



Carrington Umbrella Limited
Employee Handbook

Creating a company that we love



I would like to take this opportunity to personally thank you for choosing us as your employer. It is an exciting time for Carrington Umbrella. As we continue to grow, we strive to remain as adaptable, motivated, and responsive to our new employees as we are to the agencies and end users with whom we work. We pride ourselves on being customer-focused, relevant, and open to innovative ideas. We are glad to have you on board.

We are continuously transforming the way we operate to improve our ability to innovate, expand and be as flexible as possible. Our employees and partners have continued to meet the challenges of the contractor market and to excel despite having to overcome legislative and compliance changes. We are immensely proud of where we are today and excited about where we are headed.

Before I finish, I would just like you to know that you, as one of our employees, are our most important and greatest asset. We could not accomplish what we do every day without our employees like you. I am incredibly pleased to welcome you to Carrington Umbrella and look forward to working with you.

Nicky Owen

About us

Who we are

We are not big on the daily grind mentality. Our company values, objectives and philosophy are a direct reflection of the kind of service culture we want to inspire where everyone involved is driven to create a world-class next-generation workforce. Our service has been shaped to our valuable flexible workforce and we aim to provide unrivalled customer care throughout their employment with us.

Simply put we strive to be the best and offer the greatest value to our contractors.

It takes drive, creativity, and a passion for solving tough challenges (and we mean tough).

Our Three Guiding Values

Embrace and Drive Change.

Charles Darwin once said: "It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change."

We carry that idea with us as we continue to grow our products, services, and company.

Be Passionate and Determined

We owe it to ourselves to work on things we are passionate about. If you are passionate about something, you will do a better job and enjoy the process. There are some necessary evils at every job, but it is up to you to make sure you are passionate about what you are working on.

Use Good Judgement.

Whether it is making product decisions or meeting with a client, we expect everyone to use good judgement in all aspects. Dress well if it is a formal meeting, weigh all the pros and cons if it is an important product decision, move quickly when you can... you get the idea.

We are an FCSA accredited member

Carrington Umbrella and our sister company, Carrington Accountancy, are both fully accredited members of the FCSA. The FCSA is a membership body for service providers in the professional services sector and this includes umbrella employers and contractor accountants.

To be accredited both companies have undergone a rigorous audit process, carried out by two independent industry experts – one legal and one financial and I am pleased to say both Carrington Umbrella and Carrington Accountancy passed their audits with flying colours. The FCSA are there to provide assurance to agencies and contractors that their members comply with the highest levels of professional, financial, and ethical standards.



Company Structure

We are proud of being a relatively 'flat' company. That means there are no real 'bosses'. We all work together, and we all deal with any employee question. You are welcome to call, email or meet with any of us here in the office. Working closely together means we all know what is happening with you and your agency or end client. We also keep our fingers very much on the pulse when it comes to getting you paid.

You are now an employee - What's next?

What we need from you

- You need to submit approved timesheets to us each week or month as advised by your agency/end client.
- Please keep us updated with any new contract or contract extensions
- Provide us with signed contractual paperwork when requested
- Please check through the assignments that we issue to you and ensure that the details are correct, especially the pay rate, start/end date and working hours

What we do for you

We will:

- Invoice your agency / client on a weekly or monthly basis in accordance with any deadline they may have.
- When your agency / end client pays our invoice, we will process your payroll – this can be on a weekly or monthly basis. We will ensure the correct taxes and National Insurances are deducted and your net pay will be paid to you by 'faster payment' so should arrive in your bank account as cleared funds within two hours.
- We will ensure that the correct taxes and National Insurances are paid over to HMRC in the required timescale, and we will complete and submit the necessary RTI.
- We will chase any overdue payments and outstanding invoices and advise you accordingly. We will complete your P60, P11ds and P45 (should you leave).
- We will process any Statutory Sick Pay, Maternity / Paternity Pay, Student Loan repayments and Holiday pay.
- If you are a member of the Carrington Umbrella Company Pension Scheme, we will ensure the correct payment is made to the scheme on your behalf each month.

