

⚠ Keeping our systems safe

We'll do what we can to ensure that our systems are protected but we need your help.

We want you to ensure that no one other than you can access our equipment and systems – you'll need to create a password that's personal to you, to access our systems, and keep the systems locked when you're not using them. Treat your password as you would your own bank PIN details – keep it safe, don't share it and change it when prompted.

If you suspect a virus or that there's been a security breach, let your manager or support desk know verbally immediately!

⚠ Accessing our systems

So that we're able to keep the cogs in motion whilst you're away (for example, if you're on holiday or absent from work due to sickness) we might need to access your work email accounts or systems.

Although emails may feel informal, please remember that they have the same legal implications as any other form of communication. That's why it's important to ensure that all our communications are appropriate, professional and recorded as formal communications made.

⚠ Personal use of systems

It's fine to use our systems for personal use providing that it's outside of your working hours as long as:

- personal emails are labelled 'personal' in the subject header;
- use does not interfere with your work commitments;
- use must be minimal; and
- use must comply with our policies, your employment contract and the Roadside Assistance Guide
- comply with all GDPR regulations and treat data in line with our company data and privacy policies

If you breach this policy, we may need to meet with you under our disciplinary policy which may result in your dismissal.

SOCIAL MEDIA: SAVVY

We've worked hard to build a reputation we can be proud of. As an online brand, social media lets us shout about all the fab stuff we have to offer – so we're all for it! But, it's important it's used in the right way, and that's why we've set out some road signs to help you understand how to use social media positively whilst avoiding damage to our reputation and those connected to us.



We know there are tons of social media platforms out there and these parameters apply to all of them - including Snapchat, Facebook, Twitter, LinkedIn, Glassdoor and blogs.

When using them, please ensure that you don't express opinions on our behalf or associate your comments with our logos, avatars or other trademarks.



If you have any constructive feedback for us, we'd love to hear it but we'd like to hear it from you in person first – not as part of a wide audience on social media.



Remember, what you publish might be available to read by many (and more than the audience you intended). You mustn't post anything that is, or could be perceived to be damaging to our reputation or conflicts with Your Owner's Manual, the Roadside Assistance or your employment contract.



Our reputation is precious cargo and needs to be handled with care – so if you breach this policy, it may amount to gross misconduct.

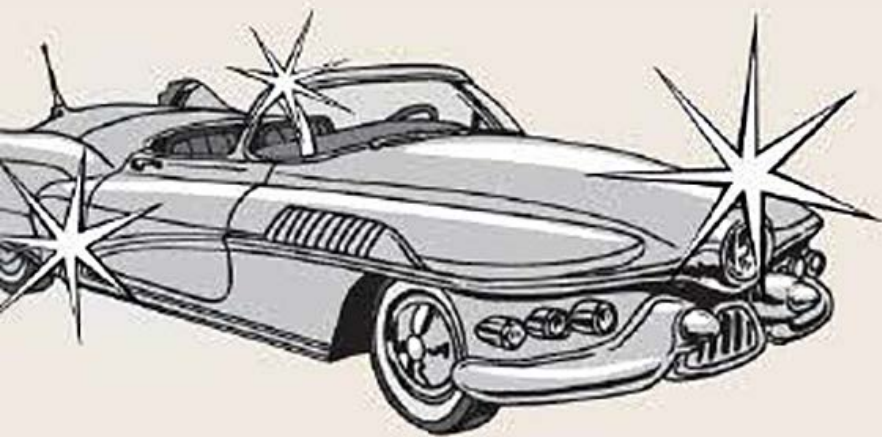
OUR REPUTATION: WAX, POLISH AND SHINE

Here's where you can help.

We think it goes without saying but during your employment, please make sure you continue to make our reputation shine. To help us achieve this, please don't do anything which may damage our business or reputation.

Where you have a personal connection with a supplier or customer, please let your manager know. It's because we want to ensure that we do the right thing and avoid conflicts of interest before they arise.

When you're working away from our premises, or you're attending a social event (whether during or outside of working hours) on our behalf (or even at one of our energy work days), you must ensure that your behaviour is something we can be proud of. It's important that you don't behave in a way that does for could harm our reputation or yours, or our relationship with our employees, customers or suppliers. That's why, if your behaviour doesn't fit with our values or this policy, we may treat your actions as gross misconduct.



