probationary Periods

Probationary periods normally run for 12 weeks. This allows you to determine whether the job fulfils your expectations and allows the Society to determine your suitability for the position to which you have been appointed. There will be a formal review at the end of this period with your Line Manager. The Society retains the discretion to shorten or lengthen the probationary period as appropriate.

Holidays

The holiday year runs concurrently with our pay periods. A full chart of holiday entitlements is attached to your MTC document. Holidays are calculated and paid for in hours. Customary holidays are included in your annual holiday entitlement, however you may be required to work some/all of them. Premium rates will be paid for any work carried out on the 25th December or the 1st January.

Whilst your Manager will try to allow you annual holidays when you want them, this will be balanced against business needs. You should not, therefore, book any holidays or make any firm arrangements before you have had confirmation that holidays can be granted. Where possible we would recommend that a proportion of your holiday entitlement is taken in a two week block.

Payment will be made for any portion of outstanding holiday entitlement when you leave, as long as relevant notice has been given. If you have taken more holidays than you have earned by the time you leave, this will be deducted from final payments. If you have been Summarily Dismissed you will lose entitlement to accrued holiday above the statutory allowance.

Break Entitlements

Breaks recognised by the Society are:

A shift of 4 hours or more	15 minutes paid
A shift of more than 5 hours	15 minutes paid
A shift of more than 6 hours	20 minutes paid (or option of 1 hour unpaid meal break if the shift pattern covers 10.00 am to 2.00 pm)
A shift of more than 7 hours	1 hour unpaid plus 15 minutes paid during any block of 4 hours within the shift.
A shift of more than 8 hours	1 hour unpaid plus 15 minutes paid during any block of 4 hours within the shift.

For employees under 18 years of age

A shift of more than 4.5 hours	30 minutes paid (4 hours shift or more and up to 4.5 hours - 15 minutes – as above)
A shift of more than 5 hours	30 minutes paid
A shift of more than 6 hours	30 minutes paid (or option of 1 hour unpaid meal break if the shift pattern covers 10.00 am to 2.00 pm)
A shift of more than 7 hours	1 hour unpaid plus 15 minutes paid for block of 4 hours or more or 30 minutes paid during any block of over 4.5 hours within the shift.
A shift of more than 8 hours	1 hour unpaid plus 15 minutes paid for block of 4 hours or more or 30 minutes paid during any block of over 4.5 hours within the shift.

Notice Periods

The period of notice you are required to give the Society is detailed on your MTC document. You should submit your notice in writing to your Line Manager. You will forfeit your notice payments if you are summarily dismissed.

Transfers Within The Business

Employees who transfer within or across the business will have continuity of service which counts towards holidays, sickness and other benefits.

The Extras

Staff Discount Scheme

Once you have met the qualifying criteria you will be eligible to participate in the Staff Discount Scheme. You will be provided with a card (for your own use), which entitles you to 10% discount in all Food and Semichem outlets. Discount is available within our Funeral Division and details will be provided at time of enquiry. Discount is for you, our employee, and your immediate household.

You will sign agreeing to abide by the rules of the scheme. Any misuse of the scheme by you may result in the scheme being withdrawn and may also potentially lead to serious disciplinary action, which could lead to dismissal. For full details please refer to the Staff Discount Scheme policy which can be found on Sharepoint.

Pension Scheme

For details of our current Pension Scheme please contact the Wages Department 0131 335 4434.

Retail Trust

Retail Trust Employee Wellbeing Service is a free of charge and confidential service available to all our employees which offers a range of advice and support on a range of issues including financial or legal worries, drug or alcohol problems, workplace difficulties etc. Further information can be found at www.retailtrust.org.uk or call 0808 801 0808.

All Employee Share Ownership Plan

When you have 12 months service with the Society, you will become eligible to participate in the All Employee Share Ownership Plan (AESOP). 'Partnership Shares' can be purchased by any employee with the required service from pre-tax and National Insurance earnings. This allows you to become a stakeholder in the Society. The tax and NI savings made by the Society will be passed on to participating employees in the form of 'Matching Shares', one Matching share being issued for every 10 Partnership shares purchased. Shortly before you reach the qualifying service level, an explanatory booklet and application form will be forwarded to you by the People & Performance Department.

Service Awards

We value the contribution made by every employee to our success and to acknowledge this, Service Awards are issued once per year, recognising each year of service. These take the form of 'Free Shares' that can be left to accumulate for an agreed period of time. At one years service you should receive a form for free shares. Employees must sign and return their 'Free Shares' form to the Wages Department. Long service award payments are given to staff reaching 25, 30, 35 and 40 years service.

Performance Related Pay

The Society operates a discretionary performance related pay scheme which is based on the overall business achieving set targets. Full details of the current scheme can be found on your store/department notice board.

Membership

By becoming a member you are eligible to take part in the democratic structure of the Society. You can attend half-yearly and annual general meetings. You can seek nomination for election to an Area Committee or Education Committee and have a say in the running of the Society. You can join by completing the application form included in your Induction pack or by contacting the

Membership Department at Head Office on 0131 335 4429.

Other Benefits

The Society works in partnership with a number of suppliers to offer our employees benefits and discounts on a number of items and services. Visit www.scotmidcoop-rewards.co.uk for details of current offers. If you do not have access to the internet contact People & Performance on 0131 335 4443 for further details.

Charity

Employees of the Society are given the opportunity to select a charity/charities to benefit from a full year's fund-raising activity across the business. This means we can concentrate our efforts and pass on a substantial amount of money at the end of the year which can make a real and lasting difference to the charity concerned. Every employee, store and work location is encouraged to come up with unusual and fun ideas to help with the fund raising efforts. If you have any great ideas, please contact the Corporate Communications Department on 0131 335 4429.

