



Employee Company Handbook



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SECTION 1 - INTRODUCTION

This handbook is a guide to the employment policies and standards of the companies within the umbrella of the Yacht Havens Group Limited, which will be commonly referred to throughout as "the company".

You should read this handbook carefully as its contents are important to you now that you have become a member of our team. Whatever job you do within the group is considered important as you will contribute to the overall smooth running of the company's businesses. The combined effort of everyone working together as well as the individual contribution is of equal importance in order to maintain prosperity, high standards of customer service and secure our future.

This employee handbook should answer most of the employment questions you may have but there may be some areas that differ from company to company. In such cases, please enquire further from your manager who will be able to advise you appropriately.

If you require more detail on any aspects contained within this handbook, please contact Helen Grew hgrew@yachthavens.com who will be able to explain further.

For now though **WELCOME ABOARD** and we hope you enjoy your time with us!

Dylan Kalis



SECTION 2 - THE COMPANY

Established in 1972, Yacht Havens Group is one of the UK's leading leisure marina businesses with a portfolio of freehold and leasehold interests of over 600 acres of waterside property (leisure & commercial) at 12 sites in the UK and the Netherlands. The Group operates nine marinas, two dry stacks and a commercial waterfront site. The locations between them serve over 4,000 berths.

Yacht Havens is a profitable, award-winning family-owned business that prides itself in having the most helpful staff & being dedicated to providing a personal service, premium quality berthing and excellent leisure facilities at every site.

Yacht Havens works hard to provide a safe & welcoming environment for our berth holders and customers to relax and enjoy their boating and leisure time.

The History of the Yacht Haven Group

The company was incorporated in 1960 and, after a 12-year period eventually obtained planning permission to dig out and create the Lymington marina from Harper's Lake in the salt marsh. The first marina started trading in 1972. The marina construction was initially financed by Westminster Dredging Company, the Kalis family business, then by 121 sailing enthusiasts through Unsecured Loanstock who lent the company £5,000 each in return for berthing for 20 years. The adjacent Peter Websters boatyard was bought in 1976 and this is now home to Jeremy Rogers boat builders, Ropewalk Marine engineers and Nick Cox chandlery.

Swansea Marina was built and opened in 1982 (subsequently sold) and in 1984 the company built and opened Largs Yacht Haven in Scotland.

In 1988, Dirk Kalis, Nigel Case and C Mason - the Finance Director, bought out the remaining original shareholders. In 1991, the company took over the management of two new marinas at Hartlepool and Pwllheli (both subsequently sold). C G Mason died in 1992 and the company bought back his shares.

In 1993, the company continued to expand and bought Neyland Yacht Haven and in 1994 bought Troon Yacht Haven and opened the Haven Quay site in Lymington for dry berthing. In 1998 the marina at Plymouth Yacht Haven was built.

2003 saw the purchase of the Blagdons storage site in Plymouth and commercial land at Breakwater Road for the development of what is now the dry stack at Yacht Haven Quay which opened in 2008. In 2004 Fambridge Yacht Haven was bought. In Lymington the commercial site at Haven Marine Park was purchased in 2011, and the group continued to grow with the purchase of an additional hangar in Plymouth in 2012, the Dutch marina Jachthaven Biesbosch in 2013 and finally Turnchapel Wharf in Plymouth in 2014.

The company is owned by the Case and Kalis families, and it is their intention to keep the business in the families, to clear the company of debt, and to continue to develop and grow the business.

The present Board directors of Yacht Haven Group Ltd are Thomas Case, Chairman, Dylan Kalis, Managing Director, Nigel Case, Dirk Kalis, Carolyn Elder and Helen Grew, Finance Director/Company Secretary.



Company Vision

“To be adaptable and embrace future opportunities to grow our successful independent family business”.