GIFTS: WHO DOESN'T LOVE RECEIVING THEM?

Sometimes customers, suppliers and agencies may be so impressed with you and the service you're providing, that they want to offer you a gift or hospitality to thank you. We think that's awesome – we just need to make sure that the gifts and hospitality are appropriate to accept.

They're not always gift-wrapped in fancy paper, so to help you spot them, we've created some guidelines.

It's really important that you (or anyone on your behalf) doesn't

- give or accept a gift or hospitality in connection with ██████████ or your employment that is likely to be worth £100 or more without first having secured the consent of a Senior Manager.
- give or accept a gift or hospitality in connection with us or your employment where you know or suspect it is offered or being given in return for commercial advantage.

- give or accept a gift or hospitality during negotiations in connection with us or your employment to influence the outcome of these negotiations;
- treat anyone less favourably if they have declined a gift or hospitality from you.

If you or a colleague are offered any gift or hospitality that doesn't fit with our guidelines (or you suspect it doesn't), you need to let your manager know immediately. Of course, you mustn't accept the gift or hospitality even if you do, you may be asked to return it.

Transparency is really important to us, so we may treat a breach of this policy as gross misconduct. Any received gifts must be logged by your manager on the company gifts register.



HOLIDAYS: REFUEL AND RECHARGE THE BATTERIES

We don't want you running on an empty tank. Holiday is a great time to relax, refuel and unwind.

Our holiday year is 1st January to 31st December. We want you to enjoy your holiday in the holiday year you've earned it. For that reason, we don't carry holiday over from one year to the next.

If you join part way through the holiday year, your holiday entitlement (as set out in your employment contract) will be pro-rated to reflect the part of the year you've worked.

We want to make sure that you can genuinely log off whilst you're on your holiday. That's why we ask that you please give your manager no less than twice the amount of notice of any holiday you intend to take – it means we can ensure you can properly handover your work and switch your engine off (so, if you want to take one week off, please give your manager two weeks' notice). Please don't book a trip away without first checking with your manager – although they may get destination envy!

Although it may be really hard for you to refrain from checking your emails or even popping in to see your team – please ensure that holiday days are genuinely work free.

In certain departments there may be times we operate a shut down (Christmas for example) and you will need to use holiday days for these, so check with your departmental manager at the start of your holiday period to see if there's any specific shut down periods in your team. On very rare occasions we may need to ask you to use holiday around the needs of the business and on short notice (including during your notice period).

Where your holiday entitlement is additional to your statutory holiday entitlement under the Working Time Regulations 1998, we're required to tell you that your statutory holiday is treated as being taken first during the holiday year.

If you decide to leave us and you've taken more holiday than you've built up, it's only fair that we deduct an amount equivalent to the holiday you've overtaken from any monies that we owe to you.



MAINTENANCE

! Problem solving: Things you'll want to know about formal meetings

Sometimes there may be bumps in the road and we may need to take you through the **Sickness Absence, Driving Performance or Disciplinary policies**. These policies deal with formal meetings, comments and appeals in a similar way. We thought it would be helpful to capture the bits they all share in common in this policy.

Where we talk about a 'meeting' in this policy we're not referring to an informal meeting.

Inviting you to a meeting

We'll always write to you before a meeting explaining what the meeting is about and give you two working days' notice of the meeting (wherever possible).

This letter will include any documents you might want to consider before we meet and explain the possible outcome of the meeting.

Companions

You can bring along a companion to a formal meeting. The companion may be either a colleague or trade union representative. There may be circumstances where we ask you to choose a different companion if we think that your chosen companion isn't appropriate. You'll probably rely on your companion for support. That's fine, although they can't answer questions on your behalf at the meeting. They'll of course be able to leave with you.

Outcome

You will be notified in writing within seven days (where possible) of any decision made at or following a meeting or appeal.

Appeals

You might decide that you disagree with a decision that we make following a meeting and want to discuss the issues again or the process we've used. We'll write to you asking you to meet to talk about your appeal.

Following this appeal meeting we may confirm the original decision or withdraw it or substitute a different outcome. We will inform you in writing of our final decision as soon as possible, usually within seven days of the appeal meeting. Where possible we will also explain this to you in person or over the telephone. There will be no further right of appeal.