Moving Ahead

We want you to do your job well and enjoy your career with us, and have put a wide range of people initiatives in place to help you do this. We encourage all employees to make the most of their talents and you can obtain advice on your personal development by speaking to your Manager or arranging an appointment with a member of the People & Performance team. Every new member of staff will receive Induction training, and may receive E-Learning training. This helps you become an effective member of your team, to understand your job and how it fits into the running of the department. It also familiarizes you with the Society, our history and aims for the future. You will be provided with details on pay and conditions, health & safety, age-related sales and other policies and procedures. Please ensure you question anything you do not understand. Your Line Manager or member of the People & Performance team will be happy to answer any queries.

Skills Training

When you start in your new job, or transfer into a new role, you will be provided with appropriate skills training. Much of this will be in the form of coaching and guidance as you work. For some roles there may also be mandatory training courses (e.g. food hygiene certificates for fresh food handlers) and it is important that you attend and satisfactorily complete these.

Ongoing, your Manager will speak with you to see how you are getting on in your job and agree how your development can be planned. You can take this opportunity to talk about your job, what you think you are capable of and how you would like to progress. You can ask for a meeting of this kind at any time with your Manager. Additional career advice can also be obtained from a member of the Learning & Development team.

Career Progression

Whenever possible, we prefer to offer promoted posts to internal applicants where they are considered to be the best candidate match for that role. To help employees prepare for future success, we operate a number of development schemes. Training programmes run regularly throughout the year for employees who wish to progress into supervisory roles. The programmes are open to all full or part-time employees and normally run over eight to twelve weeks. They combine practical on-the-job training with courses, projects and self-development work books.

Management programmes are also regularly available for current senior sales and supervisors who want to build on their experience to prepare for their first step into a management role.

Advice is readily available about any of these programmes from a member of the People & Performance team on 0131 335 4528.

External / Professional Qualifications

Where it is essential or beneficial that you obtain external or professional qualifications, the Society may make a financial contribution towards course and examination fees. Further information is available from the People & Performance Team on 0131 335 4528. Formal approval must be obtained before registration.

Getting The Balance

Retirement Age

The Society's approach to retirement is to follow the current legislation set by the Government.

Maternity Leave

All female employees are entitled to 1 year's Maternity leave. You may be entitled to Maternity pay if you meet the minimum criteria for service and pay. If you are pregnant please notify your Manager and contact the People & Performance department on 0131 335 4529. A maternity pack which covers entitlements to leave, payments and rights to return to work will be sent out to you. Full details are available on Sharepoint.

Paternity Leave

If you are a father-to-be, or you will be responsible with the mother for bringing up the child you are entitled to paternity leave. Time off is usually taken at time of the birth or homecoming from hospital. All leave must be agreed with your Manager. Full details are available on Sharepoint.

Shared Parental Leave

Shared Parental Leave (ShPL) enables eligible parents to choose how to share the care of their child during the first year after birth or adoption. Its purpose is to give parents more flexibility in considering how to best care for, and bond with their child. All eligible employees have a statutory right to take Shared Parental Leave. Full details are available on Sharepoint.

Adoptive Leave

Employees will be entitled to Adoptive Leave upon the matching of a child by an approved adoption agency. Full details are available on Sharepoint.

Parental Leave

Employees with 1 years' service who have parental responsibility, may take up to 13 weeks unpaid leave at any time up to the child's 5th birthday, or 18 weeks unpaid leave up to the child's 18th birthday if the child is eligible for disability living allowance. If the child is adopted then leave may be taken at any time up to the 5th anniversary of his/her placement (or the child's 18th birthday) whichever is sooner. Full details are available on Sharepoint.

Flexible Working

Employees who meet the necessary qualifications can make an application under the Flexible Working Policy to change or modify their working pattern. Full details are available on Sharepoint.

Emergency Leave

Employees can take unpaid time off to deal with an emergency situation with someone who depends upon them. The type of situation may be a child suddenly falling ill. Emergency leave is for situations that are unforeseen and could not be planned for. Staff are given time off to make arrangements for the situation such as arranging for someone to care for their child. In most situations 1-2 days would be seen as reasonable to make such arrangements.

Bereavement Leave

There is a two-tier leave scheme:

- One day's paid leave will normally be allowed for attending the funeral of family members and close friends.

- Up to 5 days paid leave following the death of a member of the employee's immediate family. The definition of immediate family includes unmarried and same sex partners. Immediate family may also include a more distant relative who may have fulfilled the role of formal or informal parent or guardian.

Discretion will be exercised, appropriate to individual circumstances, where it may become necessary to consider either further unpaid leave, annual leave or paid leave.

Unpaid Leave

If through any other special circumstances you need to have time away from work, you may apply for special unpaid leave. While this will not be unreasonably withheld, your Line Manager will need to assess business needs before this can be granted.

Staff Notice Boards

Statutory notices, certain policies and other important information can be found on the notice boards in staff areas. Please do not remove any document without the permission of your Manager.

Newsletters

To keep you up to date with what is happening in the Society, regular business updates are circulated which detail sales performance, new developments and changes as well as individual stories. If you and/or your colleagues are doing something for the business, your customers or even our charity that deserves a special mention, contact the Corporate Communications Department on 0131 335 4485. Keep your eye on the staff notice board for the latest edition.

Sharepoint

The Society has Sharepoint which is accessible at all sites. This provides up to date information on how the business is performing and holds all relevant documents, policies and procedures.

Sharing Our News

Working Together

Equal Opportunities

The Management of the Society are committed to the development of positive policies to promote equal opportunities throughout our business. This principle will apply in respect of all conditions of employment, to recruitment, training, promotion and redundancy.

Every employee has the right to fair and equal treatment and that their dignity as an individual will be respected and preserved. It is also every individual's right to be free to complain of any unfair or unequal treatment without fear of reprisal or victimisation.

All employees of the Society have a duty to ensure their colleagues and customers are treated with respect and dignity.

Full details are available on Sharepoint. If you would like further information, advice or an informal discussion on any aspect of this policy, please contact the People & Performance team on 0131 335 4443.

If any employee has a complaint that they are suffering from unequal treatment this will be dealt with through the agreed procedures for dealing with grievances.

Recruitment Policy

It is essential for the future success of the business that the highest standards of recruitment and promotion practices and procedures are followed when filling job vacancies.

