

MINIMUM STANDARDS OF PERFORMANCE

The general standards expected of each associate are detailed below. Each associate is responsible for:

Performance

1. Devoting effort and time to the success of the business.
2. Embracing best practice and supporting flexibility.
3. Commitment to continuous improvement, development and training of self and others where appropriate.
4. Acting as a suitable ambassador and advocate for the Company, its products, services and personnel.
5. Taking responsibility for own actions and for abiding by Company and site rules and standards of conduct.
6. Meeting all targets including Key Performance Indicators (KPIs) as set out on the attached sheet.
7. Meeting all SMART Goals set and agreed.
8. Submitting on time and in full all relevant regular reports.
9. Keeping all others informed about performance, standards and achievements where appropriate.
10. Providing relevant and accurate explanations for any adverse performance with suitable corrective action to address any under-performance.
11. Co-operating with Performance Improvement Plans (PIP) designed to help targets be met.
12. Participating in and contributing fully and positively to all regular and relevant meetings:
 - 12.1. Team Meetings
 - 12.2. Briefings
 - 12.3. Relevant conferences, functions and events as required
 - 12.4. Relevant training courses and events.
13. Promptly advising management of performance or activities that may be detrimental to the business.
14. Carrying out work in accordance with the established Standard Operating Procedures (SOP) and other procedures and processes as set out on the attached sheet.

Attendance

15. Being at own workstation or in the designated territory in good time for each spell of work.
16. Informing the relevant manager if unable to attend for work prior to the start of work or as soon as is practically possible in accordance with the relevant Company absence policy.
17. Complying with the Company procedures if absent from work and cooperating with any support the company provides to assist early and appropriate return to work.

Health & Safety

18. The Company Health & Safety Policy Statement is displayed on all notice boards and on the portal. The Policy Statement is designed to protect all from accidents in the working environment.
19. Observing at all times these principles and the detailed safe systems of working outlined in the site Health and Safety policy, procedures and practices. In addition, the following general principles are important.
20. Never doing anything likely to endanger self, colleagues or cause damage to equipment or building fabric.
21. Wearing all protective clothing and equipment provided to ensure the health and welfare of all associates. This is a condition of employment.
22. Taking individual responsibility to keep own work area tidy at all times.
23. Reporting all accidents, however minor, to the relevant Manager and ensuring the recording of them in the Accident Book.
24. In the event of a fire or other emergency, following the instructions issued by Managers and/or the Safety Officer.
25. Being aware of the fire evacuation procedure.
26. Never consuming alcoholic beverage or bringing non-prescription drugs on site. Never using them whilst on site.
27. Maintaining the highest standards of personal hygiene and appearance. If a uniform is provided, this must be worn at all times during working hours.
28. Smoking only in designated smoking areas.
29. Only consuming food and drink in designated areas and storing food and drink away from any work area.

Security

30. Abiding by the security arrangements for the site.
31. From time to time being subject to a search on entering or leaving the site. Vehicles, personal lockers and bags may be inspected.
32. Reporting any Security breaches to your line manager.

Use of Company Facilities

33. Recognising Company equipment, vehicles, facilities and property are provided for business purposes.
34. Some equipment, vehicles, facilities and property may be used for limited and reasonable personal use where approved.
35. Maintaining and returning all equipment, including vehicles, to the Company in a fit and clean state.
36. When using Company facilities to send or transmit information in a personal capacity, making this clear to the receiver of such information.

Confidentiality

37. Recognising that Company information is confidential to the business and may not be divulged without prior authorisation.

Business Conduct

38. Obeying all applicable laws governing the business.
39. Striving to be honest, fair and trustworthy in all dealings.
40. Avoiding all conflicts of interest between work and personal life.
41. Valuing diversity by observing fair employment practices with all fellow employees.
42. Striving to create a safe workplace and protect the environment.
43. Respecting the rights, dignity and privacy of fellow associates and other individuals when acting on behalf of the Company.
44. Ensuring that the work environments are based on freedom from harassment and discrimination in all forms.
45. Protecting the Company's proprietary and confidential information from improper disclosure.
46. Not accepting or offering improper payments, gifts or gratuities from or to any customer, government official or third party.
47. Not entering into any contractual obligation without proper authorisation and legal review.
48. Making sure that all Company financial records are accurate, complete, fully reflect the described transaction and comply with the applicable laws and accounting standards.
49. Making sure that business relationships with the Company's customers, suppliers, competitors and governments comply with all applicable laws, including competition, antitrust, anti-bribery, financial transaction, tax and anti-terrorism laws.
50. Outside of working hours, maintaining conduct that upholds the good name and reputation of the business.

KEY PERFORMANCE INDICATORS (KPIs)

51. Input Targets e.g. Customer visit targets
52. Output Targets e.g. Sales revenue targets
53. Process Targets e.g. Sales Reports on time in full
54. Shareholder KPI targets
55. Customer KPI targets
56. Employee KPI targets
57. Business process KPI targets.

STANDARD OPERATING PROCEDURES

58. Specific SOPs relevant to the role