As a Carrington Umbrella employee, you automatically receive the necessary insurance. These are:

£10 million Employer Liability

£5 million Public Liability

£2 million Professional Indemnity

Timesheets and Invoicing

We process timesheets and raise invoices daily between Monday to Friday. We usually raise an invoice as soon as we have received your approved timesheets, so it is important that you send these to us promptly. Simply email them to umbrellapayroll@carringtongroup.co.uk. We always liaise with the agency/end client to establish their cut-off times to receive invoices and if we have your timesheets, we will not miss their deadline.

Some agencies have a self-billing arrangement, so we do not need to send them an invoice. However please still send us your timesheets as we will use them to double check that the amount, we receive matches your timesheet. This helps avoid problems and confusion within your payroll process.

Do not forget to keep a copy of your timesheets for your own records.

Payroll

We understand that for our employees getting paid quickly is the most important aspect of being a contractor.

We run payroll every day from Monday to Friday. Once we receive the funds from your agency/end client we will process your pay. If we receive the funds into our bank account by 4pm we will be able to process and pay you. Should they arrive after 4pm we will process and pay the following morning.

If your agency/end client pays weekly, you can opt to be paid once a month. You can elect a specific day in the month that you want to be paid. We hold the funds we receive and then pay you on the date you have requested.

Payment is made by faster payment into your account. Often the money will arrive in a few minutes but sometimes it can be a little longer – up to a couple of hours. We will pay your salary into the bank account you have detailed on your registration form.

Once we make your salary payment, we will email you with your formal salary slip. This will detail in full what has been received, what has been deducted, your net pay and the current amount in your holiday fund.

Sick Pay

We understand that employees can fall ill from time to time or be unable to work due to an accident or injury. If this happens you need to let us know from the first day of illness. You also need to inform your line manager at the client site. If you are unable to do this, you should arrange for someone to do this on your behalf. You may be entitled to Statutory Sick Pay (SSP) if you have been off work for four or more consecutive days (including non-working days).

Holiday Pay

Under the Working Time Regulations 1998 you are entitled to take 28 days' paid holiday per year (including bank holidays) or pro-rata for shorter service. Our standard policy is that Carrington Umbrella will retain the holiday pay that you accrue in a holiday fund which will be paid to you when you take annual leave from work. The rate at which we accrue your holiday fund is 12.07% of your gross taxable pay.

We want to offer our employees as much flexibility as possible, but we do ask that you inform us of any holiday in advance so that we can record these holidays. It is important that you take time off, and you will receive regular reminders to do so.

Because you are an "irregular hours" or "part year" worker under the Working Time Regulations, you accrue holiday (annual leave) at a rate of 12.07% of the number of hours/days worked in each pay period and you also accrue holiday pay at a rate of 12.07% of your gross pay in each pay period, as explained above. A pay period is the frequency which you are paid i.e if you are paid once a month, your pay period will be one month.

We operate an "advanced holiday pay model". This means that rather than Carrington Umbrella retaining the holiday pay which we have ringfenced and paying it out to you in the future as and when you take holiday, we pay it out to you as soon as we receive it from the agency in each pay period.

This means that when you take any annual leave you will not be paid for the holiday at the time the holiday is taken, because you will have already been paid for your holiday in advance of you taking it.

To put this into context, you will see a “deduction” being made on page 2 of your payslip for holiday pay and then you will see it being paid straight back to you on page 1 of your payslip. All payments will be clearly itemized on your payslip.

Any questions about holiday pay or holiday leave? Please refer to our holiday guide or give us a call.

Pensions

Over the last few years, the Government has taken a much more proactive approach to encourage us all to save more for our retirement. Every employer must now enrol their employees in a qualifying pension scheme, and we are no exception. Our company pension scheme is the NEST Pension Scheme. We chose this as it was set up by the Government rather than an insurance or investment company. You will be automatically enrolled into our pension scheme if:

- You are at least 22 years old
- You are under State Pension Age
- You earn more than £10,000 per year
- You usually work in the UK

Carrington Umbrella must pay a minimum contribution of 3% to qualifying earnings and your contribution level is 5%. It is important to remember that all the pension funding is derived from the assignment rate that the agency/end client has agreed to pay – some umbrella companies chose to gloss over this fact.