The Society is committed to the development and implementation of policies to promote equality of opportunity in employment. This principle applies to all aspects of recruitment, training, promotion and career development.

Full details of the Recruitment Policy can be found on Sharepoint.

Harassment and Bullying

Harassment of colleagues, whether racial, sexual or otherwise, is wholly unacceptable and it is our policy to investigate any complaint thoroughly and promptly.

Harassment is defined as any unwarranted and offensive behaviour which causes discomfort or upset to an individual or has an adverse effect on working relationships. It is not confined to physical intimidation and may take the form of comments, jokes or innuendoes of a personal or suggestive manner.

The Society expects all employees to behave in a reasonable and respectful manner towards their colleagues. Harassment or bullying is viewed as serious misconduct and may lead to serious disciplinary action and could lead to dismissal. Certain behaviours may also lead to prosecution.

It is our aim to handle any complaints of this kind sensitively and with discretion.

Full details of the Harassment & Bullying Policy can be found on Sharepoint. Advice is also always available from the People & Performance team on 0131 335 4443.

Grievance & Problem Solving

Anyone working within the Society may, at some time, have problems or concerns about their work, working conditions or relationships with colleagues that they wish to raise and

have addressed. The Society wishes grievances to be addressed, and if possible, resolved and recognises that in addition to being a requirement of good practice and current employment legislation it is considered to be an implied term of the employment contract as part of the duty of trust and confidence between employer and worker. Our formal grievance procedure has three stages:

Stage 1

Submit the concern in writing to your Manager stating the reasons surrounding your grievance.

Stage 2

You will be invited to a meeting to discuss your concerns and to try and find a joint solution to the issue which will be confirmed in writing to you.

Stage 3

If you are not satisfied with this solution you have the right to appeal to a more Senior Manager. You must put the grounds for your appeal in writing within the timescales specified in the Grievance policy. You will be invited to a meeting to discuss your concerns. The outcome of this meeting will be confirmed in writing to you. This is the final stage of the procedure.

Full details of the Grievance Policy can be found on Sharepoint. Advice is also always available from the People & Performance team on 0131 335 4443.

Insurance

The Society is insured against liability for personal injury sustained by our employees and arising out of, or in the course of their employment in Great Britain. A copy of the current Employers Liability Insurance Scheme is displayed at each place of business.

- You are covered against injury or loss when travelling on Society business.
- You are insured against injury or loss suffered as a result of robbery or hold-up in the course of your business with the Society.

Notification of any claim under these policies must be reported immediately to the Insurance Section of the Invoice Department at Head Office, (0131 335 4463) from whom details of current insurance cover can be obtained.

Trade Union Membership

You are free to choose whether or not you wish to join a Trade Union. Without prejudice to this right, you are encouraged to join and remain a member of the Union of Shop Distributive and Allied Workers (USDAW). This is the recognised Trade Union which is party to the Scotmid Agreement which covers all aspects of your conditions of employment.

Paid time off will be granted to shop stewards and other union members required to attend recognised union negotiations and union training courses. This must be arranged in advance with the People & Performance team and your Line Manager.

The Need for Business Change

We operate in a highly competitive and rapidly changing business area and as such continuously need to review our operations and working arrangements.

It is the aim of the Society to maintain and enhance the efficiency and financial sustainability of its businesses which will, as far as possible, safeguard the current and future employment of the Society's employees. However, it is also recognised that there may be changes in services or organisational requirements which may affect staffing needs. In such circumstances the Society

will seek to minimise the effect of redundancies.

Confidential Hotline

The Profit Protection team have a Confidential Hotline for employees to report any concerns they may have regarding suspected theft, fraudulent behaviour or any other concerns. The number is 0131 335 4569.

Whistle Blowing Policy

This Whistle Blowing Policy is designed to ensure that employees are able to raise issues and concerns where they genuinely believe something is going wrong in the Society and where they are not able to do so with their Line Manager.

Individual grievances or incidents of harassment or discrimination etc can be effectively addressed under the relevant existing policies and procedures. The following are examples of matters, which may be raised under this policy by any employee with a genuine belief that the disclosure will show:

- That a criminal offence has been committed, is being committed or is likely to be committed. This may include issues such as suspected fraud, financial irregularities, theft, bribery, corruption, dishonesty, involvement in or being party to criminal activities.
- That a person is failing, has failed or is likely to fail to comply with a legal obligation to which he/she is subject.
- That a miscarriage of justice has occurred, is occurring or is likely to occur.
- That the health & safety of any individual has been, is being or is likely to be damaged. This must be a greater danger than is associated with the normal use of any processes or products, which can be addressed under normal health & safety procedures.
- That there is or has been a deliberate concealing of matters falling within the scope of issues listed, or that matters are likely to be deliberately concealed.

The Society is firmly committed to maintaining the highest ethical standards in all its activities. It regards impropriety and malpractice as serious matters and seeks to prevent them arising. Where genuine concerns do arise, we seek to ensure there are appropriate processes in place, which will allow any employee to raise them in a proper manner and in good faith and which ensures the issues are addressed.

What You Should Do

If you have concerns of malpractice, in the first instance you should raise your concerns with your Line Manager. If this is not possible because of potential involvement you should contact one of the designated officers detailed below;

For issues of fraud, theft, extortion, fictitious or false claims for cash or stock, false accounting etc:
 Head of Profit Protection 0131 335 4460
 Head of Internal Audit 0131 335 4420

For any other concerns or serious allegations contravening the law or regulations:
 People & Performance Business Partner 0131 335 4446

Full details of the Whistle blowing Policy can be found on Sharepoint. Advice is also always available from the People & Performance team on 0131 335 4443.

Safe & Sound

Your Role

It is the responsibility of every individual to help prevent accidents. This means you must avoid unnecessary risks and show courtesy and consideration at all times. You can play your part in ensuring a healthy and safe working environment by:

- Working safely and efficiently in accordance with Society procedures.
- Using protective clothing and all equipment in the safe manner shown to you during your training.
- By being constantly aware of any possible dangers to all people on our premises including our customers, your colleagues and any other visitors.
- Following appropriate instructions given by management in addition to following all safety procedures.
- Reporting accidents and damage to property or equipment to your line manager immediately - irrespective of whether anyone has been injured.