To deliver good customer service and keep exceeding customer expectations, maintain customer satisfaction, and provide all the services that they are looking for, either directly, or by getting tenants to provide them. The company aim is to provide a safe harbour and a suitable berth, with hoist, storage and parking facilities and security cover, and find specialist businesses to provide boat repairs, rigging, electronics, food and beverage, new boat sales and brokerage and a range of other boating & leisure related services.

Company Aims and Ethics

Yacht Haven believe in maintaining the highest standards of honesty, integrity and ethics in all aspects of our business with customers, suppliers, employees, governments and all other organisations, and to comply with the laws of each country and community within which we operate.

We believe our employees should be treated with respect, dignity and consideration and encouraged to work as a team under their local manager and that their contribution is valuable to the success of the Group as a whole.

We aim to remain financially strong and secure, to continue to grow where possible, to encourage the employment of a diverse workforce and to take an active part in community relations through cooperation, investment and opportunity, and particularly support sailing clubs, junior sailing and the RNLI.

Where possible, we encourage environmental awareness, aim to protect our natural surroundings & biodiversity, source locally where we can, reduce electricity & gas usage and increase solar energy usage, encourage recycling including food waste, and reduce carbon emissions. Our latest initiative is to encourage electricity charging points for cars at our sites.

We optimize our structure to allow for security and efficiency, provide opportunity at all levels, encourage open communication channels and strive to provide the best quality and reliability that any marina can offer in its overall service to the customer.



SECTION 3 - WORKING TIME

Hours of Work

The company operates 365 days a year and is particularly busy at bank holidays and weekends. Your usual hours of work will be stated within your Statement of Terms and Conditions, more commonly referred to as the "contract". You will need to refer to your manager with regard to rest periods and meal breaks that are appropriate to your job.

Your manager will organise a suitable work rota in order to meet the needs of the business and you will therefore work on a rota basis, suitable to your role and to the company's operations, which may change from time to time, in particular, on a seasonal basis. Each individual will discuss with the manager the appropriate times and consideration, wherever possible, will be given to cover personal circumstances.

Overtime

There is no overtime available unless specifically stated in your main Statement of Terms and Conditions.

Absence - General

There are bound to be times during your employment when you are absent from your job for a variety of reasons and we ask that you always keep us informed as far in advance as possible (depending on the circumstances).

As a smaller company, any form of absence is obviously going to cause added work for others within the team or facility, although we are, of course, sympathetic to genuine reasons for absence that we are aware of. However, any unauthorised absence - absence of which we are not aware, will unfortunately be seen as a breach of company policy and will result in disciplinary action. It will also result in deductions from your salary being made to cover periods of absence, not otherwise agreed.

Sickness Absence

You must notify your manager as soon as you are aware that you are going to be absent from work. In some cases, this may be the day before (or earlier), in other cases the same day. Please notify your manager as soon as possible on the first day of absence. If you are unable to make contact yourself, please ensure that someone telephones on your behalf. If your manager is not available, please leave a message with Helen Grew at Lymington on the main number.

Employees have a duty to keep their managers fully informed of the likely length and reason for absence, not only on the first day but subsequently, to ensure that appropriate cover can be arranged and that service standards are maintained. It is the employee's responsibility to ensure that communication is maintained with their manager throughout their period of absence. Failure to do so will be considered a breach of company policy and therefore disciplinary action may follow as a result.

If you are absent for a consecutive period of 8 days or over, you will be required to supply a Doctor's Certificate. These are usually provided by the Doctor free of charge. However, there may be occasions, particularly when there are frequent short-term absences, when the Company may ask you to produce a Doctor's Certificate for periods of less than 8 consecutive days' absence. In such cases any charges made by the Doctor, will be your own responsibility. The company further reserves the right to ask you to attend a consultation with the company's professional medical adviser, if appropriate.

All sickness certificates should be forwarded to your manager at all times, without delay. Failure in doing so may result in delays with any payments of Statutory Sick Pay (SSP).



There is no company sickness payment scheme and as of 6th April 2026, Statutory Sick Pay will be payable from the first full day of sickness absence. Statutory Sick Pay will be available to all eligible employees regardless of their earnings.

