



# Contents

|               |  |
|---------------|--|
| 4             | Introduction and Core Values                             |
| 6 Section 1   | Induction policy and procedures                          |
| 8 Section 2   | Conduct at work  |
| 11 Section 3  | Drugs and alcohol  |
| 12 Section 4  | Equal opportunities                                      |
| 13 Section 5  | Salary, benefits and pension                             |
| 16 Section 6  | Working hours and leave                                  |
| 19 Section 7  | Sickness and absence                                     |
| 22 Section 8  | Health & safety whilst at work                           |
| 26 Section 9  | Use of commercial vehicles – vans and LGVs               |
| 27 Section 10 | Use of privately owned vehicles                          |
| 28 Section 11 | Claiming business expenses                               |
| 30 Section 12 | Acceptable use of IT and communication equipment         |
| 32 Section 13 | Data protection & privacy statement                      |
| 33 Section 14 | Responsible purchasing policy                            |
| 34 Section 15 | Modern slavery   |
| 35 Section 16 | Criminal Finances Act                                    |
| 36 Section 17 | Relationships at work                                    |
| 37 Section 18 | Violence or abuse at work framework and code of practice |
| 38 Section 19 | Bullying and harassment                                  |
| 39 Section 20 | Whistleblowing   |
| 40 Section 21 | Discipline and grievance procedures                      |
| 42 Section 22 | Our work in the community                                |
| 44 Section 23 | Corporate communications                                 |
| 46            | Hills' world   |
| 49            | Rules for site visitors                                  |

**Notes** The content of this handbook does not form part of your contract of employment unless expressly stated otherwise. If there is a conflict between the terms contained within this handbook, including the policies they refer to, and your written contract of employment, your written contract of employment prevails. The terms 'Hills Group' and 'company' are used throughout the documents and they apply to The Hills Group Ltd and all subsidiary companies including: Hills Waste Solutions Ltd, Hills Municipal Collections Ltd, Hills Quarry Products Ltd and Hills Homes Developments Ltd. The term 'employee' refers to any employee of the company, contractor, agent or third party acting on behalf of the company. The term 'line manager' means the person you report to and 'supervisor' refers to the person formally appointed to supervise your work, not necessarily your line manager. If you have any questions please speak to your line manager, the HR department or the Company Secretary's office.

# Welcome

Firstly welcome to The Hills Group and congratulations on your new job! I am delighted that you have chosen to further your career with us and I am sure you will find your time with Hills a stimulating and rewarding experience.

The Hills Group was founded by my great grandfather in 1900 and has a proud history. Since then, the company has grown, adapted and changed with the times enjoying periods of great success and knuckling down to survive through the tough times. This spirit that has served The Hills Group is at the heart of the way it conducts its business and is captured in the company's core values of family ethos & commitment; honesty & integrity; innovation; service & quality and enjoyment.



These core values are reflected in the company's policies and procedures summarised in this handbook. It also contains general information and advice that will help you to carry out your job and play your part in maintaining a happy and successful company.

Please take time to read this handbook carefully. It is not exhaustive and does not contain everything you need to know on every subject, but it is useful as a guide. Where subjects are detailed, have legal implications or are specific to your job, you will be given additional information and literature by your line manager or receive extra training. You can request full copies of all policies from your line manager, the human resources (HR) department or Company Secretary's office, and they are available on our company intranet 'eTouch' (available from the icon on all company issued laptops and computer desktops).

May I take this opportunity to thank existing staff for their continued efforts and contribution to the success of The Hills Group and to welcome new employees.

A handwritten signature in black ink, which appears to read 'Mike Hill'.

**Mike Hill, Chief Executive**

# Introduction

## The Hills Group of companies

The Hills Group, originally founded as a brick-making company in 1900 by Edward Hill, is a multi-faceted family owned business that makes a significant contribution to life across Wiltshire and neighbouring counties through its operations in quarry products, waste management, recycling and the building of new homes. It is made up of four key divisions:

### Hills Waste Solutions and Hills Municipal Collections

Provide a range of specialist waste management and recycling services to both the public and private sector. It is a dynamic regional business which, while centred on Wiltshire, has stretched its boundaries into neighbouring areas to become one of the region's largest providers of waste solutions. Hills Municipal Collections is the waste and recycling collection and disposal contractor to Wiltshire Council.

[www.hills-waste.co.uk](http://www.hills-waste.co.uk)

### Hills Quarry Products

Operates a network of quarries across the region producing sand, gravel and stone together with raw materials from which the company manufactures ready-mixed concrete serving Wiltshire, Oxfordshire, Gloucestershire, Dorset and Hampshire.

[www.hills-quarry.co.uk](http://www.hills-quarry.co.uk)

### Hills Homes

The Hills Homes brand has established a strong reputation for high quality homes on carefully selected sites – from major developments in large towns to smaller ones in rural towns and villages. In addition to its own developments, it is also a successful contract builder.

[www.hills-homes.co.uk](http://www.hills-homes.co.uk)

More information on The Hills Group can be found on the company's website [www.hills-group.co.uk](http://www.hills-group.co.uk)

 @HillsGroup

 /HillsGroup

 The Hills Group Limited

 @the\_hills\_group

 TheHillsGroup



# The Hills Group - Core values

The Hills Group is an open and friendly company. As a family business we try not to be too prescriptive but we do ask that you act with the following five core values in mind at all times:



## FAMILY ETHOS & COMMITMENT

The Hills Group is a long established company with a strong family ethos and sense of belonging which are an integral part of our culture. We will provide a safe working environment and will value your ongoing commitment to our company. We will strive to be responsible, caring, friendly and approachable at all times. We will also encourage any relevant professional development within the context of your employment.



## HONESTY & INTEGRITY

The Hills Group has built a reputation for being reliable, open, fair, trustworthy, honest and caring for both the environment and the communities we work alongside. We ask that you uphold these values in everything you do.



## INNOVATION

As part of the Hills team, we ask you to be receptive to new ideas and technologies, adaptable, forward-thinking, proactive, entrepreneurial and opportunistic, balanced at all times with a pragmatic realism.



## SERVICE & QUALITY

The business success of Hills and its longstanding relationships with customers has been built on many factors, not least of which is our ongoing commitment to the highest levels of customer service and quality. You will be expected to continue these high standards in your work, whilst ensuring that health and safety and minimising environmental impact remains a priority.



## ENJOYMENT

We pride ourselves on our low-levels of staff turnover. Whilst we will ask you to work very hard we are also committed to making your working and social life at Hills enjoyable.

# Induction policy and procedures

The Hills Group aims to help you to adjust to your new workplace as quickly and easily as possible, so that you can feel integrated and be a productive member of the company from day one. We recognise that the induction process begins during recruitment and selection, when contact is first made with you as a potential employee.

## 1.1 Induction programmes

Your line manager will draw up an induction programme and checklist that will be used during the early stages of your employment and usually incorporates the following features:

- the role
- work place practicalities
- work place health, safety and welfare
- the issuing of Personal Protective Equipment (PPE) clothing and company equipment/tools (as required)
- company rules, policies and procedures
- pay and employment conditions
- target setting and performance appraisal process (as appropriate).

## 1.2 Medical questionnaire/ health screening

Following your offer of employment you will be required to complete a medical questionnaire. You will also be required to attend employment health screening as a condition of employment.

## 1.3 Preparation of colleagues and the workplace

Relevant people will be informed of your starting date and arrangements will be made for the initial stages of the induction programme to be put into place. Your workplace will be made clean and tidy and all necessary supplies and equipment will be provided in good working order.

## 1.4 First day of employment

You will be given clear instructions about your first working day in advance of starting and advised where to attend and an expected start time. You will need to provide documents to the HR team as requested, in advance or on the first day of employment, as follows:

- a signed contract of employment
- proof of eligibility to work in the UK (to be checked prior to commencing employment)
- your reference information
- P45 tax form/national insurance number
- a work permit (where applicable – to be checked prior to commencing employment)
- confirm if you hold secondary employment (see section 5.12)
- bank details
- a completed medical questionnaire
- driving licence (where applicable) and signed form D906 giving permission to check your driving licence with the DVLA and other driver details
- details of an emergency contact and how they may be reached, as well as details on how you may be contacted outside working hours
- proof of vehicle insurance to cover business use and a valid MOT, if you are required to use your own car for business purposes.

## 1.5 Introduction to the job

An introductory talk with your line manager or supervisor will cover the essentials including fire safety, health and safety, company rules and procedures, and practical workplace issues. You will also be given a tour of your place of work, and other places of business if appropriate, and introduced to your colleagues.

Whilst the timing and nature of training for different roles will vary, the following will take place during your first few days of employment:

- your line manager or supervisor will outline all aspects of the job/role to you
- you will be made aware of all health and safety issues associated with the job/role and, if appropriate, be issued with relevant PPE before you start
- a balance will be maintained between instruction and supervision, allowing you to learn, practice and consolidate knowledge and skills required for the role.

## 1.6 Completing the induction process

During the induction period, you will receive plenty of support and guidance to help you get to grips with your new role and the company as a whole. Your line manager or supervisor will make sure that all essential information is communicated to you clearly and within an appropriate period of time.

## 1.7 Amendment to terms and conditions of employment

The company will undertake appropriate consultation with employees as required, on all changes to terms and conditions of employment. Once agreed you will be notified of these changes in writing.

## 1.8 Amendment to policies and procedures

The Hills Group regularly reviews its policies and procedures and as a result the detail in this handbook may change. These changes will be communicated through emailed employee announcements, which will also be placed on notice boards. Latest copies of policies or additional copies of employee handbooks can be requested from your line manager, the HR department or Company Secretary's office, and they are available on eTouch (see section 23.3).





# Conduct at work

Although there is no single set of rules that can answer all workplace ethical questions, the company's Code of Conduct Policy provides a framework for your decisions, actions and behaviour whilst at work as a Hills Group employee. The Code of Conduct Policy is designed to provide guidance about what is expected from you in your daily work and in your dealings with colleagues, contractors, suppliers, customers and the public. Key areas of the policy are summarised below:

## 2.1 Workplace behaviour and personal conduct

### 2.1.1 What does the company expect from you?

You are expected to adopt the following principles:

- attend work in a condition where you are able to carry out your duties safely and effectively
- act honestly
- act with dignity and treat all others with dignity and respect
- work in accordance with the terms and conditions of your contract of employment and job description
- understand and apply the company's rules, policies and procedures as appropriate
- be committed to delivering quality services to our customers and service users
- understand and act in accordance with the company's core values and ethics.

### 2.1.2 Whilst at work

You must treat colleagues, customers, contractors, suppliers and members of the public with dignity and respect. You must:

- ensure that your conduct is not unfairly discriminatory, intimidating or harassing to others
- not use or threaten the use of physical violence against work colleagues or members of the public in any circumstances
- ensure that your behaviour and performance meets work place standards at all times whilst you are representing the company
- not use company equipment including mobile phones and computers in breach of the Acceptable Use Policy (see section 1.2).