Once you have been enrolled into the scheme you can stay enrolled, or you can elect to opt out – full details on how to do this can be found in the pack that you received from NEST.

Agency Workers Regulations (AWR)

The Agency Workers Regulations came into effect in October 2011. The rules are there to protect agency workers from being exploited. AWR gives agency workers who, have been in a job for more than 12 weeks, the same employment and working conditions as they would have had if they had been directly recruited by the hirer.

Day One Rights

Under the regulations there are also 'day one rights,' which apply from the first day of the assignment. These rights include access to onsite collective amenities (such as car parking and canteen), access to information about permanent job vacancies as well as the maternity rights of agency workers. Amenities such as subsidised gym membership and season ticket loans are out of scope as they reflect the long-term relationship between an employee and a hirer which will not be appropriate for agency workers.

Who does AWR apply to?

The AWR applies to workers who find work through an agency or via umbrella companies. Self-employed individuals and those who do not work under an agency's supervision are not covered by the AWR.

What is equal treatment?

After working for 12 calendar weeks in the same role at the same company, you will be entitled to equal treatment, irrespective of the number of agencies that supplied you or whether you are full or part-time. Any time worked during a week will be counted as 'one week'– even if you have only worked a few hours in a week.

What happens if there is no permanent employee comparator?

In the absence of a comparator the agency and the hirer will consider numerous factors such as internal pay scales and national rates of pay for the job concerned. There may be other conditions which apply in the workplace which the agency worker might be entitled to.

Carrington Umbrella works closely with your agency and end client so you can work your assignment safe in the knowledge that your employment rights are not at risk.

Who Should I Contact For X?

If you have broad questions (or are not sure who to ask), please contact me (Nicky Owen). I am available most days and out of normal office hours so do not worry about emailing me in an evening. If I can pick it up and answer it, I will do. Otherwise, please ask your question directly to who you think could answer it best.

Payments and Invoicing
Umbrella payroll
umbrellapayroll@carringtongroup.co.uk

Tax and Legal
John Mumford
jmumford@carringtongroup.co.uk

HR
Nicky Owen
nicky.owen@carringtongroup.co.uk

Policies

Absence/Lateness Policy

Absences: Absences or significant lateness (20 min) without communication are serious offences and will be dealt with on a case-by-case basis. These can end in immediate termination.

Lateness: Being over 20 minutes late without communication can result in a written warning. Lateness with communication under 20 minutes is dealt with on a case-by-case basis and may or may not result in a written warning.

If you know ahead of time that you will be absent or late, we recommend that you provide reasonable advance notice to your line manager. Employees may be required to provide documentation of any medical or other reason for being absent or late.

Modern Slavery Policy

Statement

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another to exploit them for personal or commercial gain.

We have a zero-tolerance approach to modern slavery, and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implement and enforce effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or our supply chain.

We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chain. We expect the same exacting standards from all our contractors, suppliers, and other business partners. As part of our contracting processes, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, and we expect that our suppliers will hold their own suppliers to the same ambitious standards.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, agency workers, volunteers, agents, contractors, external consultants, third-party representatives, and business partners. This policy does not form part of any employee's contract of employment, and we may amend it at any time.

Responsibility for the Policy

The Directors are responsible for ensuring those reporting to them understand and comply with this policy and are given any required training.

Compliance with the Policy

You must ensure that you read, understand, and comply with this policy. The prevention, detection, and reporting of modern slavery in any part of our business or supply chain is the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy. You must notify your manager and Carrington Umbrella as soon as possible if you believe or suspect that a conflict with this policy has occurred or may occur in the future. You are encouraged to raise concerns about any issue of suspicion of modern slavery in any parts of our business or the supply chains of any supplier tier at the earliest possible stage. If you believe or suspect a breach of this policy has occurred or that it may occur, you must notify your manager or report it in accordance with our Whistleblowing Policy as soon as possible. If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chain constitutes any of the various forms of modern slavery, raise it with your manager and Carrington Umbrella.

