

## **Introduction**

The Company has a Contacting Policy in which all employees must adhere to at all times. This company policy outlines how we expect our employees to communicate with their employer/ managers whilst not in work. In order for our managers and employees to have a successful work life balance we ask that this policy be followed by both.

## **Scope**

This policy applies to all of our employees, including staff members, supervisors, line managers and head office workers.

## **Policy Elements**

The following rules always apply;

- Employees first line of contact should be their line manager.
- If you have to call in sick for work, this must be done via a telephone conversation. No text messages, emails or WhatsApp messages will be accepted/ acknowledged. Failure to call your line manager/ the site could result in this being regarded as a no show. If you are unable to get hold of your line manager then you need to call the HR Team.
- If you are off sick you must keep your line manager updated on when you think you will be returning to work. This is so that the site's operation runs smoothly and arrangements can be made to cover your shifts. You may be asked to follow this up with a call to HR.
- If your line manager is not on shift with you and you have a work-related query then you should, in the first instance, ask your fellow colleagues for support. Examples, of this could be that your till has frozen or how to pay a supplier.
- Only contact your line manager in an emergency. Think! Can someone at the site help you with your query first.
- Do not give out personal contact information to anyone outside the business.

## **Disciplinary Consequences**

When an employee disregards this Contacting Policy, the appropriate disciplinary action will be taken. In the first instance you will be (depending on what element of the policy you have disregarded) given a verbal reminder of the Contacting Policy. This will be kept on file and could be used as further evidence if employees continue to repeat this failure to comply. Should there be any recorded repeat of this conduct, this may be subject to formal disciplinary action.

## **Termination of Employment**

On the termination of your employment you will receive all correspondence directly from HR. This includes, but is not limited to, a final payslip, acceptance of resignation letter, exit interview (if applicable) etc. Do not contact your line manager in regards to your terms of termination as no individual information regarding employment contracts are kept on site.