### 2.1.3 Line manager and work instructions

When following instructions from either your line manager or work colleagues you:

- must follow all reasonable and lawful instructions related to your work given by a person with the authority to issue such instructions
- may refuse to comply with an instruction that appears to be unreasonable or unlawful and report the matter to an appropriate senior manager, but should tell the person giving an unreasonable or unlawful instruction that the instruction is, in your view, unreasonable or unlawful and allow them the opportunity to respond. In the interim, you are generally required to carry out the instruction unless:
  - there is a danger to a person's health and safety, or
  - a conflict of interest may exist, or
  - it does not comply with the company's policy and practice.

### 2.1.4 Coercement

It is a disciplinary offence to socially coerce or bully a fellow employee to undertake a task or action that is:

- criminal or may lead to prosecution of the individual concerned or the company (and its directors)
- in breach of any company policy or procedure
- damaging or could result in an injury to person(s) or damage to property.

### 2.1.5 Dress standards

Your dress style must reflect appropriate workplace health and safety applicable to your job and work environment. Where Personal Protective Equipment (PPE) is issued to you for wearing whilst undertaking your role, it is



mandatory that you do so. Employees not wearing the appropriate PPE will be considered to have breached the Code of Conduct and Health and Safety Policy.

### 2.1.6 Smoking and e-cigarettes

In compliance with the Health Act 2006 smoking is prohibited in all enclosed and substantially enclosed premises in the workplace or in any area displaying non-smoking signage. This includes all company owned or leased vehicles or vehicles used to transport employees. Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles. You may only smoke within areas identified by Hills Group signage as permitted smoking areas. For the avoidance of doubt, the company applies the same restrictions to e-cigarettes.

## 2.2 Business ethics

### 2.2.1 Use of authority

In exercising any power associated with your employment, you must ensure that you are authorised to do so or that you have been delegated the power by a person with the necessary authority to issue the delegation.



You must not use your position or authority to influence the decision making of another to obtain direct or indirect personal benefit.

### 2.2.2 Offering corporate hospitality and gifts

The offering of any corporate hospitality and gifts to employees or individuals associated with current or prospective customers must be approved by your Divisional Group Director or the Chief Executive in respect of Group employees.

When offering corporate hospitality or modest business gifts you must be mindful that the individual concerned may be subject to rules and guidelines on accepting an invite or gift.

### 2.2.3 Receipt of corporate hospitality and gifts

#### 2.2.3.1 Corporate hospitality

Acceptance of business entertainment, if it is of a reasonable nature and to foster better business relations, is generally allowable.

You are to report the offers of such entertainment (in advance, if practical) to a Divisional Group Director or the Chief Executive in respect of Group employees who may put conditions on the employee's attendance. You must refuse offers of entertainment unless the customer or supplier is present.

Any offer to cover travel or accommodation costs must be approved by a Divisional Group Director or the Chief Executive in respect of Group employees.

#### 2.2.3.2 Gifts

You must not accept any offer of a gift made to you by any current or prospective customers or suppliers that is not a business-related product or is excessive in value. Modest seasonal gifts (eg. a box of chocolates, bottle of wine) may be accepted on the basis that they are not excessive in value. If, in the opinion of a line manager, a member of a team is in receipt of numerous individual seasonal gifts, the line manager may request that the individual concerned fairly shares seasonal gifts with other members of the team.

### 2.2.4 Sponsorship

Where the company sponsors an event or service, an employee, or any partner, spouse or relative must not benefit from the sponsorship. You must seek guidance from your line manager if they are involved with any event or service that the company proposes to sponsor.

### 2.2.5 Responsible Purchasing

The company operates a Responsible Purchasing Policy that details the procedure employees should follow when procuring goods and/or services on behalf of the business; or prior to entering into contractual arrangements with contractors that undertake works on our sites; or business partners we appoint to work with us and which supply Hills' customers on the company's behalf (see section 14).

## 2.3 Business reputation

### 2.3.1 Confidentiality

As a company employee, you may obtain information that is confidential. You must not disclose information given in confidence or information acquired which you believe is of a confidential nature without the consent of your line manager unless you are required by law.

In certain circumstances, and where reasonable to do so, you may be required to sign a confidentiality agreement before information can be disclosed to you.

### 2.3.2 Data handling

As part of your job description you may be required to handle data (both physical and electronic records) that contain personal or sensitive information that is subject to data protection regulations. Please refer to the company's Data Protection Policy (see section 13).

### 2.3.3 Use of the Hills logo

The company operates corporate guidelines detailing the acceptable use of the Hills logo.

You should refer to the guidelines when producing internal documents and may not authorise the use of the Hills logo to any external third party without first speaking and providing artwork for approval to the Group communications department.

For further information please see the company corporate identity guidelines. A copy can be found on eTouch.

## 2.3.4 Media contact, public comment on The Hills Group, policy and administration

### 2.3.4.1 Media contact

In the first instance all media requests for information and enquiries that relate to policy and procedures or operational activities should be referred to the Group communications department.

### 2.3.4.2 Public comment

If acting in your capacity as a Hills employee, when making public comment you should:

- obtain prior written approval from your Divisional Group Director
- advise and discuss with Group communications prior to making a public comment.

## 2.4 Failure to follow Code of Conduct

Failure to follow the code of conduct may result in disciplinary action that may result in dismissal (see section 21).



# Drugs and alcohol

As a family business Hills tries not to be too prescriptive, but under the Health & Safety at Work Act (1974) the company has a duty to ensure the health, safety and welfare at work of all their employees, visitors and contractors – and this extends to controlling the risk to workplace health and safety caused by the misuse of drugs and alcohol by individuals.

The company has a Drugs and Alcohol Policy the objectives of which are to:

- prevent drugs and alcohol problems in the work place
- make the company's rules on drugs and alcohol clear
- seek to identify problems at an early stage and minimise risk to health and safety
- recognise drugs and alcohol problems and provide help in confidence
- show the misuse of alcohol or drugs does not exonerate any individual from the results of their actions or from disciplinary action.

## 3.1 Consumption and condition at work

You must not consume, use or be under the influence of alcohol, illegal drugs or psychoactive substances on any company site or premises. You must not be under the influence of alcohol, illegal drugs or psychoactive substances whilst at work, on call to work or on any company site or premises if as part of your job description you are expected to drive or direct road or site vehicles, operate machinery, undertake actions covered by manual handling regulations or are responsible for the direct management of employees performing these tasks.

## 3.2 Consumption of alcohol at corporate and work events

There may be situations inside and outside normal working hours such as at corporate events, when representing the company on business or Hills' organised social events where alcohol is made available to you. You are required to act responsibly and not bring the company into disrepute if you elect to consume alcohol.

## 3.3 Medication

If you are taking legally prescribed or over-the-counter medication, you must ensure that your use does not adversely affect your work performance and the safety of yourself and others. You must ensure that you are aware of any side effects that may impair your ability to do your job. If you are in any doubt then you must notify your line manager that you are taking medication.

## 3.4 Illegal drugs

Illegal drugs are those controlled by the Misuse of Drugs Act 1971 and Psychoactive Substances Act 2016. These include, but are not limited to, heroin, cannabis, cocaine, ecstasy and amphetamines.

## 3.5 Coercement

It is a disciplinary offence to socially coerce or bully a fellow employee:

- if they have elected not to consume alcohol;
- into consuming alcohol against their will, or
- to consume or take illegal substances or unprescribed medication.

## 3.6 Alcohol and drug testing

The company reserves the right to request that you undertake testing in circumstances when they believe either alcohol, drugs or psychoactive substances have played a contributing factor in an accident or near miss. It is anticipated that most other cases will not proceed to a drug and alcohol test but will be handled using normal line management practices. However, in the absence of a satisfactory alternative explanation for the behaviour or performance, and where the employee is suspected of, or admits to, being in breach of this policy, the company reserves the right to test.

# Equal opportunities

The Hills Group is committed to treating job applicants and employees in the same way.

This commitment goes through all aspects of the business, from vacancy advertising, selection and training to conditions of service, internal promotion and reasons for termination of employment.

The company at all times expects you to behave courteously and professionally towards colleagues and to customers, suppliers and members of the public you may come in contact with whilst at work. The Code of Conduct (see section 2) provides a framework in relation to your decisions, actions and behaviour during your period of employment. Any employee who is in breach of this policy will be subject to disciplinary action that may result in dismissal (see section 21).

In accordance with the Equality Act 2010 and Gender Pay Gap Information Regulations 2017, The Hills Group publishes gender pay gap data to demonstrate our commitment to promoting equality and improved transparency of equal pay within the workplace. More information can be found on The Hills Group website.

If you feel that you have been discriminated against or suffered abuse or bullying from a fellow employee or person you have come into contact with whilst at work you are encouraged to report the incident in the first instance to your line manager or Divisional Group Director or HR department.

Alternatively you may use the whistleblower phone line 0800 915 1571 and report the incident anonymously should you wish (see section 20).



# Salary, benefits and pension

At the beginning of employment, each employee is issued individual login details to a secure online portal that is operated by the HR department. This portal provides every employee with personalised details of employment; including salary, company benefits and pension arrangements.

## 5.1 Salary payment

Your salary is detailed in your employment contract. It will be paid into your bank or building society account, normally on the 19th of each month, for that calendar month. When the 19th falls on a weekend or bank holiday, payment will be made on the last working day beforehand. If your bank or normal residential address details change, you must advise the HR department immediately. You can do this by logging into your online portal and amending the relevant personal details. Alternatively, you can find change of detail forms on eTouch or request one from the HR department.

## 5.2 Salary review

Salaries are normally reviewed once a year in April. The company will write to you to confirm any changes, and your line manager can also give you the details of any review.

## 5.3 Criteria related pay

The Hills Group operates a discretionary bonus scheme which is normally paid in December and June. For further information about criteria related pay speak to your line manager. You have no contractual right to receive it, and eligibility rules apply.

## 5.4 Group bonus

The Hills Group operates a discretionary Group bonus scheme for certain levels of management which is normally paid once a year in July. You have no contractual right to receive it, and eligibility rules apply. Employees eligible to receive the Group bonus are not eligible to participate in the criteria related pay scheme.

## 5.5 Other bonus arrangements

The company operates a limited number of other bonus arrangements for specific roles within the

company, if applicable, eligibility to participate in these arrangements will have been discussed during the recruitment process.

## 5.6 Annual holiday entitlement

On joining the company, paid entitlement in a holiday year (1 May – 30 April) is detailed in your letter of employment. Entitlement is worked out on a pro rata basis depending on when you join the company, and your working hours. For each full year of service you receive an additional day of holiday, up to a maximum of 28 (pro rata for part-time employees). Additional holiday days are awarded in the annual leave year following the anniversary of your start date.

Holidays must be authorised by your line manager or supervisor in advance of them being taken. To apply for annual holiday leave, please log in to the online portal where you will be able to select the dates for your leave and submit a request. Your line manager will receive the request and either accept or reject your holiday application (see section 6.5).

### 5.6.1 Annual holiday trading

The company operates a trading scheme where you can buy or sell holiday. For part-time employees trading is subject to pro rata entitlement. There are three trading windows during the year. All holiday entitlement must be used within the year and cannot be carried forward into the following year. Payment will not be made in lieu of holiday not taken or traded within the designated trading windows. (See section 6 for more details on working hours and leave.)

## 5.7 Wellbeing and other benefits

The Hills Group offers a variety of benefits for employees. For more information or to access these benefits, log in to your online portal or contact the HR department.

