



STAFF HANDBOOK

ISSUE 1

A guide to working together

Scotmid
co-operative

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I HOPE THAT YOU FIND YOUR CAREER WITH US TO BE INTERESTING AND REWARDING



WELCOME TO THE SOCIETY

The Society has existed to serve our communities for over 150 years and in that time has grown to be the largest independent Co-operative Society in Scotland. We have also expanded our geographic coverage to Northern Ireland and the North of England with our Semichem and Lakes and Dales brands. We are proud of our history and the role we play in local communities. I hope that you are proud to be part of our history and our future.

The Society expects its employees to behave in a way that's consistent with our co-operative heritage and we want you to be **Honest, Open, Caring and Socially Responsible**. We want to create an environment where people can contribute and participate to the best of their ability so that we can face any future challenges with confidence, enthusiasm and pride.

Like all teams there are some rules which we all need to work within and the handbook sets out what you need to know to be a successful team player.

Your line manager will help you complete your Induction (welcome) to the Society and additional information can be accessed through our SharePoint intranet site or via the Employee Hub which you can access anywhere (www.scotmid.coop/employee-hub).

Good luck and enjoy being part of something special.

Steve McDonald
Head of People and Performance

GETTING STARTED

You are new to the Society and we are hoping you will find your employment enjoyable. In this section we provide you with information on what will happen within your first weeks of employment.

EMPLOYEE INFORMATION

When you start work with us, we need to hold some information about you in your employee file. The Society is registered with the relevant Data Protection bodies and recognises its obligations to manage data safely and in line with legislation. We will treat your information with confidence, only ask for what we need, and only use it for the purpose it was asked for.

We will not disclose information to any company outside the Society without your consent, except to fulfil the employment contract, or if required to do so by law.

For further information on how your information is used, how we maintain the security of your information, and rights to access the information we hold on you, please contact the People & Performance team on 0131 335 4529.

PROBATIONARY PERIOD

Your probation period will normally run for 12 weeks. This allows you to determine whether the job meets your expectations and allows the Society to determine your suitability for the position to which you have been appointed. There will be a review at the end of this period with your Manager. We retain the discretion to shorten or lengthen the probationary period as appropriate.

CONDITIONS OF EMPLOYMENT

You will receive your 'Main Terms and Conditions of Employment' (MTC) document (sometimes also referred to as your 'contract') during your probation period. This document provides the particulars of the terms of your employment, including your benefit level, and you should read it carefully and keep it in a safe place for reference.

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 our recognised Trade Union for most employees (benefit levels 1-4), and is party to the Scotmid Agreement, which covers all aspects of conditions of employment. A copy

of the Scotmid Agreement can be obtained from the People & Performance Department. The Scotmid Agreement does not apply to employees in benefit levels 5 & 6.

TRAINING & DEVELOPMENT

We want you to do your job well and enjoy your career with us. To facilitate this there are a wide range of people initiatives in place to help you. 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 also receive E-Learning training, depending on their job role. This helps you become an effective member of your team and to understand your job and how it fits into the running of the department. Please ensure you question anything you do not understand. For more information on how the Society equips our employees with the necessary knowledge, skills and experience to do their job effectively please see the Learning & Development policy available on SharePoint and the Employee Hub.



YOUR WORK-LIFE BALANCE

A good work-life balance is important for your health and wellbeing. Everyone enjoys a break away from work and we will always do our best to accommodate your plans. Here, you can read more about working arrangements and holidays and other types of time off.

WORKING FLEXIBLY TO MEET BUSINESS NEEDS

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 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 Society.

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 will follow a formal process to agree changes to your working arrangements. Conversely, if you would like to change your working hours, providing you meet the qualifying criteria, you can make an application for consideration under the Flexible Working Policy. Full details are available on SharePoint and the Employee Hub.

WORKING HOURS AND BREAK ENTITLEMENT

Legislation is in place in the UK that sets out minimum requirements for working hours, rest periods and annual leave. For more information on this please see the Working Time Policy available on SharePoint and the Employee Hub.