The rate of Statutory Sick Pay for all employees will be calculated at 80% of average weekly earnings or the flat weekly rate, whichever is lower. Please liaise with Helen Grew for details of the current rate. Your SSP entitlement is 28 weeks payment at the appropriate rate, depending on your normal weekly earnings.

Should the company decide to pay you for a period of absence, this will be completely at the discretion of the company and therefore cannot be guaranteed. All other rights of employment are not affected.

If you are part time, any payments are made pro-rata to your normal working week.

Managers will hold return to work meetings on your return to work following each period of sickness absence. The return to work meeting should take place on your first day back at work or failing that, as soon as reasonably possible.

Managers are required to complete a return-to-work form to provide a record of all return-to-work meetings. This must be completed at the meeting in the presence of the employee. Both the manager and you as the employee should sign the form.

The return-to-work meeting is an opportunity to discuss any matters relating to the absence. The purpose is to manage and monitor absence so that any underlying pattern or cause of absence can be identified and discussed. If during the meeting, should you indicate that you are having any underlying medical condition or disability, or if the manager identifies an emerging pattern of sickness, the manager may need to discuss this in confidence with Helen Grew.

Maternity Leave

It would be very helpful if you could advise your manager as soon as you can if you discover you are going to have a baby. This way we can be sure to plan how to cover your absence, advise you on your benefits and rights and, most of all, make sure that your health and safety is our first consideration during the term of your pregnancy.

All pregnant employees, regardless of their length of service, whether they are part time or full time, now qualify for Ordinary Maternity Leave (OML) and Additional Maternity Leave (AML).

In order to qualify for Ordinary Maternity Leave (OML), you will need to advise your manager no later than the end of the 15th week before your expected week of childbirth (EWC) of the date you wish your OML to commence. Once you have done this, you may change this date by giving your manager at least 28 days before going on maternity leave of the EWC (Expected Week of Childbirth/Confinement) and the date you wish the maternity leave to commence, which can be no earlier than 11th week before EWC. Please advise your manager of this in writing. Your manager will then let Helen Grew know and will also confirm to you in writing within 28 days of what you are entitled to and when the dates begin and end.

As a pregnant employee/new mother, you are entitled to take:

- 26 weeks Ordinary Maternity Leave (OML) followed by
- 26 weeks Additional Maternity Leave (AML) and
- up to 4 weeks unpaid Parental Leave if you choose to take it up at this stage rather than subsequently.



If you are absent from work with a pregnancy-related illness in the 4 weeks prior to the EWC/EDC, then leave will start automatically. You will also need to supply the appropriate forms from the midwife.

You will be required to take “compulsory” Maternity Leave for two weeks immediately after the birth of your baby, during which you are not legally permitted to work. This is part of the OML and not additional to it.

Return to work

You are not required to forewarn your employer if you intend to return to work the day after your Maternity Leave ends but if you wish to return to work before the end of the OML and the AML periods you must give your employer 8 weeks' notice of your return date or any earlier return date. If you do not intend to return to work, you must provide at least the period of notice required by your Contract of Employment, e.g. if you would normally give one month's notice of termination, then you must provide this prior to the end of your maternity leave period.

During the Maternity Leave periods, your contract of employment continues. During the OML period, you are entitled to receive all contractual benefits except for remuneration. You will also be entitled to Statutory Maternity Pay (SMP) during the SMP period instead of normal salary (please see the section on SMP for full details).

After the OML period, you will still be entitled to return to your previous role on returning to the company. After completion of the AML period, you are also entitled to return to the same role but if the company can show you that it is not reasonably practicable for you to return to that role, or the job no longer exists, you will be offered an equivalent role of similar status and nature. If you wish to return on a flexible basis, you are requested to follow the Flexible Working application process, detailed further on in this Handbook.