### 5.7.1 Simplyhealth

Since 01 September 2020, as part of your contract of employment, the company pays your membership to Optimise Level 4 of the Simplyhealth cash plan. The plan allows you to recover the cost of various healthcare treatments including, but not limited to, eye tests and eye glasses, dental check-ups, physiotherapy and stress counselling for you, and up to four natural or legally adopted dependent children of you or your partner who are under the age of 24 and permanently living with you.



For full details of all the benefits provided under the plan either visit the Simplyhealth website [www.simplyhealth.co.uk](http://www.simplyhealth.co.uk) or contact the HR department.

### 5.7.2 Cycle to work scheme

Cycle to work is a government initiative that offers employees a tax break on bikes and safety accessories, where the primary use is for commuting to work. The scheme is a hire agreement (up to a maximum value set by HMRC) and you pay this off in 12 monthly deductions from your pay, with a transfer of ownership agreement after 12 months. For more information visit eTouch or contact the HR department.

### 5.7.3 Edenred Savings

[www.edenred-savings.co.uk](http://www.edenred-savings.co.uk)

As an employee of The Hills Group you are provided with free access to this website which offers discounted gift cards and instant eGift cards for various high street retailers and brands.

## 5.8 Tax-free childcare

The company operates an HMRC approved tax-free childcare scheme. This allows you to meet a proportion of your childcare costs each month out of pre-tax income up to limits set by the HMRC. For details of the current HMRC limits and conditions that apply, please contact the HR department.

## 5.9 Company pension arrangements and life assurance

### 5.9.1 Pension arrangements

New employees who are currently not members of a suitable pension scheme will be automatically enrolled into a company supported money purchase personal pension plan unless they elect to opt out. Information will be sent to the employee's home address directly by the pension provider. More information on pension arrangements and enrolment, can be accessed via the online portal.

### 5.9.2 Life assurance

All members of a company supported pension scheme are also provided with a life assurance benefit. The level of benefit is either 1x pensionable salary or 3x pensionable salary depending on the pension scheme of which you are a member. This benefit ceases on the earlier of either your employment ceasing with the company or on reaching your normal retirement date.

### 5.9.3 Beneficiaries

If you wish to change your expression of wishes to who may benefit from your pension and life assurance entitlements following your death. You may amend these details via your pension portal or download the form from eTouch.

## 5.10 Employee performance

### 5.10.1 Appraisal

The company operates various types of employee appraisals throughout the business depending upon the employee's role and responsibility within the organisation. Appraisals are an opportunity for a line manager to discuss and review the performance of an individual employee in confidence and if appropriate set the employee personal targets or identify potential training opportunities. Your line manager will discuss with you in advance the format and arrangements of the appraisal scheme linked to your position.

### 5.10.2 Training and development

The Hills Group regards training, development and continuing education as a mutually beneficial process. Your development is therefore regarded as critical for achieving both individual and business objectives. The Hills Group will encourage you to

develop your skills both to improve performance in your current role as well as equipping you to take advantage of future opportunities.

### 5.10.3 Discussions with line manager

A record will be kept of meetings held between you and your line manager where good performance and achievement or poor performance and unsatisfactory behaviour is discussed.

Your eligibility for criteria related pay or Group bonus (see sections 5.3 and 5.4) may be affected if there is one or more 'record of discussion' (ROD) relating to your poor performance or a breach of company policy in a 12 month period. In addition, depending on the circumstance a ROD may be considered in subsequent disciplinary matters under the disciplinary procedure (see section 21).

## 5.11 Changes in personal circumstances

It is essential that you advise the company of any change of circumstance that may be relevant to your employment eg:

- change of name, address, telephone number or personal email
- changes to emergency contact details
- change of bank account for salary payment
- achievement of qualifications.

These changes must be notified to the HR department using the change of personal details form which is available on eTouch. Alternatively, you can log in to your secure area of the online portal to amend any changes to your personal details.

## 5.12 Criminal charges and convictions

The company requires all applicants for jobs to disclose all contraventions of, or failures to comply with, any provisions of law, whether committed in the UK or elsewhere, unless the Rehabilitation of Offenders Act applies and the rehabilitation period has expired. Disclosure and Barring Service checks may be conducted on applicants for certain positions in the company if appropriate.

Once you are an employee, you must notify the company in writing if you are charged with an offence, or if you are convicted of an offence, this includes speeding offences and fixed point penalties. If you are charged with any offence, the notice must be given immediately after you are charged (ie next working day). If you are convicted of any offence, the notification must be given immediately after you are convicted (ie next working day). Failure to notify the company in either case will constitute grounds for disciplinary action (see section 21).

## 5.13 Other employment

Your contract of employment with the company may restrict you from taking other employment without first obtaining the written permission of the company.

It is important that you ensure that any additional employment does not conflict with the interests of the company or affect your ability and credibility to do your job within The Hills Group.

Company facilities, time, premises and equipment are to be used for the company's business and for no other purpose.

## 5.14 Recommend a friend bonus

The company uses various avenues for the recruitment of new permanent employees, either to fill a vacant position or when new vacancies are created.

The recommend a friend bonus is designed to encourage all Hills' employees to identify potential suitably qualified and experienced people whom they feel would fit in to The Hills Group business and culture.

Where a friend of an employee is recruited, a payment of £250 (subject to criteria) will be made to the existing employee when the new employee has successfully completed three full months of continuous service. Payment will be made via the payroll system and is subject to tax deductions.

For full details and further conditions please see the Recommend a Friend Policy on eTouch.



# Working hours and leave

At the beginning of employment, each employee is issued individual login details to a secure online portal that is operated by the HR department. This portal provides every employee with personalised details of employment; including holiday allowance and details of any absences.

## 6.1 Attendance

You are expected to attend for work at the times required, punctually and regularly. The Hills Group recognises that there are exceptional occasions when this is not possible and is committed to assisting you with genuine difficulties, whilst applying sanctions to those who abuse the situation.

## 6.2 Working week

Working hours across The Hills Group vary. Yours will be detailed in your letter of employment, but you will not be contracted to work more than 48 hours per week.

Your starting, finishing and break times will usually be those prevailing at your normal place of work and as agreed by your line manager; your work hours may also vary. As long as the changes are reasonable you will be required to comply with them.

## 6.3 Overtime

If it is stated in your employment contract, you may occasionally be asked by your line manager to work overtime hours. Payment rates are detailed in your employment letter and paid in arrears. Overtime hours are subject to Working Time Regulations 1998 (as amended) and your line manager is responsible for monitoring them. You are expected to co-operate with your line manager to ensure compliance with the regulations. If you are a new employee your line manager will give you details in your induction programme on how the working time directive influences your job role.

## 6.4 Public holidays

The company recognises the eight public holidays in each year:

New Year's Day, Good Friday, Easter Monday, first

Monday in May, spring bank holiday, August bank holiday, Christmas Day and Boxing Day.

You may be required to work bank holidays. If applicable to your job role, details will be included in your contract of employment.

## 6.5 Booking holiday

The annual leave (holiday) calendar runs from 1 May to 30 April. Each employee will be notified of their paid annual leave entitlement at the beginning of their employment and the beginning of every holiday year thereafter for the duration of their employment with Hills. Entitlement to paid holiday is calculated on a pro rata basis dependent on when you join the company and your working hours. You can find details of your personal holiday entitlement including scheduled holiday, number of days' holiday taken, and remaining holiday allowance by logging into the online portal. From here you can also submit holiday requests and check the approval status of any existing applications for leave.

All annual leave (holiday) requests must be submitted in advance via the online portal for authorisation by your line manager. A line manager will always try to accommodate a request for leave, but a request may be rejected for legitimate business reasons (for example – the absence of other staff). All annual leave (holiday) requests must be submitted in advance via the online portal for authorisation by your line manager. Any absence from work that is not approved will be classed as absence without leave which will be unpaid and may result in disciplinary action (see section 21).

## 6.6 Other leave

Where leave is not for holiday or sickness (see section 7), the company operates a Family Leave Policy. A copy can be found on eTouch or requested from the HR department. The policy covers the following types of leave:

### 6.6.1 Emergencies

The Hills Group recognises that you have personal as well as work-related responsibilities and will endeavour to be flexible where these have a priority and urgency which conflicts with your job. When you have a problem of this kind, speak to your line manager or supervisor as soon as possible. Please note that any emergency leave you are granted will be unpaid.

### 6.6.2 Maternity leave

You should notify your line manager and the HR department as soon as practical after finding out you are pregnant. This is a precautionary measure for health and safety reasons and the information will be treated as confidential if requested. As soon as practical you should send your MATB1 form to the HR department. The HR department will then send you a letter explaining in detail the company's policy around antenatal and maternity leave and maternity pay. Please see section on Maternity and Adoption Leave in the Family Leave Policy regarding leave to attend antenatal/adoption appointments. More information can be found on eTouch.

### 6.6.3 Adoption leave

If you are intending to adopt a child and wishing to take adoption leave you must notify your line manager within seven days of being matched with a child. You may also wish to discuss this with your line manager in advance, although you are under no obligation to do so – but this will help you both in planning the period prior to adoption leave commencing. You must notify the HR department of your intention to take adoption leave and supply a copy of your matching certificate along with your adoption leave and pay request – which can be found on eTouch. The HR department will then send you a letter detailing the company's policy on adoption matters.

### 6.6.4 Paternity leave

If you are due to become a father you may be entitled to take paid paternity leave. As soon as practical you should send a copy of your partner's MATB1 form to the HR department. Once you have given notice of your intention to take paternity leave, the HR department will then write to you to explain your entitlement in detail. If you are not entitled to statutory paid paternity

leave, you may be able to use holiday entitlement or take unpaid paternity leave. Circumstances are taken into account when considering a holiday request. The right to leave of this kind is extended to any employee in a same sex relationship, whose partner is expecting a baby, or if adopting.

### 6.6.5 Statutory parental leave and shared parental leave

Statutory parental leave offers qualifying parents the right to request unpaid time off work to look after a dependent child or to make arrangements for their welfare. Please refer to the Family Leave Policy for more information on this and shared parental leave.

### 6.6.6 Reserved armed forces leave

The company supports employees who are signed up reservists to the armed forces and will work to accommodate all reasonable requests for leave to attend continuing training. As an employee of The Hills Group, if you are mobilised as a reservist you will enjoy the normal employment protection and reinstatement rights on return to work.

If you have notified the company that you are a member of the reserved armed forces, or considering joining, you are encouraged to discuss this with both your line manager and the HR department. Please refer to the Family Leave Policy for more information.

### 6.6.7 Jury service

If you are called for jury service you should notify your line manager as soon as possible. You may take holiday or the company will allow you to take unpaid leave to fulfil your obligation to the court. For operational reasons the company may request that you ask to defer your jury service. If you take unpaid leave to fulfil your jury service you will be entitled to claim loss of earnings and certain expenses from the court, although there are limits on the amount you can claim.

If you have been called for jury service in the last 12 months the company may request for operational reasons that you ask to be excluded from further jury service. For more information please visit [www.gov.uk/jury-service](http://www.gov.uk/jury-service) or speak to the HR department.