We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken. We are committed to ensuring no one suffers any detrimental treatment because of reporting in good faith their suspicion that modern slavery of whatever form is or may be taking place in any part of our own business or in any part of our supply chain. If you believe that you have suffered any such treatment, you should inform your manager immediately.

Communication and Awareness of Policy

Training on this policy, and on the risk our business faces from modern slavery in its supply chain will be given where needed. Our zero-tolerance approach to modern slavery must be communicated to all suppliers, contractors, and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

Breaches of Policy

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct. We may terminate our relationship with other individuals and organisations working on our behalf if there are found to be breaches and the appropriate regulatory bodies or the Modern Slavery & Exploitation Helpline free on 08000 121 700 or police will be contacted.

Appendices

Useful sources of information and guidance

[Modern slavery awareness booklet](#)

[Good Work Plan](#)

[Human Trafficking Foundation](#)

[Modern slavery helpline website](#)

Sexual Harassment policy

The law on preventing sexual harassment came into force on 26 October 2024.

By law, all employers will need to take steps to prevent sexual harassment. There are many high profile cases which demonstrate that behaviour in the workplace falls well below an acceptable standard.

What is sexual harassment?

Sexual harassment is unwanted behaviour of a sexual nature. The law (Equality Act 2010) protects the following people against sexual harassment at work:

- employees and workers
- contractors and self-employed people hired to personally do the work
- job applicants

To be sexual harassment, the unwanted behaviour must have either:

- violated someone's dignity
- created an intimidating, hostile, degrading, humiliating or offensive environment for someone

It can be sexual harassment if the behaviour:

- has one of these effects even if it was not intended
- intended to have one of these effects even if it did not have that effect

Who is responsible?

Carrington will take steps to prevent sexual harassment happening in the first place.

Anyone who sexually harasses someone at work is responsible for their own actions.

Carrington has a responsibility – a 'duty of care' – to look after the wellbeing of our employees. All complaints of sexual harassment will be taken seriously. We will handle any investigation in a way that's fair and sensitive to:

- the person who made the complaint
- someone who witnessed it
- someone who's been accused of sexual harassment

Who can experience sexual harassment?

Sexual harassment can happen to men, women and people of any gender identity or sexual orientation. It can be carried out by anyone of the same sex, a different sex or anyone of any gender identity.

You could experience sexual harassment from anyone you come into contact with because of your job, including:

- someone you work with
- a manager, supervisor or someone else in a position of authority
- someone high profile or influential

You can also experience sexual harassment from a customer, client or member of the public.

Examples of sexual harassment

Sexual harassment can be a one-off incident or an ongoing pattern of behaviour.

It can happen in person or in other ways, for example online through things like email, social media or messaging tools.

Examples include:

- making sexual remarks about someone's body, clothing or appearance
- asking questions about someone's sex life
- telling sexually offensive jokes
- making sexual comments or jokes about someone's sexual orientation or gender reassignment
- displaying or sharing pornographic or sexual images, or other sexual content
- touching someone against their will, for example hugging them
- sexual assault or rape

What some people might consider as joking, 'banter' or part of their workplace culture can still be sexual harassment.

Sexual harassment is usually directed at an individual, but it's not always the case. Sometimes there can be a culture of behaviour that's not specifically aimed at one person – such as sharing sexual images. Someone could still make a complaint of sexual harassment in this situation.

The law on harassment

The Equality Act 2010 protects people against sexual harassment and harassment related to 'protected characteristics', for example a person's sex.

The law on sexual harassment is changing on 26 October 2024. By law, all employers will need to take steps to prevent sexual harassment. The new law is the Worker Protection (Amendment of Equality Act 2010) Act 2023.

Sexual harassment is different to harassment related to a person's protected characteristic, for example sex, sexual orientation or gender reassignment. Someone could experience both types of harassment at the same time, or separately.