Statutory Maternity Pay (SMP)

The qualifying week for SMP is the 15th week before the Expected Week of Childbirth (EWC) and this is used to determine whether you qualify for Statutory Maternity Pay (SMP).

SMP is payable for up to 39 weeks and therefore can cross over from the OML to AML period.

The first 6 weeks of your maternity leave is paid at 90% of your average weekly earnings and the remainder is paid at the lower level. Please check with the Payroll manager for the up to date SMP rates which generally increase in April each year.

At the beginning of the qualifying week (see above), you must have completed 26 weeks continuous employment with us to qualify for SMP. Because you are now automatically entitled to AML as well as OML, it does not mean that you will also qualify for SMP. For those pregnant employees who have not worked for us long enough to qualify for SMP, you may apply for Maternity Allowance instead.

You must provide a minimum notice period of 28 days to the company in order to receive SMP and you may choose on which day of the week your SMP begins rather than the Sunday after your last day of work.

To be entitled to SMP, you must earn, before tax, an average of the current Lower Earnings Limit for National Insurance Contributions. Please check with Helen what the current rates are. The average earnings must have been at this level for 8 weeks prior to the last pay day before the qualifying week.

Keeping in Touch (KIT) Days

KIT days are an excellent way for new mothers to stay in touch with their workplace in order to facilitate a smooth return and re-acustom themselves to their working environment or undertake any relevant training. This enables both the company and you, to stay in touch and make reasonable contact from time



to time during a maternity leave period without bringing the maternity leave period to an end. You will be paid for up to 10 KIT days during this period and be paid at your normal rate without losing your entitlement to SMP, e.g. If you normally earn £300 for a 5 day week and your SMP entitlement is £117 and you come in for 5 days, you will receive your SMP, as normal, and the balance to make it up to £300. This can be facilitated in the following way:

- You can come in for one hour or a whole day. This will still be a KIT day.
- The decision to undertake a KIT day must be made by agreement between you and the company.
- The KIT day will not bring your maternity leave period to an end.
- The company has no right to demand that any such KIT work is undertaken and you have no right to undertake such work.

Paternity Leave

To support working parents, from 6th April 2026, employees will be eligible to give notice to take Paternity Leave and Unpaid Parental Leave from their first day of employment, however to qualify for paternity pay, you must have been continuously employed for at least 26 weeks up to the of any day in the qualifying week (15th week before the baby is due).

Transitional arrangements for Paternity Leave from 6th April 2026

For newly eligible birth parents with a baby due before 26th July 2026, the notice period is temporarily reduced to 28 days. Standard notice requirements apply for those whose child is due on or after 26th July 2026. Standard notice requirements for adopters and birth parents who qualified before 6th April remain unchanged.

Ordinary Paternity Leave

You must be either the biological father of the child, the mother's husband or partner (including same sex relationships), the child's adopter or the husband or partner (including same sex relationships) of the child's adopter. In addition, you must take the Paternity Leave for the specific purpose of caring for a newborn child and supporting the mother (or for the purpose of caring for a newly placed child for adoption and supporting the adoptive parent).

The company will provide two weeks' paid Ordinary Paternity Leave which can be taken in two ways; either as a single week or as two consecutive weeks and it must be taken within eight weeks of the actual date of birth (or eight weeks after the expected date of birth if the baby is born early), or 8 weeks from the date of the child's placement. It cannot be taken in odd days and it based on your normal week's work pattern. For example, if you only work 4 days a week normally, then that is classed as a week.

If you wish to take Paternity Leave, you are required to give the company a self-certificate of entitlement to leave which includes your name, the EWC or if the birth or placement of the child has already occurred, the actual date of birth or placement, the length of period of leave required and the date from which it is requested.

The above information should be given to the company on or before the 15th week before the EWC or within 7 days of being told by the adoption agency that you have been matched with a child. If this is not practicable, as soon as possible afterwards and at least 28 days before the leave commences. You are not obliged to provide the company with any medical evidence of the pregnancy or birth.