### 6.6.8 Other public duties

If you perform a qualifying public duty (for example as a magistrate, local councillor or school governor), you may request, in advance, reasonable time off work to perform these duties. Unless you elect and your line manager agrees for you to take this time off as part of your holiday entitlement, you will not be paid for this leave. Please note that the company can refuse leave if it considers that the requested time off is unreasonable or not agreed sufficiently in advance.

For a full list of qualifying public duties please visit [www.gov.uk](http://www.gov.uk) and search 'public duties', or speak to the HR department.

### 6.6.9 Compassionate leave

Compassionate leave is granted following the bereavement of a close family member. Management are able to award up to three days paid leave and by exception, no more than five days in any rolling 12 month period. Before taking such leave you must inform your supervisor or line manager of the bereavement. For more information contact the HR department.

### 6.6.10 Bereavement leave

From 06 April 2020 the company will grant up to two weeks' bereavement leave to any employee who loses a child under 18 years old or suffers a stillbirth from 24 weeks of pregnancy, irrespective of how long you have worked for the company. Parents who have been employed by Hills for six months or more will also be able to claim statutory pay for this period. The leave can be taken as either a single block of two weeks, or as two separate blocks of one week each across the first year following your loss.

Before taking such leave, you must inform your supervisor or line manager of the bereavement. Contact the HR department for more information.

## 6.7 Flexible working

If you wish to request flexible working, please refer to the Flexible Working section of the Family Leave Policy available on request from the HR department or via eTouch.

## 6.8 Adverse weather

In the event of severe weather conditions such as snow and icy conditions impacting an employee's ability to travel to work, the company operates the following procedure:

- you should travel to work as safely as possible, unless informed in advance by senior management that your site or office has been closed
- if your site or office is open and you are unable to attend work due to the adverse weather conditions, then you can choose to take paid leave from your annual holiday entitlement or unpaid emergency leave
- inform your line manager as soon as possible if you will not be attending work due to the adverse weather conditions.

Please remember that these arrangements do not affect the absence from work procedure for illness. Only call the Absence Reporting Line if you are unable to attend work due to illness (see section 7).

## 6.9 Emergency and business continuity

In the event of an emergency that closes your normal place of work, the company will try to contact you directly or by posting information on The Hills Group website.

In the event of an emergency you may call the emergency phone line 020 8242 6094 for up to date employee information.

# Sickness and absence

The following is a summary of the company's Sickness and Absence Policy. You are encouraged to read it in full. A copy can be requested from your line manager or HR department, or it can be viewed on eTouch.

## 7.1 Definition of Sickness Absence

Any period of absence from work attributed by an employee to ill health or injury of at least half of an employee's normal contracted hours of work for that day. Where an employee attends work, but leaves or is sent home due to illness or injury without having completed at least half of their contracted hours for that day, they will be deemed to have taken half a day sickness absence.

### 7.1.1 Sickness absence procedure

If you are absent from work due to sickness, injury or an accident, you must report your absence by phoning the company occupational health providers, using the number 0330 808 0143 as soon as is practical or no later than the start of your shift or normal working hours. The phone number is operated 24 hours a day, seven days a week. Your line manager then receives a notification of the absence via email or a text message.

Absence periods and the actions required are as follows:

- for absences of up to seven calendar days, you must complete a company self-certification form
- if you are absent for more than seven calendar days, you must provide a statement of fitness for work

- if a return to work form indicates that the absence is attributed to an accident at work, your line manager must ensure that health and safety records are completed appropriately and that correct procedures for reporting the accident have been followed
- close the absence on returning to work prior to starting your day by phoning the absence line.

Failure to comply with sickness procedures may jeopardise your entitlement to enhanced company sick pay and may result in disciplinary action (see section 21).

In cases of frequent or prolonged periods of illness, the company may refer you to its occupational health providers or request information from a GP/specialist. Employees will be consulted in all cases by their line manager.

## 7.2 Sick pay arrangements

You become entitled to enhanced company sick pay after three complete months of service (13 weeks).

If you have variable working hours, eligibility for payment is based on your working pattern in the 13 week period prior to absence.

Statutory sick pay (SSP) is paid at the appropriate rate where applicable.

| Length of employed service                         | Number of weeks at full pay | Number of weeks at half pay | Statutory sick pay (SSP) |
|--|-----------------------------|-----------------------------|--------------------------|
| Less than 3 complete months                        | 0                           | 0                           | YES                      |
| Over 3 full months but less than 6 complete months | 2                           | 2                           | YES                      |
| More than 6 complete months                        | 9                           | 9                           | YES                      |

The company reserves the right to withhold enhanced sick pay in certain circumstances including:

- failure to comply with the absence reporting procedure
- a return to work form, self-certificate or statement of fitness for work is not completed
- over three full months' continuous employment has not been completed
- if the employee's absence score is above the company threshold to qualify for enhanced sick pay
- a refusal and/or failure to co-operate with the requirement to attend an occupational health appointment
- discovery of false or misleading statements about an employee's fitness to work
- an employee is discovered to be working elsewhere during a period of sickness absence, whether or not this is during normal hours of work
- disciplinary proceedings pending against the employee.

Your eligibility to statutory sick pay is not affected by the employer's decision to withdraw enhanced company sick pay.

### 7.3 Sickness absence score

The company operates a sickness absence score. It uses a formula that calculates a score for periods of sickness absence based on the frequency of absence periods and the number of days off work. You can check your absence score at any time by logging into the secure online portal and navigating to your last day of sickness absence.

#### Formula: $S \times S \times D = \text{absence score}$

'S' is the number of times absent in the last 52 weeks and 'D' is the total number of days absent in the last 52 weeks.

#### For example:

- one instance of absence with a duration of ten days ( $1 \times 1 \times 10$ ) = 10
- one instance of absence with a duration of one day; and two instances of absence with a duration of two days each ( $3 \times 3 \times 5$ ) = 45
- one instance of absence with a duration of one day; one instance of absence with a duration of three days; and one instance of absence with a duration of six days ( $3 \times 3 \times 10$ ) = 90
- five instances of absence with a duration of two days each ( $5 \times 5 \times 10$ ) = 250

The score is calculated on a cumulative basis, on a rolling 52 week period.



### 7.3.1 Sickness absence score trigger points

The company monitors and manages all sickness absence using the formula opposite. There are two trigger points, at the date of this document, set at 27 and 80, at which time the company will take the following action:

#### Absence score 27-79:

- the HR department will write to you, notifying you of your absence score
- you will not be entitled for payment of future sickness absences at enhanced rates until your score returns below 27.

#### Absence score 80 and above:

- the HR department will write to you, notifying you of your absence score
- you will be required to attend a management absence review meeting (MRM) with your line manager to discuss your absence. Details of the MRM will be set out in a letter.
- If not already the case, you will not be entitled for payment of future sickness absences at enhanced rates until your score returns below 27.

### 7.3.2 Good attendance credits

Good attendance credits recognise consecutive periods of zero sickness in a 12 month period starting from 1 January and ending on 31 December. Two credit days will be earned for each year completed with a zero sickness score, to a maximum of six days (for three consecutive years). Calculation of an absence score will start only after any sickness absence has been offset by any credit days you may have earned.

### 7.3.3 Sick leave exemptions

In limited circumstances, a period of absence may be excluded from your absence score in calculating eligibility to enhanced company sick pay. For details please speak to your line manager and see the sickness and absence policy, available on eTouch.

### 7.3.4 Annual leave and sickness absence

If an employee is absent from work due to sickness or injury prior to commencing a period of pre-booked annual leave or suffers illness during annual leave the employee may report their sickness and request to take leave at a later date. Employees must follow the company's absence reporting procedure in all cases. Following the notification of absence, normal absence procedures will commence.

### 7.3.5 Annual leave and long term sickness

Contractual annual leave will continue to accrue while an employee is on long term sick leave. Employees who are absent due to long term sickness are encouraged to apply to take accrued annual leave entitlement before the end of the holiday year. Employees on long term sick leave should contact the HR department for further details.

# Health and safety whilst at work

The Hills Group is committed to providing a work environment that is safe and healthy for all employees and those affected by our activities. The Hills Group's operations shall be carried out so as to ensure, so far as is reasonably practicable, that the health, safety or conditions of any person or property will not be adversely affected.

## Health and Safety Policy Statement

The Chief Executive and directors of The Hills Group recognise that they have a moral and legal duty of care towards protecting the health and safety of the Company's employees and others who may be affected by the Group's activities. In order to discharge their responsibilities the Chief Executive and directors of The Hills Group will so far as is reasonably practicable:-

1. carry out The Hills Group of businesses' operations in compliance with applicable Group and divisional health and safety policies and procedures, UK health and safety legislation and any other requirements to which Hills subscribes that relate to our health and safety hazards;
2. provide such resources to ensure that the standards described in this policy statement are achieved and maintained;
3. provide an organisational structure that clearly defines the responsibilities for health and safety and for ensuring that the systems and procedures relating to this policy statement are rigorously applied;
4. systematically identify all hazards and their associated risks and take such steps as are required to reduce risks to an acceptable level in order to prevent injury and ill health;
5. ensure that all persons employed have reasonable experience and/or the training necessary, to achieve the level of competence required to ensure their own health and safety and that of others who may be affected by their work activities;
6. continually improve Hills' health and safety performance through setting and reviewing targets and objectives and regularly measuring the performance achieved;

7. eliminate, so far as is reasonably practicable, unacceptable behaviour such as bullying, interpersonal conflicts at work, racial and sexual harassment which cause unnecessary stress in the workplace;

8. ensure that any company who is contracted to carry out work on behalf of The Hills Group is able to demonstrate that it pays due regard to health and safety matters;

9. bring this policy statement to the attention of all employees and others (as required) and to seek their co-operation in supporting The Hills Group Board in its objective of achieving and maintaining a healthy and accident free workplace.

This policy statement, together with associated responsibilities and arrangements will be the subject of continuous review in order to reflect business activities.

## 8.1 Health and safety responsibilities

The Hills Group is required by law to do everything that is reasonably practicable to ensure that working conditions for all employees are safe and healthy.

In your workplace, the site or facility manager has overall responsibility for the health and safety of employees, other workers and visitors, and he or she will ensure that all the necessary provisions are made. You also have a responsibility to comply with the rules and procedures in the health and safety management system, which have been established to ensure a safe and healthy environment. Some of these rules are applicable throughout the company; others may be specific to your job role or a particular site or workplace.

All employees will be appropriately trained in the health and safety aspects of their role at work. If you are unsure of the safety aspects of any tasks



you are asked to perform, you must ask for instruction from your line manager or supervisor before proceeding.

You should never do anything that compromises the safety of yourself or others.

Information on health and safety is displayed on employee notice boards, and will be regularly reviewed with you in team or one-to-one meetings and training sessions by line managers or supervisors. Copies of workplace procedures and risk assessments associated with your job role or place of work are available at all operational sites and additional copies can be requested from your line manager. The company's health and safety management system can also be requested from your line manager or viewed on eTouch.



Failure to follow a health and safety policy, procedure or rules will lead to disciplinary action, and could result in dismissal (see section 21).

## 8.2 Accident and near miss reporting

In many workplace incidents, accidents or emergency situations, serious injuries are only narrowly missed. In the interests of safety to yourself and others it is your responsibility to report any actual or potential hazards you may find, and any near misses.