What to do if you experience sexual harassment

If you've experienced sexual harassment at work, you can make a complaint to us.

We will:

- take your complaint seriously
- handle it fairly and sensitively

Make a note of what's happened

It's a good idea to make a note of what's happened. This should include dates, times and names, including any witnesses. Making a note can be especially helpful if you find talking about the experience particularly distressing.

If you recorded what happened

You should be aware of the risks of recording, or secretly recording, what's happened – for example on your phone. This is a complicated area of the law.

A recording might not be allowed as evidence if, for example:

- your secret recording breaks data protection laws

If your complaint leads to an employment tribunal, they might allow a recording as evidence in some circumstances, depending on your reasons for making it. A possible example might be that you made it to protect your legal rights. But the tribunal would decide on a case-by-case basis.

Getting advice on your options

You might want to talk to someone to get advice and support before deciding whether to make a sexual harassment complaint. This could be:

- someone you trust at work, for example someone you work with or a manager
- someone at work who's been trained to advise people who are considering making this kind of complaint
- specialist advice:
 - [Rights of Women – England and Wales](#)
 - [Scottish Women's Rights Centre](#)

Making a complaint

If you want to try and resolve the problem informally, you can talk with Nicky Owen or John Mumford.

You can raise a grievance if either:

- talking with senior staff does not resolve the issue
- you feel the problem is too serious to deal with informally

Making a complaint

A grievance is where you make a formal complaint to your employer.

We have a complaint policy that we ask you to follow, it is in the staff handbook should you need to refer to it for guidance or alternatively do ask for support in making a complaint.

If you want to make a complaint a long time after an incident took place, we will still take it seriously and it will warrant a full investigation.

When it's a crime

If you've been sexually assaulted or raped at work, there are specialist helplines you can call for support and advice. They can help talk through your options.

If you choose to tell us, we will talk to you about whether you want to report it to the police, and should support you if you choose to report it.

We will not put any pressure on you to make any particular decision. If you do not want to tell the police, you do not have to.

In most cases, we will go along with your decision. However, we might feel they need to tell the police in some circumstances. For example if there's an ongoing risk to your safety or the safety of others.

If we were going to report it to the police, we would talk with you about it before telling them, and let you know when they've told them.

If it's been reported to the police or it's going through a court

We do not have to wait for the criminal process to finish before we can:

- investigate your complaint
- carry out a disciplinary procedure

But before doing either of these things, we would check with the police and consider getting legal advice. This is to make sure there is no risk of us prejudicing the criminal process.

If the problem is not resolved

You can consider making a claim to an employment tribunal.

There are strict time limits for making a claim to an employment tribunal. In most cases, you have 3 months minus 1 day from the date of the incident.

If you take more than 3 months, your complaint may still be considered at an employment tribunal if the tribunal decides that both these things apply:

- there's a good reason for you taking more than 3 months
- it's fair to the employer to allow your case to go ahead

Monitoring and evaluation

We will evaluate the effectiveness of the steps you have taken by:

- reviewing informal and formal complaints data to see if there are any trends or particular issues and appropriate actions
- hold lessons-learned sessions after any complaints of sexual harassment are resolved

We also review policies, procedures and training regularly.

Find out more about:

It's a good idea to [get legal advice](#) if either:

- your complaint involves sexual assault or rape
- you feel your employer is not dealing with your complaint because the person you've complained about is powerful or influential
- it's 3 months or more since the incident and you're considering making a claim to an employment tribunal

It's against the law for you to be:

- victimised because you've made a sexual harassment complaint
- treated less favourably at work because you've been sexually harassed or you've rejected someone trying to sexually harass you

Other guidance:

[EHRC](#) provides detailed guidance

[ACAS](#) provide a broad range of workplace support

[Citizen Advice](#) is a useful port of call

Whistleblowing Policy

Carrington Umbrella Limited are committed to conducting our business fairly, honestly and with transparency and in compliance with all legal and regulatory obligations. We expect all Carrington Umbrella Limited directors, employees and anyone acting on our behalf to do the same and to maintain the highest standards of ethical business behaviour.