Full details of your responsibilities and arrangements for health and safety are contained within the Health & Safety Manual which is available on Sharepoint. It is vital that you make yourself aware of its contents - remember we all have a legal as well as moral obligation to observe good health and safety practices.

Safety Arrangements In Your Place of Work

The arrangements in place for implementing the Society's Health & Safety Policy are:

- In addition to this, your personal copy of the Staff Handbook, a full Health & Safety manual is available on Sharepoint.
- Training - this includes Induction training as well as specific job training
- First Aid facilities are available in every location. All treatment will be recorded in the Accident record file.
- Recording of accidents - all accidents, no matter how trivial you feel they may be, must be reported to your Line Manager and recorded in the Accident record file. Additionally, an accident form must be completed and returned to the Health & Safety Advisor at Head Office.
- Protective clothing and equipment is provided as appropriate for the job which has to be done. You must use / wear anything issued for your safety and report any defects immediately.

Personal Safety

It is an unfortunate sign of the times that armed robberies take place in retail outlets. While it must be stressed that such occurrences are rare, the Society wishes to ensure that all employees are aware of some basic 'Do's' and 'Don't's' if you are ever faced with this kind of situation.

Do

- Try to keep calm
- Obey all instructions given by the robber
- Let them know you intend to obey
- Give them anything they demand – keys, cash valuables etc.

Don't

- Argue with the robber
- Put up any kind of struggle or fight
- Chase or follow the robbers

Remember

- Most robberies are over in less than two minutes
- Call the Police immediately after the incident, using panic buttons where fitted
- Inform the RBM, Profit Protection and the People & Performance team as soon as possible
- Don't disturb the scene of the crime or touch anything that may be evidence

The important thing to ensure in any robbery is that no-one is hurt. Please don't be a hero.

Any incident occurring whilst you are at work or carrying out a home visit e.g. hold-ups, raids or threatening action by the public should be reported to your Manager and Profit Protection Department right away. Counselling is available for all staff who are victims of this action, if required.

CCTV

Primarily the Society installs CCTV systems for the safety of our employees and customers. It is also used for the prevention and detection of criminal activity in and around our property.

Business Mobile Phones

Whether you are driving a Society vehicle or your own vehicle the law specifically prohibits the use of hand-held mobile phones whilst driving. The use of Society hands free mobile phones while driving is possible but should only be used for receiving calls in exceptional circumstances and when using a manufacturer approved hands-free kit. However, caution should be taken even when using a hands-free kit, as concentration will be reduced while a conversation is taking place and a separate offence may be committed of not having proper control of the vehicle.

If you have a Business mobile phone always adhere to the following guidelines:

- Sending and reading text or picture messages while driving, even with a hands-free kit, is prohibited.
- Never use a hand-held mobile phone while driving.
- Use your voice mail to take calls and return them when you have stopped in a safe place.
- When on a long journey or expecting an important call, make regular safe stops to check for messages and return calls.
- Do not stop on the motorway hard shoulder to make calls except in circumstances where personal safety is at risk or if you are calling for assistance after breaking down.

Please refer to Sharepoint for further details.

Alcohol and Drugs

The misuse of alcohol and drugs poses an unacceptable threat to the abusers, their colleagues and to the business as a whole. The Society reserves the right to randomly test employees for signs of alcohol and drug use which may have an adverse effect on their ability to carry out their role in a safe and lawful manner.

You must not attend work under the influence of alcohol, illegal drugs, solvents or other similar substances. You must not engage in any transaction connected with the sale/purchase of illegal drugs or substances on Society premises. Illegal drugs/substances must not be brought onto Society premises. Any breaches of these rules may lead to serious disciplinary action and may lead to dismissal.

If you find that the use of legitimately prescribed drugs is preventing or impairing the way you can safely do your job, please speak to your Manager or contact the People & Performance team on 0131 335 4443. We will review matters with you to assess what support or adjustments we can offer you in these circumstances.

If you suspect or know that you have a problem with alcohol or drugs, you are encouraged to seek the proper professional advice and treatment. You may speak in confidence to a member of the People & Performance team.

Smoking

The Society recognises its obligation to provide a safe working environment and encourages all employees to take all measures to safeguard their personal health and well-being. In line with legal requirements the Society operates a complete No Smoking policy throughout all its premises and within company vehicles. You are also asked not to smoke in entrances, exits or at points surrounding the building in direct view of our customers. This policy also supports fire safety measures and our food safety and hygiene standards within the Food Stores. This policy also extends to the use of electronic cigarettes. Full details of the policy are available on Sharepoint.

Any breaches of this policy may potentially lead to serious disciplinary action which could lead to dismissal.

Fire Safety

Fire can be prevented if regular checks are undertaken in every workplace and good general housekeeping is maintained. If you see anything which may be a hazard, you must report it immediately to your Line Manager. Wherever you work, you must ensure you:

- Know the location of fire call points and how they operate.
- Know where the fire exits and assembly points are for your workplace.
- Keep all fire routes clear of obstructions and that fire doors are unlocked during working hours.
- Know where fire fighting appliances are.
- Know what to do in the event you have to evacuate from your workplace.

If you detect a fire you must:

- Sound the fire alarm at the nearest call point.
- The person in charge will call the fire and rescue service.
- Quickly let people know where the fire is situated.
- Close all doors if safe to do so.
- Evacuate using the nearest exit.
- Assemble at the designated assembly point.
- Report to your manager or designated person so that an effective check of personnel can be assured.

Fires can give off toxic fumes - while the vast majority of fires are put out by extinguishers, you must only ever tackle small fires in their early stages if you are confident to do so. Never enter a smoke filled room to tackle a fire - you may not get out again. You must not return to the building for any reason unless authorised to do so.