If you are injured in any way, no matter how slight, you must report it immediately to your line manager or supervisor. The line manager or the person administering first aid must ensure that the accident is recorded in the site accident book. The line manager is responsible for any additional reporting.

Similarly, all near misses must be recorded in your near miss book (in triplicate) and handed to your line manager. Alternatively, near misses can be reported online via the 'near miss report' application installed on your company phone, computer, tablet or other device. Once you have submitted the online form, you will receive an automated response and further email updates detailing any action to be taken and the timescale for implementation. If you have not been issued with a near miss booklet and do not have access to a company device, you must report any near misses to your line manager or supervisor who will ensure that they are recorded correctly.

Failure by an employee to report a hazard, near miss or accident to a line manager may result in disciplinary action and could lead to dismissal (see section 21).

## 8.3 First aid

All sites have well equipped first aid kits and employees trained to administer first aid. The names and contact details of first aiders are displayed on employee notice boards at the site. Employees should not self-administer or use the contents of first aid boxes on themselves.

## 8.4 Visitors and contractors on sites

### 8.4.1 Visitors

Excluding public areas, all visitors on company property must be authorised and sign in at the site office or reception. This includes employees visiting a company site that is not their normal place of work.

If you have organised for visitors to attend a site you must ensure that the individuals are issued with the correct designated PPE and are made aware of health and safety procedures for the



**NEAR MISSES RECORDED = ACCIDENTS AVOIDED**



visit. If in doubt, speak to either your line manager or the site manager about health and safety requirements for visitors on site.

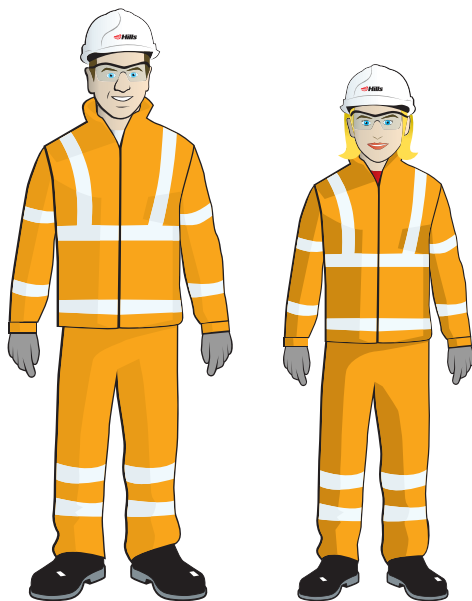
### 8.4.2 Contractors

Only approved contractors who have agreed to the terms and conditions of the company's contractor rules should be allowed on site and (if required) provided with agreed safe systems before undertaking any work. Employees with responsibility for the appointment or management of contractors on site should refer to the company's health and safety management system and operational procedures.

## 8.5 Personal Protective Equipment

Personal Protective Equipment (PPE) is required at all Hills Group operational locations. If you are issued with PPE, you must wear it correctly at all times when required or trained to do so. If your PPE is damaged or lost you must obtain replacements before carrying out duties or entering a site area that requires this protection.

In operational areas of all sites high visibility clothing (orange or yellow overalls/jackets or other clothing) with retro reflective stripes and safety footwear must be worn, as issued.



In addition, the following will be mandatory where designated:

- head protection
- hand protection
- other PPE as required.
- eye protection
- ear protection

The company operates a zero tolerance policy with regards to not wearing the correct PPE, and if you are in breach disciplinary action will follow (see section 21).

## 8.6 Fire safety and emergency planning

As part of your induction you will be shown fire escape routes; the location of fire alarm points and where to assemble in the event of a fire. You will also be notified of the appointed fire marshals on your floor/in your building.

### 8.6.1 If you discover or suspect a fire:

- operate the nearest fire alarm call point
- notify the fire marshal for your floor or building
- never put yourself at risk
- tackle the fire but only if it is safe to do so
- leave the building by the nearest available exit, and go to your assembly point
- do not stop to collect personal belongings
- do not use the lift.

### 8.6.2 If you hear the fire alarm:

- leave the building by the nearest available exit
- do not stop to collect personal belongings
- go to the assembly point
- you must not go back into the building until the Fire Service, or an appointed fire marshal say it is safe to do so.

### 8.6.3 Emergency planning

The Hills Group has business continuity arrangements in place to cover the unlikely occurrence of a serious event taking place at one of its business operation sites or offices. The emergency planning team co-ordinates planning, training and exercises to ensure rapid response in an emergency and full recovery to normality afterwards.

Please also see section 6.9 for information on procedures should an emergency occur and close your place of work.

## 8.7 Electrical safety and portable electrical appliances

You must not bring electrical items from home for use in the workplace without the approval of your line manager. If approval is given, the item may only be used once it has been added to the site's PAT register and tested.

If you have a problem with the electrical supply to a piece of electrical equipment then you should switch the appliance off at the socket and report the matter to your line manager.

## 8.8 Display screen equipment

If you use a laptop or computer as part of your job you will have a display screen equipment assessment which looks at the position and height of your screen (VDU), keyboard and desk or work station. When you are using a VDU screen at work you should take regular breaks and rotate your daily tasks to ensure breaks from the screen.

Employees are reminded that the Simplyhealth benefits package offered to all employees currently provides a cash allowance towards the cost of an eye test and glasses if required. All employees are recommended to have regular eye tests (see section 5.7.1).

## 8.9 Health awareness information

Hills often shares information with employees about physical and mental health awareness. This information is from recognised health providers including NHS, Public Health England, Simplyhealth and health related charities. Occasionally, we conduct internal surveys to gather responses to recent health awareness campaigns which have been shared with employees. The results help us to keep providing relevant information.

Employees are encouraged to contact our employee assistance programme, Simplyhealth, if they have any physical or mental health concerns (see section 5.7.1).



# Use of commercial vehicles – vans and LGVs

This section only applies to employees who are required to drive a van or LGV on company business. For more in depth information about driving commercial vehicles, please refer to the Driver handbook: Commercial vehicles – vans and LGVs. If applicable, this handbook will be issued to you, or you can request a copy from the HR department.

## 9.1 Driving licence validity

All drivers must hold a valid licence for the type of vehicle they are operating. If you use a vehicle without the appropriate licence, this will invalidate the insurance that Hills holds. You must ensure that you renew your licence categories when required.

### Lorry licence holders

If you apply to claim your first lorry test pass or renew your lorry driving licence for categories C1, C, D1, D, C1E, CE, D1E or DE after 19 January 2013, the licence issued will be valid for up to five years and you are responsible for its renewal.

All employees who drive on company business are required to complete a D796 consent form, giving permission for the company to check the validity of your licence with the DVLA. You will be required to complete one of these forms every three years.

### DVLA Section 88

If you have not received a licence renewal by the expiry date, you should inform your line manager immediately and contact the DVLA on 0300 790 6801 to request a Section 88. Upon receiving it, you must provide a copy to your line manager and carry one with you at all times.

In the event that a Section 88 is not permitted, your vocational licence will be deemed invalid and you will be suspended from driving activities.

## 9.2 DCPC Card (Driver's Certificate of Professional Competence)

All employees who drive an LGV on Hills' behalf must hold a valid DCPC. You are responsible for ensuring its validity, replacing it if lost or stolen, and renewing it every five years. A copy of your DCPC will be held on your employee file. You must always carry this card when driving professionally.

## 9.3 Tachograph rules

The EU rules (Regulation (EC) 561/2006) apply to drivers of most vehicles used for the carriage of goods where the maximum permissible weight, including any trailer or semi-trailer, exceeds 3.5 tonnes.

You must always keep your digital tachograph card with you. If you drive a vehicle with an analogue paper tachograph, you must keep the discs with you from the previous 28 days.

## 9.4 Vehicle checks

It is your responsibility to ensure that your allocated vehicle is kept in good working order and operated in a safe and legal manner. For your own safety, and to ensure the best performance from your vehicle, you must carry out various checks at the start and end of every working day. These are detailed in the Driver handbook: Commercial vehicles – vans and LGVs.

## 9.5 How'sMyDriving? Scheme

Hills is part of the FTA recommended How'sMyDriving? scheme. A sticker is affixed to each vehicle with a unique reference number, allowing members of the public to report on driving behavior and their complaints to be investigated.

Hills also requires all drivers to familiarise themselves with The Good Driving Charter which can be found at the back of the Driver handbook: Commercial vehicles – vans and LGVs.



## Hills Section 10 Use of privately owned vehicles

# Use of privately owned vehicles

The following information is for employees who use their own vehicle for business travel.

### 10.1 Use of privately owned vehicles on company business

This applies to all employees who claim business travel mileage when using their privately owned vehicle for business travel.

### 10.2 Authorisation

You must have authorisation from your line manager before using your personal vehicle for travel on company business, for example travelling to a site or location that is not your normal place of work, or attending a training course.

A line manager can only authorise use of a personal vehicle for business travel if the employee concerned is able to produce evidence that they hold a valid driving licence and the vehicle has a valid MOT and road tax. In certain

circumstances an employee may be required to have motor insurance that permits business travel. If in doubt, you or your line manager must contact the Company Secretary's office.

If requested, an employee must sign a form D906 giving permission for the company to check the employee's driving licence with the DVLA and other driver details.

### 10.3 Safe and courteous driving

When driving on company business you are expected to drive with full care and attention and observe road signs and speed limits. You must also be courteous in your approach to all other road users. You are reminded that using a mobile phone without an approved hands free kit whilst driving is against the law. If you are found to be in breach of these rules whilst driving on business you will be subject to disciplinary action (see section 21).

# Claiming business expenses

## 11.1 General

Necessary travel, accommodation and other reasonable expenses will be reimbursed by the company while you are on authorised company business, and will be paid if there is an accompanying receipt. Your line manager must agree all business expenses in advance.

## 11.2 Reimbursement for fuel

On occasions where it is necessary to use your own car for business use, a mileage allowance will be paid up to the HMRC approved maximum. To be eligible to claim for business mileage, the travel must be authorised by your line manager and must exceed the net mileage of your normal commute. If you are travelling less than your normal commutable distance, you will not be entitled to claim business mileage unless you are then travelling on to your normal place of work.

Agreed mileage distances between company sites can be found in appendix 2 of the business expenses claims policy, available on eTouch. You must only use your own car for business use and claim mileage allowance if you are authorised to do so (see section 10).

## 11.3 Non-motor travel expenses

When travelling on business other than by car the following conditions must be observed:

- travel by rail or coach to be standard class only
- taxi fares will normally only be reimbursed where suitable public transport is not available
- any air travel for business to be economy class only.

## 11.4 Subscriptions to professional bodies

The company will normally reimburse one annual subscription to a professional body in the field in which you work. Your line manager must approve payment in advance.

## 11.5 Purchasing of goods and services on behalf of the company

### If in excess of £50:

Whenever possible where the value of goods and services to be purchased on behalf of the business is in excess of £50 then you must first obtain authority from your line manager. Where purchases are of a one off nature these should be made by either company cheque (using the existing cheque requisition form) or procurement card.

If the purchases are via a regular supplier then a trading account should be set up for the supply of goods or services paid on invoice (including online where possible).

### If less than £50:

If approved by your line manager and if you are happy to do so, you may fund these purchases and claim back the cost via expenses.