Ordinary Paternity Leave can start on any day of the week but not before the baby is born and must finish within 8 weeks (56 days precisely) of the baby's birth. If the baby is born before the week it was due, it must finish within 56 days of the first day of that week. You can also start Ordinary Paternity Leave after a period of parental leave has ended.

If there are multiple births you are only allowed one period of Ordinary Paternity Leave.



Additional Paternity Leave (APL)

You may be entitled to Additional Paternity Leave of up to 26 weeks, in addition to Ordinary Paternity Leave, provided you are either the father of a child due on or after 3rd April 2011 or your wife or partner (including same sex relationships) is pregnant and due to give birth to a child on or after the same date, or you and your partner receive notification that you are matched with a child for adoption on or after this date. In addition, you may be entitled if your spouse or partner (including same sex relationships) is adopting a child from overseas and the child enters Great Britain on or after 3rd April 2011. You must have the other same qualifying conditions as Ordinary Paternity Leave.

Additional Paternity Leave is for a maximum of up to 26 weeks. If your partner has returned to work the leave can be taken between 20 weeks and one year after your child has been born or placed for adoption.

You may be entitled to Additional Statutory Paternity Pay during your partner's Statutory Maternity Pay (SMP), Maternity Allowance (MA) or Statutory Adoption Pay Period (SAPP) and this is paid only if you take Additional Paternity Leave or if you are not working for the purposes of caring for your child during your partner's SMP, MA or SAPP.

Statutory Paternity Pay (SPP)

To get SPP, you must provide the company with a completed self-certificate form that you are the father of the child and/or the partner (including same sex relationships) or husband of the mother and:

- you are taking leave either to care for his child and/or to support the mother, and
- have or expect to have responsibility for the upbringing of the child.

You must give the company a completed self-certificate as evidence of your entitlement at least 28 days before you require the SPP to begin and have been continuously employed for at least 26 weeks up to any day in the qualifying week (15th week before the baby is due) to qualify. Please contact Helen for the up to date SPP rates which rise in April of each year. You will be entitled to either the SPP rate or 90% of your average weekly earnings if this is less than the SPP rate and your other terms and conditions of employment (except for the remuneration) are not affected.

Additional Statutory Paternity Pay (ASPP)

To qualify for this you must be an employee of the company and earn at least the lower earnings limit for National Insurance contributions in force at the end of the qualifying week. In addition to this, the mother or adopter must have returned to work and stopped claiming any relevant pay with at least 2 weeks of unexpired Statutory Pay period remaining. You must also intend to care for the child during this Additional Statutory Paternity Pay period, which is only payable to you during the period of your partner's 39 week MA, SMP or SAPP.

If you adopt from overseas the qualifying week for ASPP is the week official notification was received or the week you have 26 weeks' continuous employment with the employer paying ASPP – whichever is the later.

Unpaid Additional Paternity Leave

You have the right to take unpaid Additional Paternity Leave provided you still meet the eligibility criteria for leave but not pay. You must also continue to be an employee unless your contract is expressly ended by either Yacht Havens Group or yourself.

Adoption Leave

The essential requirements for qualifying for adoption leave are that, as an employee, you must:

- be newly-matched with a child for adoption by an approved adoption agency, and
- have worked continuously for the company for 26 weeks leading into the week in which you are notified of being matched with a child for adoption, otherwise known as "the matching week",



- be the only partner taking adoption leave.

Adoption Leave is essentially the same as the Maternity Leave provisions but subject to the following stipulations:

- Adoption Leave is not available to both parents. If one partner is eligible for Adoption Leave and Pay, the other may take Paternity Leave and Pay.
- The entitlement to Adoption Leave applies to partners of the same sex.
- You must be able to demonstrate that you will have responsibility for the upbringing of the child or children; it does not matter if you are not married.
- A match occurs when an approved adoption agency matches an adopter with a child.