Manual Handling of Loads

Inevitably, almost all of us will have to lift or move stock or other items during the course of our jobs. By following some simple guidelines risks of injury can be minimised. Always think about the following before lifting:

- Establish the characteristics of each load before starting for weight / bulk etc.
- Where is the load being moved to.
- Can the load be moved mechanically.
- If the load is bulky / heavy, can it be split into smaller more manageable parts.
- Does the task need more than one person.
- Check the surrounding area for obstructions.
- If lifting from shoulder height or above, can the load be rested (on a table etc) to allow you to rest and adjust your grip.
- Do you need to wear gloves to move the load.
- Do you need to wear gloves for working in the freezer.
- Avoid twisting the body when turning to the side - always move your feet.
- Is it easier to push / pull the load rather than lift it.
- Ensure your line of vision is not obscured by large loads.
- When storing goods, use ladders / steps or other aids provided.
- Advise management of any physical condition you may have which prevents you lifting or could be aggravated by this activity.

A poster clearly demonstrating the safe methods of lifting is located on the staff notice board. If in doubt - ask for help. Separate guidelines are available for employees within our Funeral division which must be followed at all times.

Hazards and Safety Equipment

Many accidents could be easily prevented by good housekeeping and safe working practices. Every employee should, as part of everyday work, take preventative action to ensure:

- Wet floors and spillages are cleared up immediately - use the appropriate warning sign/cone/hazard tape to alert others.
- Clear any debris or litter from the floor - this helps with the image we portray to our customers too.
- Report any uneven or broken floor surfaces immediately.
- Ensure cables are not trailing or causing a trip hazard.
- Clear any obstruction from aisles, corridors stairways and fire exits.
- Do not leave equipment where it causes an obstruction.
- Ensure stock is stored safely and in the correct place.
- Glass breakages should be cleared immediately - use a brush and pan / pieces of strong card etc, but never use your fingers. Dispose of broken glass safely

Dangerous Machinery and Knives

Do not use any dangerous machinery (slicing machines etc) or large knives unless you have been trained in their correct and safe use.

- Guards must not be removed from machinery and any damage to these guards must be reported immediately.
- Do not remove guards from machines - to do so will result in serious disciplinary action and may also be illegal.

- Do not start faulty machinery and report any defects immediately.
- Ensure faulty machinery is clearly sign posted to avoid use by others.
- No employee under 18 years of age is allowed to operate dangerous machinery.

Treat knives with respect and care and use them only for the job they are intended to do. Take similar care with other sharp bladed equipment such as shrink wrap machines and case openers.

If in doubt about any piece of equipment or machinery, please ask for guidance and help.

Food Safety

If you are involved in handling food it is essential that the highest standards of hygiene are observed. All fresh food handlers must attend and successfully complete the certificated courses run by our Learning and Development team. Details of courses can be obtained from the People & Performance team on 0131 335 4528. The following simple guidelines must be observed:

- Wash your hands, nails and forearms thoroughly, using the designated wash basins.
- Wash your hands before starting work, before handling food, after visiting the toilet, after blowing your nose, after handling money, rubbish or stock etc.
- Do not put equipment in hand washing basins.
- Fingernails should be short, clean and without nail varnish.
- Strong perfumes and aftershaves etc must not be worn in fresh food areas.
- Clothing must be clean and in good repair.
- Hair must be off the face and under protective headwear.
- Aprons should be removed when leaving the department.
- Cuts, grazes etc must be completely covered by blue waterproof plasters
- Jewellery must be kept to a minimum. Rings with stones, watches, bracelets etc which could open and fall into food should not be worn.
- For all staff, eating is not permitted on the sales area or in fresh food areas and must be confined to the appropriate staff area.
- Use only the authorised cleaning materials, following manufacturer's instructions and follow correct cleaning rotas, routines and methods on all work surfaces and equipment.

If in doubt, seek guidance and advice from your Manager. Specialist advice and guidance is also available from the Compliance Team.

COSHH (Control of Substances Hazardous to Health)

The COSHH regulations are designed to protect employees who may come into contact with dangerous substances. A Risk Assessment which includes data on all hazardous products in your particular workplace is contained within the Health & Safety Manual. It is essential that you are familiar with these and that you follow some simple procedures:

- Follow correct procedures and any guidelines on labels.
- Wear protective equipment as required and advised.
- Only use authorised substances.
- Report damaged or leaking containers.
- Consult the health & safety manual to ensure you are familiar with the substances you use.
- Do not use substances from unmarked containers or decant them into other containers.

If in doubt seek advice and guidance from your manager.

First Aid

Each location has an appointed person responsible for first aid which will normally be a member of the management team. If a customer or a colleague requires attention contact the nearest member of management who will arrange for the necessary action to be taken.

Make a note of what you may have seen happen and any circumstances which may have contributed to the accident and these must be included in the Accident record file.

Even apparently slight injuries can become serious, so you must ensure every cut or scratch is properly treated. All accidents must be reported in the Accident record file, even where no injury is apparent.

Electricity

Electricity is an effective and safe form of energy, but if misused it can be dangerous. Risks can be reduced by:

- Not overloading sockets and any adapters in use.
- Use only authorised equipment supplied by the Society.
- Check cables and plugs are not located close to water sources and that they cannot be splashed or become wet.
- Report any defects to electrical equipment / plugs / cables etc, immediately.
- Ensure cables and wires are not trailing.
- Always ensure your hands are dry before using electrical equipment / plugs etc.
- Do not try to carry out repairs to equipment or plugs.
- Never use equipment which appears to be faulty.

Society Vehicles

All employees driving Society vehicles must familiarise themselves with the Drivers Handbook and ensure that all instructions are followed. A copy of the Handbook will be issued to employees during induction and further copies are available from the People & Performance team.

Employees driving on Society business but using their own vehicle are advised to read the Drivers Handbook.

General Notes

The details contained within this section are designed to be introductory guidelines only. Full details of the Society's Health & Safety policy and procedures are contained within the Health & Safety Manual, accessible on Sharepoint. You must ensure that you have undertaken any relevant training courses, have had relevant job training and seek advice and guidance whenever necessary. You are required to work safely and help us take care of your working environment. Read all notices displayed within your work area or store, follow guidelines and follow procedures at all times, and report any thing you feel may be hazardous to you, your colleagues or our customers.