It is important to note that there are different guidelines for employees under 18, and if you have a student visa, your visa may have restrictions on it regarding how many hours you can work in paid employment during your term time.

BREAKS

Breaks recognised by the Society are:

A shift of 4 hours or more	15 minutes paid
A shift of more than 6 hours	20 minutes paid (option of 1 hour unpaid meal break if the shift pattern covers 10.00am – 2.00pm)
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 hours	15 minutes paid
A shift of more than 4.5 hours	30 minutes paid
A shift of more than 6 hours	30 minutes paid (option of 1 hour unpaid meal break if the shift pattern covers 10.00am to 2.00pm)
A shift of more than 7 hours	1 hour unpaid plus 15 minutes paid for 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 4.5 hours or more or 30 minutes paid during any block of over 4.5 hours within the shift

HOLIDAYS

The holiday year runs parallel with our pay periods (approximately the end of March to the end of March each year). Holidays are calculated in hours and if you change your contractual weekly hours, your holiday entitlement will change on a pro-rata basis. Whilst your Manager will try to allow you to take your annual leave when you request it, this will be balanced against business needs. You should not, therefore, book any holidays or make any firm arrangements before you have confirmation that holidays can be granted. There may be divisional/ regional guidelines in place recommending how your holidays should be taken across the annual leave year, please speak to your Manager for guidance on this.

WHAT IF SOMEONE ELSE ASKS FOR THE SAME HOLIDAY?

Holiday requests are normally agreed on a first come, first served basis with fair consideration over previous authorised holidays. The decision will be based on business needs and when the request has been made. To avoid disappointment, make sure you give as much notice as you can.

OTHER REASONS FOR TIME OFF

You may wish to take time off for the following reasons:

- Adoptive Leave
- Emergency Dependant Care
- Maternity, Paternity and Shared Parental Leave
- Parental Leave
- Time Off for Training

Each of these leave reasons has their own policy which is available on SharePoint and the Employee Hub.

You may also need to take time off for other reasons such as:

- Bereavement/ Compassionate Leave
- Religious Observance
- Medical, Dentist and Hospital Appointments
- Study/ Exam Leave
- Antenatal Care
- Jury Duty/ Court Attendance
- Trade Union Duties
- Public Duties
- Other Unpaid Time Off

In these cases please speak to your Manager for more information, or refer to the Special Types of Leave Policy available on SharePoint and the Employee Hub.



YOUR ATTENDANCE

We care about your health and wellbeing and we understand there may be some times when you are unable to come to work because of illness. This section outlines what we need you to do in these situations.

ABSENCE DUE TO ILL HEALTH

If you are absent from work we will always try to provide support in times of genuine need. Absence does put your colleagues under pressure and affects the quality of service we are able to provide to our customers. Our procedures are therefore designed to provide you with the support you need whilst minimising the disruption absence can cause. We may also consult our Occupational Health Providers, who can support both colleagues and Managers on health matters, and provide material and information on support available for colleagues with prolonged absence.

WHAT IF I CAN'T COME TO WORK?

As soon as you know you cannot come to work, and before your shift starts, you must call your Manager. You must make the call yourself unless circumstances make this unreasonable to do so, for example you are in hospital. Emailing, texting and using social media are not appropriate forms of contact. We ask you to phone in person every day until your absence becomes covered by a medical certificate and thereafter on an agreed regular basis. Failure to follow the correct absence reporting procedure could impact on your entitlement to sick pay and could lead to disciplinary action. If you are unwell and have visited the Doctor please call your Manager to update them. When you are able to come back to work, phone your Manager as soon as possible and let them know you plan to return.

WHEN SHOULD I PROVIDE A FIT NOTE?

You should provide a Fit Note from your doctor if you are absent for more than one working week.

WHAT HAPPENS IF I AM ABSENT FOR A LONG PERIOD OF TIME?

If you are unwell for more than four weeks, you will receive a letter asking you to contact your People and Performance consultant to agree a plan of support going forward.