However, all organisations face the risk of things going wrong from time to time. A culture of openness and accountability is essential to prevent such situations occurring and to address them when they do occur. A key aspect of ensuring and maintaining Carrington Umbrella Limited's commitment to conducting business with such integrity and in an open and fair manner is providing a robust whistleblowing policy and reporting channel for the company so that all colleagues feel able to report any wrongdoing in confidence. We encourage employees to report any concerns as soon as they arise; such concerns can be of any nature, including any matters in connection with Carrington Umbrella Limited personnel, as well as customers, suppliers and other third parties.

The aim of this policy therefore is to:

- Encourage and empower colleagues to speak up and report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- Provide colleagues with guidance as to how to raise those concerns.
- Reassure colleagues that they will be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.
- Encourage a culture of openness.
- Ensure compliance for Carrington Umbrella Limited with the relevant legislation and regulatory bodies

This policy applies to all Carrington Umbrella Limited entities and personnel (including directors, executives, officers, employees, contractors, agency workers, casual workers, consultants, and trainees) no matter which team they work in or which office/home office. It relates to actions by such personnel as well as any concerns a colleague may have with one of Carrington Umbrella Limited clients, suppliers or any other third parties with which the company interacts or does business.

What Type of Misconduct Should Be Reported?

As noted above, Carrington Umbrella Limited wants to hear about such conduct that is unlawful, dishonest, or unethical as soon as possible and is committed to addressing it. The below provides examples of the types of misconduct or behaviour that could give rise to a report; however, it is not an exhaustive list and Carrington Umbrella Limited encourages all colleagues to report any behaviour or incidents which they have concerns about.

- Criminal activity or offences, including fraud, theft, and embezzlement.
- Corruption, bribery, or blackmail.
- Financial malpractice, impropriety, or mismanagement.
- Facilitating tax evasion.
- Failure to comply with any legal or professional obligation or regulatory requirements.

- Conduct likely to damage Carrington Umbrella Limited's reputation or financial wellbeing.
- Actions which endanger the health and safety of Carrington Umbrella Limited's personnel or the public.
- Actions which cause damage to the environment.
- The deliberate provision of false information to public officers.
- A miscarriage of justice.
- Unauthorised disclosure of confidential information.
- The deliberate concealment of information relating to any of the above matters.
- Any retaliation against someone for speaking up or "whistleblowing."

Everyone has a responsibility to report any such misconduct or potential misconduct as soon as they become aware of it. If you are uncertain whether something is within scope of this policy, it is preferable that any concerns are reported rather than kept to oneself.

How to Report a Concern - All Colleagues

All the options below include escalation to members of staff who are fully trained in whistleblowing reporting and procedures. Irrespective of the option exercised therefore, the whistleblowing procedures Carrington Umbrella Limited has in place ensure that you will be taken through and will fully understand the overall process and next steps.

Option 1 – Line Manager

Any reports should be made to your line manager and Carrington Umbrella Limited in the first instance for further investigation. This may be done either verbally or in writing. Your concern may be escalated to appropriate parties, on the condition that your concern does not implicate such parties. A decision will then be taken as to who is best placed to investigate and resolve the matter.

Option 2 – Appropriate Parties

If the option of reporting to your line manager is not feasible, is inappropriate or you feel uncomfortable in doing so for any reason (including if you have concerns about their involvement), or the response received is unsatisfactory, you can report the concern directly to an appropriate party for further investigation. A decision will then be taken as to who is best placed to investigate and resolve the matter.

What Will Carrington Umbrella Limited Do About Concerns That Are Raised?

Once you have raised a concern, the person to whom you raised the concern will inform the respective senior management, as outlined above, and a decision will be taken as to who is best placed to investigate the matter. Depending on the report concerned, the directors may also be informed as part of this process. We will endeavour to keep you informed of the progress of the investigation. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any disciplinary action taken as a result.

You should treat any information about the investigation as confidential. If we conclude that a whistle-blower has made false allegations maliciously, the whistle-blower will be subject to disciplinary action.