If you have any queries or concerns please ensure you speak to your Manager. The Society's Health & Safety Advisor can also be contacted for information or advice in the Property & Development Department on 0131 335 4516.

The Rules

We operate in a rapidly changing business and expect a reasonable degree of flexibility from all employees to ensure we can always provide the level of service expected by our customers. You may from time to time be asked by your Manager to adjust your hours of work or cover for colleagues if they are unwell or on holiday and at peak trading periods. By supporting the business needs in this way, each employee plays a vital part in the continuing success of the business.

Legislation and Society Policies and Procedures

There are various requirements placed upon us by law. We also wish to operate in the most ethical manner possible, and have formulated policies and procedures that establish standards of operations and behaviour for the business and all our employees.

You must comply with these when selling goods and offering services and in the way you relate to our customers and your colleagues. You must ensure that you become familiar with any law or internal policies and procedures that relate to your place of work and the job you do. Copies will be available within your place of work and on Sharepoint and your Manager or the People & Performance team can provide you with any guidance or answer any queries you may have.

Breaches of the law or failure to comply with internal policies and procedures will result in disciplinary action that may include dismissal. In some instances you may render yourself personally liable to prosecution. If during your employment your actions outside the workplace could potentially damage the Society and its reputation, disciplinary action up to and including dismissal may be taken.

Likewise if you are required to drive for all or part of your role and for whatever reason your licence is revoked and no suitable alternative position is available your contract of employment may be terminated.

Time-keeping

To meet customer needs and expectations and for the sake of your colleagues, we rely on you to be at work on time. Unless you have a very good reason you must come to work on time for the days and hours you are contracted to work. If you have agreed to undertake additional hours, it is equally important that you attend on time for the extra duties.

If you arrive late, report immediately to your Manager before commencing work. In some locations you will be asked to 'sign in' and 'sign out'. It is important that you comply with this as it helps your Manager ensure your pay is correctly calculated.

Disciplinary action will be taken if you are persistently late for work.

Absence

There may be occasions when you become ill and are unable to attend work. Whatever the reason you are expected to make contact yourself, unless circumstances make it difficult for you to do so in which case you should arrange for someone else to contact the Society on your behalf.

You must contact your place of work, before the start of your shift time, and let your Manager know that you will not be at work. You must provide some indication of what the problem is and how long you feel you may need to remain off work. You are required to phone or make contact in person every day until your sickness becomes covered by a doctor's certificate. Contact by text or email is not acceptable under Society procedures. When you first return to work after a period of absence you must report to your Manager and complete a self-certificate form. Your

Manager will carry out a return to work interview with you. If you have been away for more than 7 consecutive days, you must also provide a certificate from your doctor. Sickness and absence details are monitored through an automated system which initiates processes in the management procedures.

Failure to comply with the sickness absence procedures may result in the non-payment of Society sick pay and could also lead to serious disciplinary action which may result in dismissal.

Employees with persistent absence records will be reviewed and may, where appropriate, be requested to attend the Society's Occupational Health Physician for a report. High incidence of absence may result in the review of continued employment.

Full details of the Absence Procedures can be found on Sharepoint.

Occupational Health

The Society endeavours to provide a safe and pleasant working environment. Through our Occupational Health Programme we provide any health screening, support or advice to employees to help them attend regularly and manage at work.

Sickness absence will be considered long-term after an employee has been off work for four consecutive weeks (or where short periods of absence are closely linked). You will automatically be contacted at home by the People & Performance team by letter and may be asked at some stage to attend a consultation with the Society's Occupational Physician or be asked to provide written consent that we can contact your doctor for a report. The People & Performance Consultants also make home visits to employees in some circumstances, where this will provide valuable support or information which will progress the review with the employee.

We ask that employees co-operate with any review and we will provide any support, guidance and help we reasonably can to assist a speedy return to work. Employees will be fully involved in any reviews. Where it becomes clear that an employee will not be able to return to any duties as a result of ill health, employment may be terminated on grounds of medical incapacity.

Compulsory Absence/ Infectious Illness

If you are advised by a medical authority that you need to stay off work as a result of an infectious illness, this will be viewed as special leave with pay rather than sickness absence.

We need to exercise particular care where employees handle food. If you are suffering from, or have been in contact with an infectious illness or have had food poisoning you should contact your doctor for advice and keep your Manager informed.

Medical/ Dental/ Hospital Appointments

Staff should endeavour to arrange appointments outside working hours. However unpaid time off may be granted for emergency appointments and where it is not possible to arrange outside working hours.

Jury Duty/ Court Appearance

Staff called for Jury Duty or a court attendance must inform their Line Manager on receipt of a citation as a Witness or Jury Duty. The original or photocopy of the court citation should be passed on to the Wages department so that the relevant section with regard to 'loss of earnings' can be completed.

Disciplinary Procedure

It is the policy of the Society to have a reasonable expectation of its employees to maintain acceptable standards of conduct and job performance, in the course of their employment with the business. These standards of conduct or performance may be explicit or implied. For the avoidance of doubt, wherever possible, the Society will set out the required standards of conduct or job performance.

Where there is a breach of standards of conduct or performance it is a reasonable expectation that the Society will apply informal or formal procedures to correct such a breach. Where sub-standard performance is found to be due to negligence or lack of application on the part of the employee, then the Disciplinary Procedure will normally be appropriate. However, issues of an employee's capability may arise from time to time where sub-standard performance relates to a lack of the required knowledge, skills or ability rather than misconduct.

Where the disciplinary procedure is applied, it will be done so in a fair, clear, effective and consistent manner. Before any disciplinary proceedings begin all the facts surrounding the case will be fully investigated fairly and objectively.

Before the start of any stage of the procedure you will be told of the nature of the complaint against you and no decision will be made without you having had the opportunity to state your case.

If we feel that the gravity of the offence, the circumstances of the case or the danger to the business warrants it, we reserve the right to use whichever stage of the disciplinary process we believe is appropriate.