If you know in advance that you are going to be to be unwell for more than four weeks then you should contact your People and Performance consultant at the earliest opportunity.

We ask that you cooperate with any reviews and we will provide any support, guidance and help we can to assist in a return to work. If it becomes clear that you will be unable to return to any duties as a result of ill health, your employment may be terminated on the grounds of medical incapacity.

SERIOUS ILLNESS

We need to exercise particular care where employees handle open food. It is important to let your Manager know if you are suffering from any serious illness, or have had contact with a carrier of any serious illness that is:

- Contagious or infectious
- Food poisoning or likely to cause foods poisoning (Typhoid or Dysentery)
- Salmonella, Hepatitis A or C, E Coli
- A boil or sick complaint including infected wounds
- Diarrhoea
- Vomiting

WHAT HAPPENS WHEN I RETURN TO WORK?

A return to work interview will be completed with your Manager or supervisor during your first shift back at work. If you are an open food handler, you will also be asked to complete a 'Fit To Work - Food To Go Areas' questionnaire.

Employees with persistent absence records will be asked to attend an Attendance Review Meeting (ATT Meeting) where the following will be discussed:

- Your reason for absence
- Your attendance history
- Any action that can be taken by you or the Society to improve your attendance
- Any next steps

Continued unacceptable levels of attendance could lead to disciplinary action being taken up to and including dismissal.

WILL I RECEIVE SOCIETY SICK PAY IF I AM ABSENT?

Employees are entitled to Society Sick Pay upon completion of 12 months service. Entitlement is based on start date and benefit level. Full details are detailed in your contract (MTC's document).

Once eligible Society Sick Pay is paid to employees who are absent from work due to sickness or injury. It is intended to complement Statutory Sick Pay. For information on your eligibility to receive Statutory Sick Pay please contact the Payroll Department. Failure to comply with the Society's absence procedure may affect entitlement to payment where it exists. The Society will, on a case by case basis, and after investigation of the reason for illness, have the option to withhold Society Sick Pay when an employee is facing investigation/disciplinary action.

Full details of the Absence Procedures can be found on SharePoint or the Employee Hub.

**“
IF YOU ARE ABSENT FROM
WORK WE WILL ALWAYS
TRY TO PROVIDE SUPPORT
IN TIMES OF GENUINE NEED
”**



YOUR PAY

This section explains how and when you will be paid your wages as well as overtime and premium payments rules.

WHEN AND HOW I GET PAID

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 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 the Payroll Department on 0131 335 4434.

RATE OF PAY

Your rate of pay is detailed in your contract (MTC document).

PAY REVIEW

During your employment with the Society your pay and other terms and conditions of employment will normally be reviewed on an annual basis.

OVERTIME ARRANGEMENTS

Overtime is voluntary and should be agreed in advance with your Manager. Overtime is defined as time worked over your contractual hours and where you qualify for payment, it is made at single rate. Alternatively, you and your Manager may, on occasion, agree to the equivalent time being taken off if this suits both you and the business.

PREMIUM PAYMENTS

Premium rates only apply for night working (10pm to 6am) and for work carried out on Christmas Day.



YOUR BENEFITS

As an employer we aim to give you something extra to let you know we value your contribution to the Society. This section explains your benefit entitlements.

PENSIONS

The Society offers all employees the chance to join a pension scheme without having to ask – this is called automatic enrolment. The Society has chosen NEST to meet the requirement of automatic enrolment for most employees. It is an easy low cost way to help you put money aside for when you stop working. If you are automatically enrolled you can choose to opt out within one month of the enrolment. If you opt out any money you have contributed will be refunded. If you opt out, the Society has a duty to automatically enrol you again if you are eligible every three years. For further information on our pension schemes please contact the Payroll Department on 0131 335 4434.