## 11.6 Staff and client entertainment

Only line managers are permitted to claim back expenses incurred for the provision of staff entertainment and only if the expenditure is approved in advance by a Divisional Group Director. The offering of client entertainment and corporate hospitality is governed by the company's Code of Conduct Policy (see section 2.2.2).



### 11.7 Expenses claim procedure

An expense claim form must be completed and authorised and ideally submitted within a month of incurring the expense or as soon as practical. Where the sum claimed is below £10 you are requested not to submit an expense claim form, but to provide receipts and receive reimbursement via petty cash.

All expense claim forms must be accompanied by a valid VAT receipt(s). Failure to provide a receipt will result in an expense claim being rejected unless you can provide an alternative proof of purchase.

### 11.8 Dishonest or fraudulent use of the expenses system

If you are aware or suspect a fellow employee of making dishonest or fraudulent use of the business expenses claims procedure then you must report this immediately to your line manager or phone the Whistleblower Reporting Line 0800 915 1571. (See section 20).

It is considered to be an act of gross misconduct under the company's Disciplinary Policy to knowingly submit false claims, including false mileage claims under the business expenses claims procedure.





# Acceptable use of IT and communication equipment

Computer information and communication systems and networks are an integral part of the company's business and operations. The company has made and will continue to make substantial investment in IT and communications technology ('ICT') to create and maintain these systems. The company therefore has an Acceptable Use Policy that details the use of IT and communication equipment in order to:

- protect this investment
- safeguard the information contained within these systems
- reduce business and legal risk; and
- protect the good name of the company.

The policy contains guidance on email, website and social media use whilst at work together with IT security, and is summarised as follows:

## 12.1 General ICT usage rule

Company ICT resources must not be used in a manner that interferes with an employee's ability to perform or fulfil their job responsibilities. This includes spending unreasonable and unwarranted time on the internet or on electronic messaging activity during your normal working hours.

## 12.2 Internet Use

The company's internet connections are intended for activities associated with the company's business and the professional development of employees. Certain categories of sites may be excluded by appropriate software tools, and attempts to access them monitored and investigated.

Whilst internet access is not provided for personal use a degree of latitude is exercised for your convenience. You must familiarise yourself with the Acceptable Use Policy and observe the rules relating to prohibited use. Failure to do so will

result in disciplinary action and may result in dismissal (see section 21). You should be aware that external service providers may monitor internet usage on behalf of the company.

## 12.3 Email and electronic message use

Email is a useful business tool to both communicate internally with work colleagues and with the wider business community. However when using email or electronic messages (eg text messages or social media posts) you must consider:

- whether email is the best form of communication or if it would be better to wait and to speak to the person by phone or face to face
- that the Hills company logo and name is included within every external email message. This reflects on Hills' image and reputation and email messages must therefore be appropriate and professional at all times
- an email message is a formal method of communication and recognised legally as having the same status as a letter or written agreement and may bind the company contractually
- that all personal data contained in emails is subject to Data Protection legislation and that email messages between public authorities such as local authorities may be subject to public disclosure under Freedom of Information Regulations
- that email is effectively instant, and as such, messages written in haste or carelessly are sent without the opportunity to check or rephrase. This could give rise to legal liability on the company's part, such as claims for defamation.

- as a matter of professional courtesy and for maximum clarity, all email messages should be checked for both grammar and spelling.

If you have use of IT equipment you are expected to familiarise yourself with the rules on prohibited use of email and electronic messaging.

## 12.4 IT security

You are responsible for all computer usage under your User ID and password and you must ensure that control settings locking your PC when left unattended for any period of time are not altered.

You must not disclose your password to anyone other than the IT helpdesk (when IT helpdesk access is required for the purposes of support). You will be prompted to change your password every 90 days. Passwords must be changed immediately if it is suspected that they have become known to others and must not be recorded where they may be easily obtained.

Passwords must be at least seven characters long and contain at least one uppercase character, one lowercase character, one number and one special character. For example **enG1and!**.

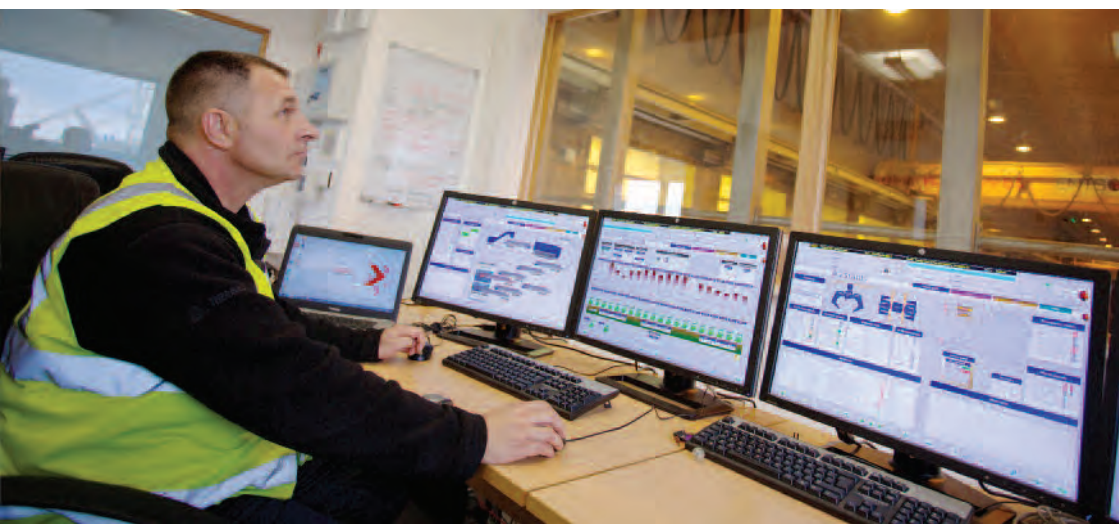
Your password must not contain your username or have any ties to your personal information, such as your birthday or phone number. It is advised that your password is not based on a single word that can be found in the dictionary; a phrase or acronym is more secure.

## 12.5 IT helpdesk

IT support is provided by an external service provider. If you have a problem with either your computer equipment or mobile phone please send an email to [IT.Helpdesk@hills-group.co.uk](mailto:IT.Helpdesk@hills-group.co.uk). You will receive an e-mail response to confirm your request has been logged and you will be provided with a helpdesk reference number. This number is unique to your helpdesk request and will allow you to follow it up through to resolution.

An IT engineer will be in direct contact with you whilst dealing with your request and you will receive an e-mail when your helpdesk request is closed. This not only provides you with confirmation that your request has been resolved, but also allows you to follow up with the IT helpdesk if you are not satisfied with the resolution.

The IT helpdesk service operates during normal office hours from 8:30am – 5:00pm weekdays.



# Data protection & privacy statement

As an employee of Hills there may be occasions when you collect or process personal information about customers or members of the public. As an employer the company also holds and processes information about its employees.

All employees who use IT and communication equipment or process personal information are required to read and familiarise themselves with these policies, which can be viewed on eTouch or requested from the Company Secretary's office.

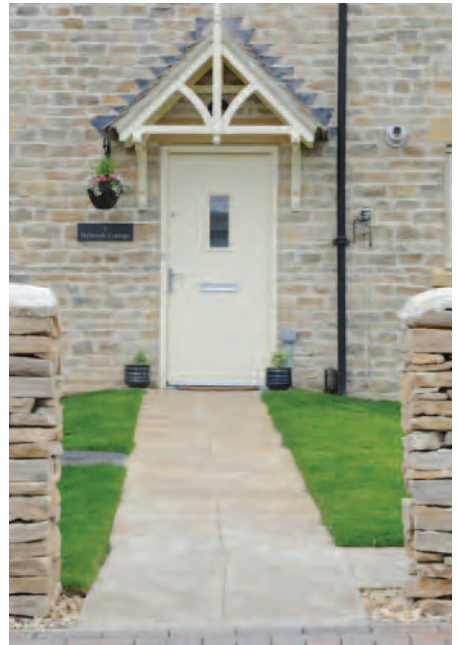
## 13.1 Privacy Statement

The company may gather and process information about you during the recruitment process, during your employment and after your employment ends. Examples of personal data held by The Hills Group are:

- A copy of your driving licence (if required for your employment)
- Footage from CCTV monitoring systems used for site security
- Your bank details
- Home contact details.

For more information on the types of information that Hills can hold about you and how it is collected, used and shared both during and after your employment, please see our full Privacy Statement.

The company's Privacy Statement on employee information can be found on eTouch or requested from the Company Secretary's office. The company's privacy statements for customers, suppliers and members of the public from whom we collect information on can be found on our websites.



## 13.2 Data protection

The company's Data Protection Policy governs how the company and its employees process personal information to ensure that it is in compliance with the Data Protection Act, General Data Protection Regulations and other consumer protection regulations. The policy covers the way in which this type of information can be collected, stored and used by the company and employees for legitimate business purposes.

Employees should be aware that the unauthorised removal of data from the work place or use of personal data controlled by the company is a criminal offence under the Data Protection Act and could result in a criminal prosecution of the employee or former employee concerned.

# Responsible Purchasing Policy

The Hills Group of companies prides itself in conducting its business in a transparent and ethical manner. When making business decisions we give full consideration to minimising any possible negative impacts, whilst enhancing the positive impacts to the environment and society arising from our operations.

Hills believes that this is best achieved by working with suppliers, contractors and business partners who hold the same attitude to business as ourselves and for this purpose we have adopted a Responsible Purchasing Policy. The policy reflects the high standards we operate to as a business and that we in turn expect from the suppliers, contractors and business partners that conduct business with us. The policy sets minimum standards in the following key areas:

- Business code of conduct
- Equal opportunities and fair employment practices
- Employee welfare
- Environment and community, and
- Data protection;

and details the procedures that employees should follow:

- When they look to acquire goods and services from suppliers for company use

- Prior to appointing and allowing contractors to carry out works including but not limited to construction, installation or other works on our sites; or repair or maintenance to machinery, plant or buildings on our sites
- Prior to entering into any contract with a business partner to act as a sub-contractor to a Hills customer contract and act in any capacity under that contract on behalf of Hills. This includes, for the avoidance of doubt, the provision of temporary employees or agency workers to the company
- In order that the company can comply with the requirements of the Modern Slavery Act 2015 (see section 15).

Employees who should familiarise themselves with this policy include those that are involved in the:

- purchasing, ordering or payment of goods or services from suppliers for use by the business
- selection, appointment or payment of contractors or their management who work alongside or on a Hills company site; or
- selection, appointment or payment of business partners.

A copy of the policy can be found on eTouch or requested from the Company Secretary's office.

Failure to follow the Responsible Purchasing Policy may result in disciplinary action that could lead to dismissal (see section 21).



# Modern slavery

The Hills Group has a Responsible Purchasing Policy (see section 14) which means we take steps to ensure that acts of modern slavery or human trafficking are not present within our own operations, those of our suppliers, contractors or business partners.

Modern slavery includes situations where individuals or groups of individuals are forced to work against their will; owned or controlled by an 'employer', usually through (threats of) physical or mental abuse; dehumanised, treated as a commodity or bought and sold as 'property'; physically constrained or have restrictions placed on their freedom of movement.