At all stages of the formal procedure you may choose to be accompanied by either a work colleague or a Trade Union Representative.

Gross Misconduct

The following is a list of actions which could be regarded as gross misconduct and could ultimately lead to dismissal. This list is purely illustrative and is not exhaustive of the type of action which would amount to gross misconduct:

- Unauthorised disclosure of information;
- Gross negligence;
- Theft, embezzlement or fraud;
- Misuse of Society discount scheme;
- Taking or consuming goods without payment
- Acts or threats of physical violence towards other employees, or other persons performing duties or services for the Society or towards any other person who is lawfully upon Society premises;
- Theft of, or wilful damage to, property of the Society;
- Internet and e-mail abuse, e.g. Visiting and downloading pornographic material, downloading of mp3 music files for personal use or sending of "flame-mail";
- Wilful provision of inaccurate or misleading information in the initial application for employment which would have influenced the employment decision;
- Serious infringement of the health or safety regulations of the Society;
- Serious breach of the data protection regulations of the Society;
- Wilful damage to property of the Society;

- Serious bullying or harassment;
- Repeated or serious cases of incapacity due to alcohol or misuse of drugs;
- Serious breach of any Society policy on computer or communication facilities use or misuse;
- Any act or omission that amounts to the repudiation of the contract of employment.
- Use of inappropriate language, actions etc which would have a negative effect on standard of customer service.

Note: This list is not exhaustive. A copy of the Disciplinary policy can be accessed on Sharepoint or can be requested by contacting the People & Performance team.

Capability (Poor Performance)

Issues of an employee's capability may arise from time to time where sub-standard performance relates to a lack of the required knowledge, skills or ability rather than misconduct. In this case, the employee should, wherever practicable, be assisted through training or coaching and given reasonable time to achieve the required standard. Where, after an informal process has been followed, there continues to be a significant performance issue arising from capability a series of formal meetings will be held to set standards, objectives, timescales and review performance.

If at the end of the process you have reached the required standard of performance no further action will be taken. However a failure to improve to the required standard may result in demotion, redeployment or dismissal.

At all formal stages you have the right to be accompanied by a work colleague or trade union representative.

A copy of the full Capability policy is displayed on the notice board in your place of work and can also be accessed on Sharepoint.

Customer Service

Whatever your job role, you have a responsibility to deliver a first-class service to our customers - this applies to external and internal customers alike. The Society is judged as much on the basis of our staff as by the products we sell or the prices we offer. You can directly influence this view and ensure our customers want to return time and again.

If you see a customer looking for help you must immediately offer assistance or take the person to one of your colleagues with the specialist knowledge to help. It must be emphasised that any negative actions, rude or abusive behaviour or language will lead to serious disciplinary action which may include dismissal.

Appearance and Personal Hygiene

Where a uniform and name badge are provided, they must be kept clean, presentable and must be worn at all times when on duty. This means we can project the correct and desired image about our business. The uniform not only helps you to look smart, but in some instances helps us conform to food hygiene and handling requirements. (hats, nets etc.) Personal hygiene cannot be overstated for every member of staff, but it is especially important if you are a fresh food handler. Full guidance notes are available on notice boards.

At all times your overall appearance including clothing, hair style and colour must project a business like image. Visible body piercings must be kept to a minimum and where possible a discreet size. Tattoos which may potentially cause offence to colleagues and customers must be covered.

Failure to follow the uniform and dress code standards may result in you being asked to return home and change and salary withheld for the period absent from the business. Disciplinary action may also be taken. The Appearance & Personal Hygiene Policy is available on Sharepoint.

Operating on Trust

The Society has to operate on the basis of trust. You, as one of our employees, are trusted with our stock, our cash and to deal with our customers with complete honesty. If this trust is broken, the employment relationship breaks down and normally leads to very serious disciplinary action and probable dismissal.

Serving Relatives and Friends

You must not serve relatives or friends at counters or checkouts as any mistakes can cause embarrassment and possible suspicion of dishonesty. Instead, ask them to go to another checkout or call your Supervisor to serve them.

Personal Relationships

Relatives or persons in a close ongoing relationship will not be recruited to work in the same location as an existing employee. Line Managers and/or the People & Performance team will retain the discretion to decide whether any exceptions can be made.

If during the course of your employment with us you begin a relationship with a colleague you must bring it to your Line Manager's attention immediately.

Staff Purchases

It is important that you follow some simple guidelines when shopping in your place of work. It is preferable that you shop before or after the start/finish of your shift.

Personal cash must be kept securely in a locker or a designated secure place, and must not be kept on your person while working on the shop floor.

You must never serve yourself and must pay for all goods at the time, ensuring that you obtain a till receipt and have it endorsed by the manager or other authorised person in your store. This receipt must be kept with/attached to the purchased item. Shopping must be left in the designated area in the store.

On no account can goods be "set aside" and paid for later or consumed before payment is made.

No unauthorised reductions/discounts must be made on products for yourself, other members of staff or customers.

Cash Handling Procedures

If your job involves cash handling, you will be trained in the correct till and cash balancing procedures. Follow them carefully at all times and report any mistakes or problems immediately to your Supervisor or Manager. Whatever your job, if you work in stores or in a post which involves cash handling, you should never carry your own personal cash, or mix your own cash with that belonging to the Society whilst at work. This can lead to confusion about what money belongs to you and money that belongs to the Society. You should not cash personal cheques for yourself or colleagues.

Data-i

In order to maintain integrity within our business the Profit Protection Team utilise a sophisticated data and action mining system. The system which is named Data-i constantly monitors till transaction data along with CCTV footage and highlights any actions deemed suspicious.

The Profit Protection Team utilise this system for the prevention and detection of crime and any serious breaches of Society policies. Breaches of Society policies may result in disciplinary action being considered up to and including dismissal.

It is Society policy to prosecute any staff member engaged in criminal activity at work. The Society also operates a civil recovery scheme where losses due to crime or serious neglect may be recovered through the civil courts. Further details can be found on Sharepoint.