YOUR EXCLUSIVE STAFF DISCOUNT

To reward your loyalty, once you have completed a qualifying period of service, you will receive your Staff Discount Card. It gives you discount in all Food and Semichem stores. As your employer we believe we should be there to support you through the good times and the bad. You are therefore also eligible to apply for a discount within our Funeral Division, details of this will be provided at the time of enquiry. Discount is for you and your immediate household. For full details please refer to the Staff Discount Scheme policy which can be found on SharePoint and the Employee Hub.

EMPLOYEE ASSISTANCE PROGRAMME

Whether your problems are big or small, we are here for you. Our Employee Assistance Programme, provided by Retail Trust, is available to you as part of your employee benefits package, and is free for you to use. It is an independent and confidential service which is available to you and your dependents. It offers advice and support on a range of issues, including financial or legal worries, drug or alcohol problems, bereavement support and coping skills for stress, anxiety and depression. Telephone and face-to-face counselling is available via accredited Counsellors and aims to provide immediate support in a safe environment in a non-judgemental way.

Further information can be found at www.retailtrust.org.uk or call the free helpline on 0808 801 0808.

ALL EMPLOYEE SHARE OWNERSHIP PLAN

When you have 12 months service with the Society, you will be 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, information and an application form will be forwarded to you by the People & Performance Department.



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 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.

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 will receive a form for Free Shares. Employees must sign and return their Free Shares form to the Payroll Department.

Lots of colleagues dedicate a large part of their working lives to Scotmid and we are always delighted to celebrate and reward the loyalty of our long serving colleagues. Long Service award payments are given to staff reaching 25, 30, 35 and 40 years.

LIFE ASSURANCE

The Society provides life assurance for all employees, please complete your beneficiary form to benefit from this.

CAPITAL CREDIT UNION

We are a Select Partner Employer of Capital Credit Union, a member owned and community based, financial organisation. You can save with Capital Credit Union and have the money deducted directly from your pay. You will find an application form in your Induction pack.

For other details on the products that Capital Credit Union offer please visit capitalcreditunion.com, telephone 0131 225 9901 or email enquiries@capitalcreditunion.com.

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**PLEASE CHECK THE
EMPLOYEE HUB FOR
THE MOST UP-TO-DATE
BENEFITS THAT WE
HAVE ON OFFER**
”



YOUR CONDUCT

In order to provide high standards to our customers and to provide an enjoyable working environment for our colleagues, it is important that we behave in accordance with Society and Co-Operative values. This section explains what we are expecting from you as an employee.

WHAT IS EXPECTED OF ME

HONESTY AND TRUST

You are trusted with our stock, our cash and to deal with our customers with complete honesty. If this trust is broken, the whole basis of the employment relationship breaks down and will normally lead to disciplinary action, up to, and including dismissal.

Financial Worries

Financial worries can lead to people feeling anxious or depressed and can even affect their physical health. If you are experiencing any financial concerns it is important that you seek help. You can get independent support and advice from our EAP provider Retail Trust by calling 0808 801 0808 or through their website www.retailtrust.org.uk, through the Money Advice Service on 0800 138 7777, or at www.moneyadvice.org.uk, and from Citizen's Advice at www.citizensadvice.org.uk. You can also talk to your Manager or the People & Performance team.

FRAUD AND THEFT

The Society has a strict policy regarding fraud and theft. You have a duty to act with integrity at all times. Any fraud or theft will be reported to the police and any staff members involved will be subject to disciplinary action. This also covers the consumption of any product without permission or prior payment (Note: this includes out-of-code, damaged/ opened products, individual loose items etc).

We carry out random, yet regular employee searches to maintain security. 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. It is therefore important you keep signed receipts for any items you purchase in store, and, that you declare on the 'sign in' sheet any cash and high value goods that you bring into the store if there is one in your location.

If your job involves handling cash, you will be trained in the correct till and cash handling procedures. You should follow them carefully at all times and report any mistakes or problems immediately to your Manager. Remember your passwords

are confidential and should not be shared with anyone. You should only ever hand money to someone whom you know is authorised to receive it. Under no circumstances should you ever exchange notes for customers.