Human trafficking involves men, women and children being brought into a situation of exploitation through the use of violence, deception or coercion and forced to work against their will. This is not limited to movement of people across international borders, it occurs when anyone is moved within a country or community in these circumstances.

We encourage every employee to know and spot the signs of modern slavery and human trafficking and to report any suspicions of unlawful activity. People being subjected to modern slavery or human trafficking **may**:

- look unkempt or malnourished
- appear anxious and withdrawn
- not talk for themselves or may not be forthcoming in conversation
- not carry their own identity documents
- be collected/dropped off at work either very late at night or very early in the morning on a regular basis
- be living and sleeping in dirty, cramped or overcrowded accommodation.

If you believe or become aware that a supplier, contractor or business partner is benefitting from employing individuals in a manner that may be considered to be modern slavery or has involved people trafficking, then you must report it to your supervisor/line manager or Group Director.

Alternatively, you can use the company's confidential Whistleblower phone line 0800 915 1571 (see section 20), the Modern Slavery Helpline 0800 0121 700, or report it online at [modernslaveryhelpline.org](http://modernslaveryhelpline.org).

## MODERN SLAVERY IS CLOSER THAN YOU THINK



**Can you spot the signs of modern slavery?  
People being subjected to modern slavery may...**



**PHYSICAL APPEARANCE**

...look unkempt, malnourished and appear anxious and withdrawn



**ISOLATION**

...not talk for themselves or may not be forthcoming in conversation



**RESTRICTED FREEDOM OF MOVEMENT**

...not carry their own identity documents



**UNUSUAL TRAVEL TIMES**

...be collected or dropped off for work either very late at night or very early on a regular basis



**POOR LIVING CONDITIONS**

...be living and sleeping at the same address in dirty, cramped or overcrowded accommodation

The Hills Group has a Responsible Purchasing Policy which means we take steps to ensure that acts of modern slavery or human trafficking are not present within our own operations, those of our suppliers, contractors or business partners.

**TO REPORT A SUSPECTED CASE OF MODERN SLAVERY YOU CAN:**

- † Speak to your supervisor/line manager or Group director or use the company's confidential Whistleblower phone line **0800 915 1571**, or
- † Call the Modern Slavery Helpline **0800 0121 700**, or
- † Report it online at [modernslavery.co.uk](http://modernslavery.co.uk)



# Criminal Finances Act

The Hills Group operates a Responsible Purchasing Policy (see section 14). This policy, alongside the Code of Conduct (see section 2.2), looks to ensure that fraudulent acts do not take place within our own operations including activities covered by the Criminal Finances Act 2017. This includes knowingly entering into arrangements to evade tax and includes, but is not limited to the following:

- an employee accepting incentive payments and not declaring the tax and National Insurance due
- an employee accepting incentive payment to refer contractors to tax evasion schemes
- a business paying an intermediary which facilitates tax evasion (eg disguised remuneration)
- a business referring contractors to a tax evasion scheme in return for a timesheet rebate
- a business continuing to trade with contractors/freelancers knowing that they participate in a tax evasion scheme.

If you believe or become aware of criminal financial activity taking place within our own operations then you must report it to your supervisor, appointed line manager or Group Director immediately. Alternatively, you can use the company's confidential Whistleblower phone line 0800 915 1571 (see section 20).

# Relationships at work

The company recognises that employees who work together may have or form personal/family relationships and, in some cases, close personal relationships. The company does not as a general rule wish to interfere with such relationships. However, in order that Hills' business is conducted and perceived to be conducted in a professional and proper manner, the relationships at work policy outlines employee conduct expected when personal relationships overlap within the work place.

A personal relationship is defined as:

- A family relationship
- A business/commercial/financial relationship or
- A sexual/romantic relationship.

Employees should declare to their line manager any personal relationship which may give rise to a real or perceived conflict of interest, trust or breach of confidentiality, as soon as reasonably practicable.

For more information please speak to your line manager or supervisor.





# Violence or abuse at work framework and code of practice

Employees of The Hills Group, like all those who deal with members of the public may regrettably in limited circumstances face aggressive or violent behaviour, or forms of verbal abuse. Violence or abuse includes not only physical attack, but also threatening behaviour, verbal abuse and behaviour calculated to cause hurt or distress.

The Hills Group is particularly concerned that any allegations of violence or abuse are dealt with promptly.

This behaviour does not have to be tolerated and The Hills Group does not condone such behaviour directed towards any of its employees. If you find

yourself in a situation where you feel threatened you must take reasonable precautions to avoid putting yourself at risk and must inform your line manager of any incidents so that they can give appropriate guidance and support. Violent or abusive behaviour must be treated seriously and always reported.

The full Violence or Abuse at Work Policy contains guidance for line managers on the matter and forms for recording situations where an employee has suffered violent or abusive behavior. This can be found on eTouch or requested from your line manager.



# Bullying and harassment

The company is totally committed to providing a working environment which is free from all forms of bullying and harassment and which equally respects the dignity of all employees.

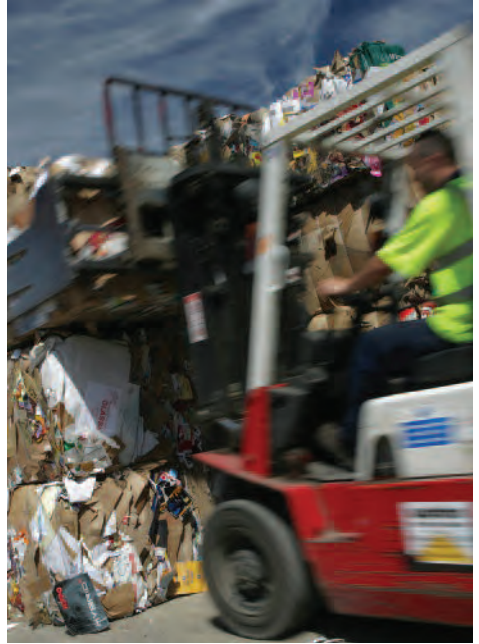
The company will not tolerate any form of bullying or harassment.

Any behaviour that is likely to cause offence or breach the dignity and respect of others will be regarded as serious misconduct. If you are responsible for such behaviour you will be subject to disciplinary action, up to and including summary dismissal, depending on the nature and seriousness of the behaviour.

You have a responsibility at all times to behave in a way that is courteous, respectful and reasonable towards your colleagues.

Inappropriate swearing and using other offensive terms during the course of employment will be viewed as a disciplinary offence. Similarly, the telling of jokes, engagement in banter or making remarks that could reasonably cause offence to any person, including anything that is sexual in nature; that makes reference to an individual or group of individuals' gender, sex, ethnic origin, religion or belief, age, sexual orientation, transgender or marital status; is related to an individual's disability; or is related to pregnancy or maternal status will also be viewed as a disciplinary offence, potentially leading to disciplinary action up to and including summary dismissal.

This policy also applies to company-organised work-related events, regardless of the fact that these may be held outside the company's premises and in employees' own time, eg Christmas parties. Details of the company's Disciplinary and Grievance Policies can be found in section 21.



# Whistleblowing

The Hills Group wishes to maintain a work environment in which all employees can raise genuine concerns about poor or unacceptable practices or misconduct without fear of reprisal and for this purpose has a Whistleblower Policy in place for all Group companies.

Hills' Whistleblowing Policy protects employees against sanctions, providing they reasonably believe that one of the following has or is likely to occur:

- criminal activity (eg theft or fraud)
- failure to comply with a legal obligation (eg non-compliance with employment law)
- a miscarriage of justice (such as one employee making a false statement alleging wrongdoing by another employee)
- danger to the health and safety of any individual
- damage to the environment
- unethical or improper conduct
- attempts to conceal any of the above.

In the first instance, under the policy, if you have a genuine concern you should raise the matter with your line manager. However, there may be circumstances or due to the urgency of the matter where this is not appropriate and in these instances you should report the issue to your Group Director or anonymously using the Whistleblower phone line.

The Whistleblower phone line is operated by Safecall, an independent confidential third party, and is available 24 hours a day and 7 days a week.

**The Whistleblower phone line is 0800 915 1571.**



# Discipline and grievance procedures

As set out in our core values, we have the utmost respect for our employees and so we have procedures in place should you wish to raise any issues surrounding your treatment by colleagues or managers. Equally the company has disciplinary procedures in place should your actions or behaviour fall below what we expect.

Whilst the company does not intend to impose unreasonable rules of conduct on its employees, certain standards are necessary to maintain good employment relations and discipline in the interest of all employees. From time to time, it may be necessary for the company to take action towards individuals whose level of behaviour or performance is unacceptable. It will also occur where an employee knowingly breaks any contractual term of their employment.

Company rules set standards of performance and behaviour, and the disciplinary procedure is designed to help promote fairness and consistency in the treatment of individuals. If the matter appears to be differences between individuals, mediation will be considered prior to disciplinary action being taken.

## 21.1 Disciplinary issues

It is not practical to set out an exhaustive list but the following are some areas for which disciplinary action will normally be taken:

- unsatisfactory attendance or poor time-keeping
- poor performance
- not following clear instruction from your line manager
- acting in breach of company policy or site rules
- abusive behaviour in the work place
- damaging company property
- disregard of the company's health and safety rules and procedures
- dereliction of duty
- theft
- fraud.

## 21.2 Disciplinary procedure

The following applies to all employees who have completed their probationary period and 12 months' service. Employees with less than 12 months' service are routinely assessed as part of the probationary review process at three, six and nine months.

Every effort will be made to ensure that any action taken under this policy is fair and consistent. Employees will be given the opportunity to state their case at a scheduled hearing with the right to representation and have the right to appeal against any decision made.

The company will ensure that:

- allegations will be investigated and where necessary appropriate witness statements will be taken
- the correct procedure is used when inviting an employee to a disciplinary hearing
- employees are aware of the standards of performance, action and behaviour required of them
- disciplinary action, where necessary is taken in a timely, fair and consistent manner
- an employee will only be disciplined after an investigation and having been given an opportunity to present their own case
- employees have the right to be accompanied by a fellow employee or trade union representative to a disciplinary or appeal hearing
- an employee will not normally be dismissed for a first breach of the rules except in the case of gross misconduct
- an employee will be given the right to appeal against the finding and the penalty imposed.

## 21.3 Grievance procedure

Whilst it is hoped that most workplace issues can be resolved through informal and open discussion between the employee and their line manager, there are occasions on which it is necessary to resort to the formal Grievance Procedure.

A copy of the Grievance Procedure can be found on eTouch, or requested from your line manager or the HR department.

Employees wishing to raise a formal grievance should do so in writing, stating clearly the reason for the grievance and address it to their line manager. Should the grievance be in respect of the line manager, then this should be addressed to the line manager's manager.

All parties involved in a grievance must endeavour to resolve the matter at a local level as quickly as possible. To ensure that matters proceed quickly and fairly the company will ensure that:

- the correct procedure is used when inviting an employee to a grievance meeting
- allegations will be investigated and appropriate witness statements will be taken
- employees have the right to be accompanied by a fellow employee or trade union representative to a grievance or appeal meeting
- an employee will be given the right to appeal against the findings.



# Our work in the community

## 22.1 Environment and community policy

The Hills Group recognises that its activities impact on the environment and is committed to managing and continually improving its environmental performance.