Where an approved adoption agency notifies the adopter of a match with a child, paid Adoption and paid Paternity Leave is available.

Adoption Leave, as with Maternity Leave, is split into two kinds of leave:

- 26 weeks Ordinary Adoption Leave (OAL), immediately followed by
- 26 weeks Additional Adoption Leave (AAL), giving a total of up to 52 weeks.

Statutory Adoption Leave depends on a number of factors, including whether you are eligible for Additional Adoption Leave, which only arises after you have completed 26 weeks' continuous service with the company, ending with the week in which you have been notified of having been matched with a child or children. This is in contrast to Maternity Leave where employees are entitled to 52 weeks total leave, regardless of length of service.

The other parent may take Paternity Leave which must be taken within 56 days beginning on the date in which the child is placed with the adopter, or at a later date if agreed, as long as it is taken within 56 days of the placement date or may also qualify for Additional Paternity Leave. Please see the section relating to this in the Handbook.

You must give the company notice no more than seven days after the date on which you have been notified of having been matched with a child for the purposes of adoption unless this is not reasonably practicable. You will need to tell the company the following details:

- when the child is expected to be placed with you, and
- when you want to start your Adoption Leave.

The company will, within 28 days of receiving this, write to you stating the date you are expected to return from Adoption Leave.

Like Maternity Leave, you are required to give at least 8 weeks notice of the date on which you intend to return to work if it is earlier than the end of the Adoption Leave period. No notice is required if you intend to return at the end of the full Adoption Leave period, if appropriate to you.

You have the right to change the date on which you want the leave to start, provided you give the company notice in writing at least 8 weeks in advance, unless this is not practicable.

The company has the right to request any documentary evidence of your entitlement to Adoption Leave which may be in the form of a letter from the adoption agency or other appropriate documentation.

In most cases, Statutory Adoption Pay (SAP) is available to an adoptive parent of a child newly placed for adoption - overseas adoption may be different and if this applies to you, please consult your manager or HR representative. The rate of SAP is normally increased in April each year, as with SMP.



Parental Leave

Parental Leave is an individual right and either parent has the right to parental leave, although it is not transferable between parents. If you are separated and you don't live with your children, you still have the right to Parental Leave if you keep formal parental responsibility for the child or children. Foster parents do not have rights to Parental Leave.

The purpose of Parental Leave is to care for your child which may include making arrangements for the welfare of your child.

You can take parental leave immediately after your Maternity, Paternity or Adoption Leave providing you give the correct notice (please see the other sections for details of those).

You are entitled to be absent from work on Parental Leave for the purpose of caring for your child under the following conditions:

- you have been continuously employed by the company for not less than 12 consecutive months and,
- you are the parent named on the birth certificate of a child,
- or you are named on the child's adoption certificate,
- or you have legal parental responsibility for a child under the age of 5 years old (18 if disabled).

You can take a total of up to 13 weeks' parental leave for each of your children up until their 5th birthday. (Please note, this is likely to increase to 17 weeks from 2012. Please check with www.direct.gov.uk.)

If your child is adopted, you can take a total of up to 13 weeks' parental leave until the 5th anniversary of their placement with you or until their 18th birthday, whichever comes first.

If your child is disabled (that is, getting disability living allowance) you have the right to take up to 18 weeks' parental leave until their 18th birthday.

Under the provisions of Parental Leave, an employee is entitled to 13 weeks unpaid leave per child which must be taken in blocks of at least 1 week up to a maximum of 4 weeks per year. However, if the child for whom Parental Leave is taken is disabled, they may take the leave in days rather than 1 week blocks. Parents of disabled children are entitled to 18 weeks leave.

Employees must provide at least 21 days notice of their intention to take Parental Leave. If they intend to take more than 2 weeks Parental Leave at any time, the employee must give double the amount of notice to the period of Parental Leave. For example, 8 weeks notice must be given for 4 weeks Parental Leave.