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 relevant policies can be found on SharePoint:

- Fraud Policy
- Store Security Policy
- Anti-Bribery and Corruption Policy

SERVING FRIENDS AND FAMILY

Always refer your friends and family to a colleague as any mistakes can cause embarrassment or suspicion of dishonesty.

STAFF PURCHASES AND PERSONAL BELONGINGS

It is important that you follow some simple guidelines when shopping in your place of work. It is preferable that you shop outside of your working hours either before or after your shift. Personal cash and belongings, including mobile phones, must be kept securely in a locker and must not be kept on your person. 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 another authorised person in your store. The receipt must be kept with the purchased item. Shopping must be kept 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 should be made.

Any misuse of the Staff Discount scheme may result in the scheme being withdrawn, and serious abuse may also lead to disciplinary action being considered, up to and including dismissal.



THE PROFIT PROTECTION TEAM HAVE A CONFIDENTIAL HOTLINE FOR EMPLOYEES TO REPORT ANY CONCERNS THEY MAY HAVE



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, including dismissal.

Our full policy on Alcohol and Drugs misuse is available on SharePoint and the Employee Hub.

SMOKING

In line with legal requirements the Society operates a complete 'No Smoking' policy throughout all its premises and within Society 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 Food Stores. This policy also extends to the use of electronic cigarettes and 'vaping'. Breaches of this policy may lead to serious disciplinary action being considered.

SOCIAL NETWORKING

The purpose of our Social Networking policy is not to prevent you using social networking sites, but to draw clear boundaries and standards when using them. While social networking brings new opportunities to understand, engage, and communicate with our friends, family and colleagues, it is important that you are aware of your own responsibilities when using these sites. Under no circumstances can you use social networking sites to express negative, derogatory or harmful opinions which might damage the reputation of the Society.

The full policy can be found on SharePoint and the Employee Hub.

COMPUTER USE POLICY

The Society provides computers and devices for business use, for users to carry out the normal day-to-day responsibilities of their role. Computer users are required to ensure their conduct is neither unlawful, offensive or have negative repercussions for the Society. Full details of the Computer Use Policy are available on SharePoint and the Employee Hub. All users who have access to the Society's systems must ensure they comply with the requirements of this Policy and other associated Policies. Breaches could lead to serious disciplinary action which 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.

APPEARANCE AND PERSONAL HYGIENE

Our customers judge a store as much by our members of staff, as by what we sell, so it's important that you always look smart and professional. Where you are provided with a uniform and name badge, they must be worn whenever you are at work and must be kept clean and presentable.

The uniform not only helps you to look smart, but in some instances helps us conform to food hygiene and handling requirements. Personal hygiene cannot be overstated for every member of staff, but it is especially important if you are an open food handler.

Failure to follow the uniform and dress code standards may result in you being asked to return home and change and pay withheld for the period absent from the business. Disciplinary action may also be taken.

The Appearance & Personal Hygiene Policy is available on SharePoint and the Employee Hub.

TIME-KEEPING

To help our stores run smoothly and for the sake of your colleagues, we rely on you to be at work and ready to start on time. Unless you have a very good reason we expect you to come to work on time for the days and hours you are rota'd 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.

PERSONAL RELATIONSHIPS

Relatives or persons in a close ongoing relationship will not be recruited to work in the same location as an existing member of staff. RBM/ Head of Department and 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. Failure to do so may result in disciplinary action.

PRESS ENQUIRIES

No employee of the Society should respond to any enquiry, or initiate contact with the press or media without the express consent from the Society's Press and Social Media Manager, and any media enquiries received should immediately be referred to the Press and Social Media Manager. The full policy for Dealing with the Press and Other Media can be found on SharePoint and the Employee Hub.

RAISING CONCERNS

Whistleblowing Policy - The Whistleblowing 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 Manager.

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 of our staff to raise them in a proper manner and in good faith.

For issues of fraud, theft, extortion, fictitious or false claims for cash or stock, false accounting etc. you should contact:

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:

Head of People & Performance 0131 335 4440

Full details of the Whistleblowing Policy can be found on SharePoint and the Employee Hub.