Reporting Concerns Externally – Exceptional Cases Only

The aim of this policy is to provide an internal mechanism for reporting, investigating, and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally. However, Carrington Umbrella Limited recognises that there may be circumstances where employees may feel they wish to report matters to outside bodies such as FCSA or the police.

We strongly encourage you to seek advice before reporting a concern to anyone external.

The independent whistleblowing charity, Protect, operates a confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Whistleblowing concerns usually relate to the conduct of our staff, but they may sometimes relate to the actions of a third party, such as a client, supplier, or service provider. In some circumstances the law will protect you if you raise the matter with the third party directly. However, we encourage you to report such concerns internally first. You should contact your line manager or one of the other individuals set out above for guidance.

Protection Against Retaliation

Carrington Umbrella Limited will ensure that genuine concerns raised of a reasonable belief can be raised without fear of retaliation and will not affect the continued employment, work, or career with Carrington Umbrella Limited of the person who raised their concerns. Carrington Umbrella Limited will not tolerate harassment, victimisation, or retaliation towards any person for raising concerns based on a reasonable belief or objecting or refusing to participate in any act or practice that they honestly believe to be in violation of law or misconduct. Any such harassment, victimisation or retaliation will be treated as profoundly serious and will be a disciplinary offence in accordance with Carrington Umbrella Limited procedures.

Confidential and Anonymous Reporting

All reports will be handled in complete confidence and the identity of the individual reporting the issue will be kept confidential and only disclosed to those who need to know it for purposes of any investigation.

Confidentiality

By nature, we deal with confidential and sensitive information about our operations and our customers. Everyone on the team is expected to keep these secure within the company.

It is required that all information about the end client, its customers and other employees be kept strictly confidential. The release of confidential information, whether intentional or unintentional, could be detrimental to the end client and those individuals associated with it.

If an employee is unsure if something is confidential or has any questions regarding the employee's responsibilities in dealing with or releasing confidential materials, please ask us.

Please refer to our NDA for more information or our GDPR policy.

Disciplinary/Grievance Procedure

Carrington Umbrella has always sought to encourage improvement in their employees conduct and performance. We promote a positive workplace environment for all although we appreciate that this can be out of our control when you are working at a client site.

Should a disciplinary or grievance arise then our procedure is to establish the facts quickly and to deal consistently with the issue. No disciplinary action will be taken until the matter has been fully investigated. In some cases, the situation may be serious enough to warrant the suspension of an employee whilst the investigation is carried out. Such action will not prejudice any investigation findings.

We will work closely with the agency end client to establish the situation. In some cases, the company will bring in an independent adjudicator to assist with any investigation. Carrington Umbrella promotes fairness and as such an independent person can help bring this to the proceedings.

At every stage employee will have the opportunity to state their case and be represented or accompanied, if they wish, at the hearing by a trade union representative or a work colleague.

An employee has the right to appeal against any disciplinary decision.

The Procedure

Stage 1 – first warning

If conduct or performance is unsatisfactory the employee will be given a written warning or performance note. Such warnings will be recorded but disregarded after 6 months of satisfactory service. The employee will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. If a first offence is sufficiently serious for example because it is having or is likely to have a serious harmful effect on the organisation, it may be justifiable to move directly to a final written warning.

Stage 2 – final written warning

If the offence is serious, or there is no improvement in standard, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within three months, action at Stage 3 will be taken.

Stage 3 – dismissal or action short of dismissal

If an employee faces dismissal – or action short of dismissal such as loss of pay or demotion – the minimum statutory procedure will be followed. This involves:

Step 1 – a written notice to the employee setting out the allegation and the basis for it

Step 2 – a meeting to consider and discuss the allegation

Step 3 – a right of appeal including an appeal meeting

The employee will be reminded of their right to be accompanied.