### The Hills Group will:

- ensure that environmental impacts are assessed throughout the planning, design and delivery of services to prevent pollution, minimise negative impacts and maximise positive impacts
- comply with all environmental legislation, regulations and other requirements relevant to its business activities to which it subscribes
- continually improve its environmental performance through setting and reviewing objectives and targets and regularly measuring the performance achieved
- implement environmental management systems to measure compliance and performance, and enable prevention of pollution and nuisance to local communities, wildlife and the wider environment
- continually improve energy efficiency of its activities coupled with waste reduction and increased recycling
- provide sufficient resources and training to achieve policy objectives and foster an understanding of environmental responsibility amongst its stakeholders
- protect and enhance biodiversity throughout its activities and landholdings where practicable
- listen to and respond to the needs of employees, local communities and other key stakeholders
- communicate this policy to everyone working for and on behalf of the company and other interested parties.

## 22.2 Landfill Communities Fund and The Hills Group charity committee

### 22.2.1 Landfill Communities Fund (LCF)

Tax on landfill waste was introduced by the government in 1996 as a means to reduce the amount of landfilled waste and to promote a shift to more environmentally sustainable methods of waste management. The Landfill Communities Fund (LCF) is a tax credit scheme that enables operators of landfill sites like Hills Waste Solutions to contribute to projects that support community, built heritage and environmental projects in the vicinity of landfill sites.

### 22.2.2 The Hills Group charity committee

Meets once a month to consider a wide variety of applications from charitable causes for Landfill Communities Funding and other requests for direct financial assistance including sponsorship and grants.

## 22.3 Partnerships

### 22.3.1 Wiltshire Wildlife Trust

The Hills Group has worked in partnership with the Wiltshire Wildlife Trust since 1990 granting millions of pounds through the LCF to preserve the amazing diversity of habitats and species in Wiltshire for all of us to enjoy.



### 22.3.2 Community First

Community First is Wiltshire's Rural Community Council, a charity that works at the forefront of community development to help improve the quality of life and economic wellbeing of people and local communities throughout Wiltshire and Swindon. Community First administer Landfill Communities Fund applications in Wiltshire on behalf of The Hills Group.



### 22.3.3 Cotswold Water Park Trust

When The Hills Group ceased its south Cotswold gravel quarrying operations in the mid 1980s we worked closely with the new owners and other stakeholders to convert redundant quarries into a haven for both wildlife and leisure activities. The award-winning Cotswold Water Park is the impressive result of collaborative work over many years.

### 22.4 Liaison committees

The Hills Group cares about the local communities in areas where we operate and recognises the value of good communication with our neighbours. We conduct regular liaison committees where senior Hills' managers meet with representatives of local communities and community groups to keep them updated with any developments from proposed or operational sites and answer any questions or concerns.

### 22.5 Other charitable donations and sponsorships

In addition to donations through the LCF, The Hills Group also actively supports a number of national charitable causes including the Breast Cancer Campaign, Children in Need and Christmas Care, Swindon.

For more information on Hills' work in the community visit [www.hills-group.co.uk/consult](http://www.hills-group.co.uk/consult)



South Cerney Sailing Club



# Corporate communications

The company invites and values constructive feedback from all employees. To keep you up to date and provide you with access to information about the business, The Hills Group publishes and provides you with the following:

## 23.1 Publications

**intouch** Hills produces a number of publications including **intouch**, a company magazine that is published three times a year. You will find copies of intouch available to you in your workplace or they can be accessed digitally via [www.hills-group.co.uk/media-centre](http://www.hills-group.co.uk/media-centre).

Share your success stories and ideas or raise your concerns with the rest of the Hills team. Please submit news and photographs (if possible) to the communications department by telephone on 01793 714977 or via email to [info@hills-group.co.uk](mailto:info@hills-group.co.uk)

## 23.2 Social media

Please follow us on social media to keep up with day-to-day news and events.



**Twitter** – To keep up to date with the latest news and events as they happen follow @HillsGroup and other twitter streams @HillsWaste, @HillsQuarry and @HillsHomes



**Facebook** – The Hills Group and its subsidiaries can be found on Facebook. Just search for: The Hills Group, Hills Waste Solutions, Hills Quarry and Hills Homes



**LinkedIn** – The professional social media network has updates from all of our divisions. You can find us at The Hills Group Limited, Hills Waste Solutions Limited, Hills Quarry Products Limited and Hills Homes



**Instagram** – Keep up to date with live news and beautiful photos by following us at @the\_hills\_group and view information about our various housing developments at @hills.homes



**YouTube** – Watch video coverage of our latest developments and award-winning restorations at TheHillsGroup and videos of our developments at Hills Homes.



### 23.3 Websites and other items

The Hills Group website has information and news about The Hills Group and links to other company websites

[www.hills-group.co.uk](http://www.hills-group.co.uk)

[www.hills-waste.co.uk](http://www.hills-waste.co.uk)

[www.hills-quarry.co.uk](http://www.hills-quarry.co.uk)

[www.hills-homes.co.uk](http://www.hills-homes.co.uk)

**Newsletters** – regular newsletters are distributed by email and pinned on all employee notice boards with latest news and employee updates.

**Employee notice boards** – all sites have notice boards that display information on health and safety, policies and newsletters.

**eTouch** – is an evolving employee intranet that provides PCs on the network with access to a variety of Group information including electronic copies of all policies summarised in this booklet and other Hills Group documents.

### 23.4 Move to Improve

The Hills Group realises that its employees have a key role to play in the continual improvement of its performance and has introduced the Move to Improve initiative to capture your thoughts and ideas on how business improvements might be made.



Move to Improve posters and suggestion cards are displayed at a number of Hills' offices and sites along with a post box where ideas can be submitted. Alternatively you can print an entry form from eTouch or submit your idea using the 'Move to Improve' application installed on your company phone, computer, tablet or other device.

The viability of each idea received will be investigated by the company and feedback provided to the employee concerned. All viable ideas will be entered into a quarterly prize draw with the best ideas shortlisted for an annual award.



Hills' world...







- 1 Hills is a sponsor of high-profile events including the Hills Wiltshire Professionals' and Junior Golf Championships and community events 18 whilst also sponsoring a wide variety of Wiltshire-based sports teams 22.
- 2 Landfill sites are restored in accordance with strict Environment Agency rules and landfill gas is harnessed to create energy for the National Grid.
- 3 Recycling and waste management services help customers achieve zero waste to landfill targets.
- 4 Recyclable waste including paper, glass, metal, cardboard and plastic are delivered to the Materials Recycling Facilities (MRFs) and sent on to be made into new products, saving precious resources.
- 5 Hills UK is a commercial property landlord with a range of office and industrial units.
- 6 The Northacre Resource Recovery Centre uses mechanical and biological treatment to transform waste into solid recovered fuel which is used in advanced thermal treatment plants 7 to generate power and heat.
- 8 A number of quarries and a rail depot across central southern England supply sand, gravel and stone, including the popular Cotswold Path Gravel 26, to customers in a wide variety of industries 25.
- 9 Significant financial support and close working relationships with archaeological authorities help to ensure that amazing artefacts and fossils from quarry sites are preserved for future generations.
- 10 The power of the sun is being harnessed to provide energy for offices and operational sites.
- 11 A network of concrete plants produces QSRMC certified ready-mixed concrete and screed. Mini-mix trucks 12 can deliver smaller volumes to sites with access or weight restrictions.
- 13 The efficient operation of Household Recycling Centres under contract for Wiltshire Council has seen millions of tonnes of waste recycled and diverted from landfill.
- 14 Educational visits are conducted at many operational sites to teach the next generation how to reuse, reduce and recycle waste and how quarries can be sensitively operated and then restored to create havens for wildlife.
- 15 17 Hills Compost is made from collected domestic garden waste and is certified to the PAS 100 standard. It can be purchased at any of Wiltshire's Household Recycling Centres.
- 19 Millions of pounds have been made available through Landfill Communities Fund grants (administered by Community First) to create playgrounds, community halls 24 and other local facilities across Wiltshire.
- 20 Working in partnership with Wiltshire Council to collect kerbside recycling, process garden waste and divert domestic waste from landfill to generate energy.
- 21 Hills Homes has won many awards for building attractive, high quality homes and affordable houses 16 which offer economical, sustainable and efficient modern living.
- 23 Hills supports the Mineral Products Association's national Cycle Safe campaign and other road safety initiatives. Hills continues to invest in the latest safety technology across all its fleet.
- 27 Restoration work to transform old gravel and sand pits into both havens for wildlife and exceptional leisure amenities has won many awards. The Cotswold Water Park is an impressive result of collaborative work over many years.
- 28 A unique partnership with Wiltshire Wildlife Trust has seen Hills provide millions of pounds in Landfill Communities Fund grants to preserve sites of environmental importance and allow the public to access and enjoy Wiltshire's countryside.
- 28 Many thousands of trees, hedgerows and other flora are planted as part of our land restoration work, all of which help to increase biodiversity and provide attractive habitat and food sources for local wildlife.

# Rules for site visitors

Operational sites can be dangerous places and site rules and induction procedures help to keep all visitors safe. As an employee attending a site that is not your usual place of work you are a visitor.

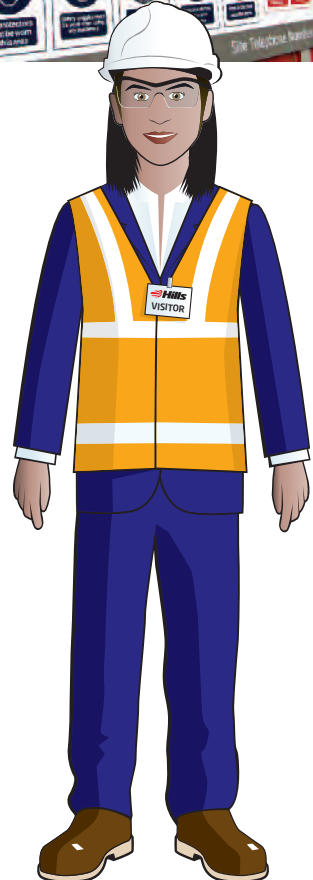
## Visitors must...

- ✓ Sign the visitors book (on arrival) to confirm they have received and understood a safety induction from the site manager or appointed site personnel
- ✓ Wear mandatory PPE while on site (hard hat, hi-vis clothing and safety footwear). The site manager will advise you if additional PPE is required
- ✓ Comply with any given instruction by the site manager or site personnel at all times
- ✓ Remain vigilant at all times, paying particular attention to any movement of vehicles
- ✓ Report any accidents and near misses to the site manager. Use your near miss book.

## Visitors must not...

- ✗ Approach any operational area unless authorised by the site manager
- ✗ Walk behind or among any vehicles or machinery
- ✗ Leave site without signing out
- ✗ Drive their vehicle beyond the car park without the consent of the site manager.

These rules are provided as general guidance only – so please check the rules specific to the site you are visiting.





A large print version is available on request.

Email: [info@hills-group.co.uk](mailto:info@hills-group.co.uk)

Web: [www.hills-group.co.uk](http://www.hills-group.co.uk)



@HillsGroup



/HillsGroup



The Hills Group Limited



@the\_hills\_group



TheHillsGroup