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 4455. You don't have to leave your name.

For any other concerns, grievances or incidents of harassment or discrimination etc. can be addressed under the grievance policy.

Advice is also available from the People & Performance team on 0131 335 4528.

SOLVING PROBLEMS

We 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 do have an issue, please talk to your Manager or People & Performance Consultant in the first instance.

However, if it is not possible to resolve problems informally there is a formal process. You have the right to be represented at grievance and disciplinary meetings, either by a recognised union representative or a work colleague.

GRIEVANCE

If you have a complaint or are unhappy about work related issues, 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.

Full details of the Grievance Policy can be found on SharePoint and the Employee Hub.

DISCIPLINARY

The Society has the reasonable expectation that its employees will maintain acceptable standards of conduct and job performance, in the course of their employment with the business.

Where substandard 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.

Before any disciplinary proceedings begin all the facts surrounding the case will be fully investigated fairly and objectively.

GROSS MISCONDUCT

There are some breaches of Society rules or standards of conduct that are serious enough to make it impossible to continue the contract of employment and may result in summary dismissal with no notice period.

Some relevant examples are detailed below:

- Theft - includes taking goods without paying for them, taking property belonging to someone else without their permission.
- Fraud - includes stealing by deception, stealing money or property by falsifying our processes or data.
- Assault - includes harmful or offensive contact with another person, threatening to harm someone.

Please note that this is not an exhaustive list.

A copy of the Disciplinary Policy can be accessed on SharePoint and Employee Hub.

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.

A copy of the full Capability and Performance Policy can also be accessed on SharePoint and Employee Hub.

SOCIETY ORGANISED EVENTS

Your conduct on these occasions is expected to be "as at work". Society organised events will include social events such as Christmas parties, charity events etc. Any misconduct or inappropriate behaviour including damage to property during these events will be managed as per the Society's Disciplinary Procedures.



YOUR SAFETY

The welfare of our colleagues is vital in ensuring a safe and healthy working environment. In this section we will explain some of the measures in place to protect you while you are at work.

YOUR ROLE - HEALTH & SAFETY

It is everybody's duty to be responsible for their own health and safety and that of others who may be affected by their acts or omissions. This means you must avoid unnecessary risks and show courtesy and consideration at all times.

You will be responsible for;

- Working safely and efficiently in accordance to Society policies and procedures.
- Being constantly aware of any possible dangers to all people on our premises, including our customers, colleagues and visitors.
- Following appropriate instructions and training given to you by the Society.
- Reporting all accidents, near misses and dangerous practices which may present health and safety risks.

Full details of your responsibilities and arrangements for health and safety are contained within the Health & Safety Manual which is available on SharePoint.

CLOSED CIRCUIT TELEVISION (CCTV)

We have extensive closed circuit television in all our stores. 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. Information captured on CCTV could be used as part of an investigation. If misconduct is identified, disciplinary action could be taken up to and including dismissal. Images captured on CCTV are protected under data protection legislation.

SHOPLIFTERS

You must only ever challenge a person for shoplifting when it is safe to do so and if you have witnessed that person select and conceal stock on their person and you have observed that person leave or attempt to leave the store without attempting to make a payment for the stock. You should never attempt to retrieve goods from the shoplifter or attempt to conduct a search, as only the Police have the power to do this. You should also never physically prevent a shoplifter leaving the

store or attempt to physically restrain them. Your safety comes first.

Full details can be found on the Shoplifting Policy which is available on SharePoint.

PERSONAL PROPERTY

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



YOU'RE MOVING ON

This section explains what to do before you leave and what will happen to your entitlements after you leave.

RESIGNATION

If you decide to leave the Society, the period of notice you are required to give is detailed on your Statement of Terms and Conditions. You should submit your notice in writing to your Line Manager.

Your views are important to us and we may ask for feedback on your experience while working at the Society and your reasons for leaving.