Gross Misconduct

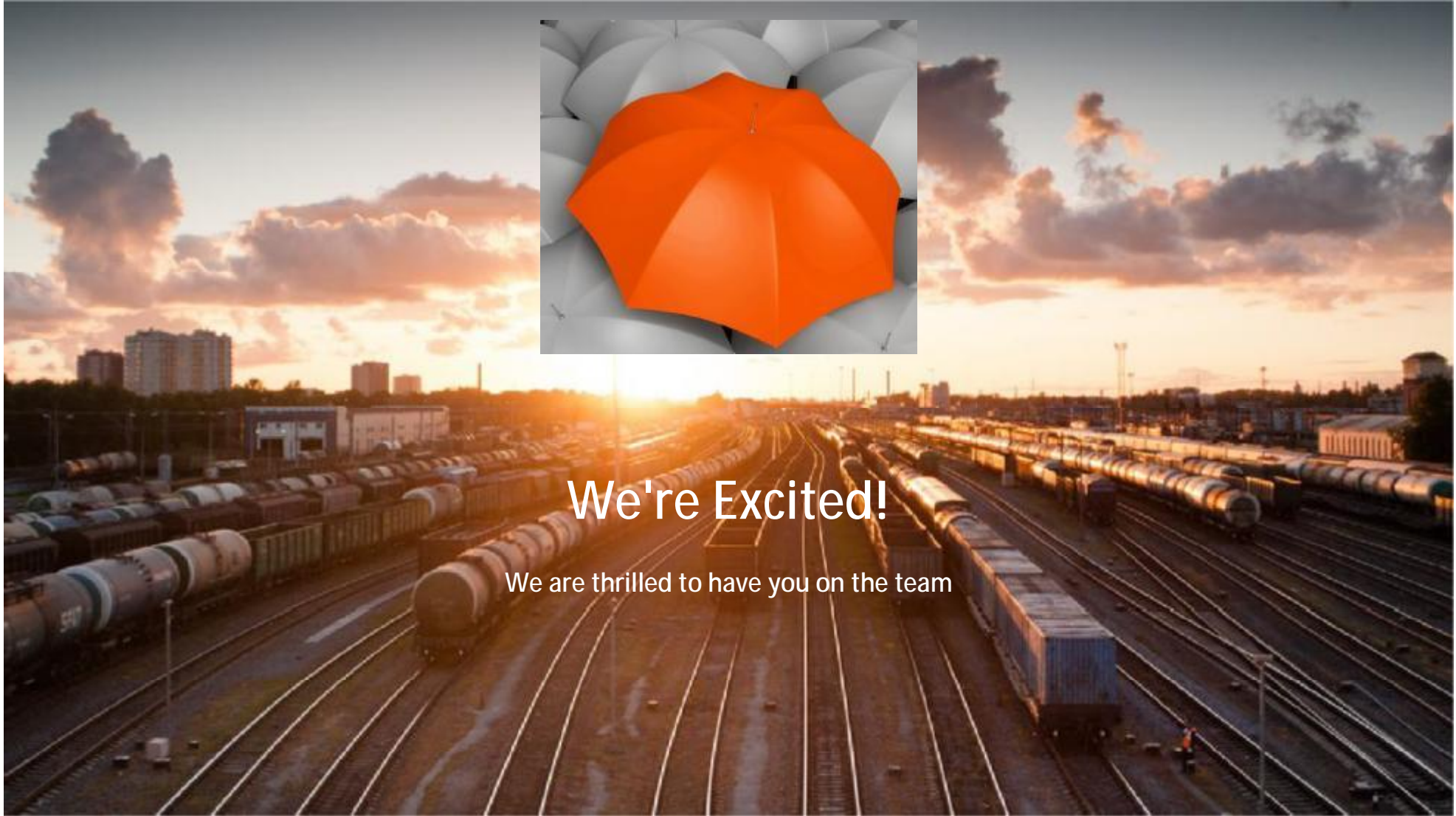
If, after investigation, it is confirmed that an employee has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- Theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying and gross insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after a full investigation.

Appeals

An employee who wished to appeal against any disciplinary decision must do so to the named person in the organisation within five working days. The employer will hear the appeal and decide that case as impartially as possible.



We're Excited!

We are thrilled to have you on the team