Fraud

The Society has a strict policy regarding fraud. All members of staff have a duty to act honestly and with integrity at all times. Any fraud identified will be reported to the police and staff members involved will be subject to disciplinary action. The full fraud policy is available on Sharepoint.

Theft

If you steal, attempt to steal or help anyone else to steal any Society property you will become liable to Summary Dismissal. This also covers the consumption of any product without permission or prior payment (Note: this includes out-of-code/damaged products, individual sweets, grapes etc.). The giving or acceptance of unauthorised discounts and abuse of the Staff Discount Scheme is also classified as Gross Misconduct which can lead to Summary Dismissal. Further details of the disciplinary procedure can be found on Sharepoint.

Gifts from Suppliers or Customers

The Society must maintain a reputation for honesty and integrity. The acceptance of gifts from either customers or suppliers is discouraged. Any gift accepted must be declared on the Gift Register held at Head Office. Full details of the policy and procedures relative to Gifts from Suppliers can be found on Sharepoint. Breach of this procedure can lead to serious disciplinary action which could include dismissal.

Right to Search

Unfortunately, some members of staff are tempted to steal from the Society. To protect the vast majority of staff who are innocent, you may be asked to participate in a search which can include bags, lockers, your car or anything you may be carrying. You may be stopped outside Society premises and asked to return to the building to be searched.

It is customary across the business for your Manager to complete a bag search each time you leave the premises.

In the event a personal search is undertaken, this will be in a discreet private area. You will be asked to open any bags, purses etc and to reveal the contents of coats. You may be asked to remove outer garments such as jackets, footwear etc and to turn out pockets. At no time will any form of body search be performed by Society personnel - only the police have this right. Checks will be performed by two responsible people and you may ask for a witness to be present on your behalf. If you unreasonably refuse to co-operate with a search, you may become liable for serious disciplinary action which may include dismissal.

In the interests of safety and security, the Society may use CCTV and video recording equipment.

Other Employment

While working for the Society, you must not take other employment if it conflicts with Society interests or prevents you from doing your job effectively. If you have, or are considering, taking a second job, please seek advice from your Manager.

Personal Property

It is advisable not to bring unnecessary personal property to work and to take care of that which you do. The Society does not accept liability for damage to or loss of property, clothing or vehicles and contents while on Society premises unless caused by the negligence of the Society.

Personal Mobile Phone Usage

Personal mobile phones must not be used on the shop floor and must be kept in a secure location (such as a locked locker) while staff are at work. Mobile phones must not be kept on your person while working on the shop floor. Staff must not send text messages or talk on their phone while on their shift or on the shop floor. Staff can make calls on their mobile phone during their break time.

Society phones such as store phones are for business use only and must not be used for personal calls except in emergency situations.

Any failure to comply with these procedures could result in disciplinary action.

Computer Use

The Society's IT facilities should be used by computer users for business purposes only and in a professional manner to carry out the normal day-to-day responsibilities of their jobs. Computer users are required to ensure their conduct is neither unlawful, offensive or likely to have negative repercussions for the Society. The full details of the Computer Use Policy are available on Sharepoint and all employees who have access to the Society's computer facilities must ensure they comply with the requirements of the policy. Breaches could lead to serious disciplinary action which may include dismissal.

Blogging and Social Networking Policy

In line with the Society's Computer User Policy employees are only permitted to use computers for business purposes and must not access blogs or social networking websites during working hours.

Outside working time, it is recognised that many of our employees will spend time involved in public or partly public forums on the internet. Staff must remember their obligations as Scotmid employees and not, under any circumstances, express negative, derogatory, disparaging or harmful opinions or use damaging film material about the Society on a blog, social networking site or video sharing site. Breaches could lead to serious disciplinary action up to dismissal. The full policy can be found on Sharepoint.

Expenses

You must have the authorisation of your Line Manager before expenses are incurred. Any claim must be supported by valid receipts and an authorised signature on the appropriate claim form. Falsification of expenses or taking expenses without authorisation will lead to disciplinary action that may include dismissal.

Insurance of Private Vehicles on Society Business

All drivers who use their own vehicles on Society business must ensure that they check with their insurance provider that the cover they have is appropriate for the type of business on which they are engaged. Failure to disclose to the insurer that you use your personal car for business (even when use is infrequent) is illegal and may invalidate your cover.

Normal home to work commuting is not a business trip but journeys between branches or to Head Office etc would or could be classed as business trips.

Disclosure of Interest

The Society seeks to conduct its many and varied business interests in an ethical manner:

It relies on employees to ensure this approach is sustained throughout all the business activities they are required to undertake on the Society's behalf.

Occasionally, an employee may be exposed to a situation, which creates a potential or actual conflict of interest. For example, a member of the employee's family, close friend or previous business acquaintance etc may be seeking to enter a service/business contract with the Society.

To avoid any potential difficulties, confusion or embarrassment which could arise in these circumstances, employees of the Society are required to declare their interest to their Line Manager at the outset of the business. (If the Line Manager is not a Senior Manager; the Line Manager must ensure the matter is referred to a Senior Manager for authorisation).

Wherever possible the employee will not be involved in the continuing business arrangement. In circumstances where the employee, by virtue of their specialist skills/knowledge etc, are required to continue to be involved in the business arrangement, they must keep their Line Manager appraised at each stage of proceedings.

This policy is designed to protect both employees and the Society from any misunderstandings, which could arise from potential conflicts of interest.

Failure to comply will be reviewed under the Society's disciplinary code and could be viewed as Gross Misconduct, potentially leading to dismissal.

Dealing With The Press or Other Media Enquiries

This policy on dealing with the press and media has been created to protect employees and the Society.

Press and media includes, but is not limited to:

- Local and national newspapers.
- Trade and industry magazines, such as grocery and retail publications.
- TV and radio stations.
- Online news services.
- Freelance journalists, including news bloggers.

No employee of the Society should respond to any enquiry, or initiate contact with the press or media without the express consent from the Head of Corporate Communications, or the Corporate and Digital Media Manager in the Corporate Communications Department.

SCOTMID
co-operative