TERMINATION

The period of notice the Society is required to give to you to terminate your employment is detailed on your Statement of Terms and Conditions. You will forfeit your notice payments if you are summarily dismissed.

WHAT HAPPENS TO MY ANNUAL LEAVE IF I LEAVE THE SOCIETY?

If you leave the Society, you will be paid for any annual leave hours that you have accrued but have not taken, as long as relevant notice has been given. If you have taken more holidays than you have accrued by the time you leave, this will be deducted from final payments. If you have been summarily dismissed you will lose entitlement to accrued holidays above the statutory allowance.

OVERPAYMENTS

If you have been overpaid for any reason we have the right to reclaim the monies, this will be taken from your final payment.

RETURNING SOCIETY PROPERTY

When leaving the Society your Manager will advise you of the Society property you are required to return.

REFERENCES FOR LEAVERS

To ensure references are fair and protected from personal bias, they are produced centrally. You may arrange with your Manager to provide you with a personal reference, but it cannot be used to represent the Society's views.

Give your future employer the following details, so that we can provide references promptly:

Recruitment@Scotmid.co.uk or People and Performance, Hillwood House, 2 Harvest Drive, Newbridge, Edinburgh EH28 8QJ.

TRANSFERS

Should you decide that you wish to move to another store or area, it may be possible for you to transfer to another Society location, providing there is a suitable vacancy. Whenever possible, we will try to maintain your current terms of employment in such circumstances.



YOUR VIEWS ARE IMPORTANT TO US AND WE MAY ASK FOR FEEDBACK ON YOUR EXPERIENCE WHILE WORKING AT THE SOCIETY AND YOUR REASONS FOR LEAVING



POLICIES AND GUIDELINES REFERENCED IN THIS HANDBOOK

Absence policy

Adoptive leave policy

Alcohol and drug misuse policy

Anti-corruption and bribery policy

Appearance and personal hygiene policy

Capability and performance policy

Computer use policy

Data protection policy

Dealing with the press and other media policy

Disciplinary policy

Disclosure of interest

Drivers handbook

Emergency dependant care policy

Equal opportunities policy

Expenses policy

Flexible working policy

Fraud policy

Grievance policy

Harassment and bullying policy

Health and safety manual

Learning and development policy

Maternity policy

Parental leave policy

Paternity leave policy

Probationary review policy

Recruitment policy

Retail safe manual

Right to request time off for training

Right to work policy

Shared parental leave policy

Shoplifting policy

Social networking policy

Society drivers – disqualification policy

Special types of leave policy

Staff discount scheme

Store security policy

Sunday working policy

Travel and accommodation policy

Violence prevention policy

Whistleblowing policy

Working time policy

All of these, and other relevant, policies are available on SharePoint, or by contacting the People and Performance team in confidence for a printed copy.

All of our 'People Polices' are also available on the Employee Hub www.scotmid.coop/employee-hub.



USEFUL CONTACTS

Please ask your Manager to help you complete this in your first few days of joining. It will help you get in touch quickly if the need arises:

Your Name:
Store name and number:
Store address:
Store telephone number:
Manager's name:
Regional Business Manager:
People and Performance Consultant:

HEAD OFFICE:

Hillwood House
2 Harvest Drive
Newbridge
Edinburgh
EH28 8QJ
Telephone: 0131 335 4400

People and Performance	Telephone: 0131 335 4529
Learning and Development	Telephone: 0131 335 4447
Payroll	Telephone: 0131 335 4434
Pensions	Telephone: 0131 335 4434
Membership	Telephone: 0131 335 4429
Profit Protection	Telephone: 0131 335 4569
Profit Protection confidential helpline	Telephone: 0131 335 4455

USDAW

USDAW is the union Scotmid is in partnership with.

www.usdaw.org.uk

Telephone: 0800 030 80 30

EMPLOYEE ASSISTANCE PROGRAMME:

www.retailtrust.org.uk

Telephone: 0808 801 0808

Life issues supported: Available 24 hours, 365 days, this is a free independent and confidential service to provide support on a variety of matters.





Scotmid
co-operative