The notice period should be in writing to your manager and should specify when the Parental Leave will begin and end, unless unknown in which case an approximate time should be given.

Parental Leave may be postponed if the needs of the business dictate, however, it cannot be postponed for more than 6 months. If the company needs to postpone the request, this will be done in writing, stating the reason for the postponement and the dates when the Parental Leave can be taken. This will be done within 7 days of the receipt of the written request from the employee. It will not be postponed if notice is given to take it immediately after the time the child is born or adopted into the family.



Flexible Working

As an employee, you have the right to request flexible working in order to fit in with your family commitments. This, however, does not mean that the company will automatically grant your request, but we are obliged to consider it seriously and to respond to it appropriately.

You can be a carer if you care or expect to be caring for:

- a spouse, partner, civil partner or relative, or
- someone who lives at the carer's address.

You can be a parent if you are either:

- the mother, father, adopter, guardian, special guardian, foster parent or private foster carer of the child or a person who has been granted a residence order in respect of a child, or
- married to or the partner or civil partner of the child's mother, father, adopter, guardian, special guardian, foster parent or private foster carer or of a person who has been granted a residence order in respect of a child.

In order to formally request an option for flexible working and for the right to it being given serious consideration, you must satisfy the following:

- you must have worked for us for a minimum of 6 consecutive months.
- you must not have made another statutory request during the past 12 months
- you must be a parent with children who have not yet reached their 16th birthday (all applications must be made at least 14 days before the child is 16). If you have a disabled child, this age is extended to 18.
- you must be a carer of certain adults who require care.
- You must make your request in writing to your manager, setting out the desired working pattern, the date you wish it to begin, the age of your child or the circumstances of the care, and how you believe it could be made to work.

We will then consider your application thoroughly and consider all the business implications associated with it. This decision will be considered by at least two members of management, which will consist of at least one director of the company and a meeting between you and the management will be held within 4 weeks of receiving the written request in order to give it proper consideration. You are entitled to bring with you support counsel in the form of a fellow work colleague or a trade union official.

If you are unable to attend the meeting you must advise us as soon as possible so an alternative date can be arranged with reasons for your inability to attend. If you fail to attend the meeting without a reasonable explanation, your application for flexible working will be withdrawn.

Following this meeting, and when a decision has been made, we then have 2 weeks to write to you to advise you whether or not your request has been successful, giving a full explanation of the business reasons if it is not and setting out a procedure for appeal, which will be heard, where possible, by at least two other members of management. The appeal will be heard within 2 weeks and a final decision made within 2 weeks following this.

If the request is declined, then there must be at least a 12 month gap before another request is made by you again.



We will at all times consider serious applications to work flexibly in order to fit in line with family commitments. However, due to the nature of our business, this is not always possible and we request that any applications made by an employee are given very careful thought as to how, in practical terms, it could work before putting in an application.

Carer's Leave (Carer's Leave Act 2023)

From 6 April 2024, employees are entitled to one week's unpaid leave per year to give or arrange care for a 'dependant' who has:

- an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months,
- a disability for the purposes of the Equality Act 2010, or
- care needs connected with their old age.

The dependant does not have to be a family member. It can be anyone who relies on you for care.

As an employee are entitled to this benefit from your first day of working for the company and all employment rights (like holidays and returning to your job) are protected during carer's leave.

How long can I take?

Employees can take up to one week of leave every 12 months. A 'week' means the length of time you usually work over 7 days. For example, if you usually work 3 days a week, you can take 3 days of carer's leave.

You can either take a whole week off or take individual days or half days throughout the year.

If you need to care for more than one person, you cannot take a week of carer's leave for each dependant. You can only take one week every 12 months. However, you can use the week of leave on more than one dependant.

Employees with irregular working patterns, the leave entitlement will be worked out based on the total number of hours worked in the previous 12 months, and then divided by 52 (weeks of the year) or however many weeks since you started the job, if they've been in the job less than a year.

If you wish to take carer's leave in your first week, the company will use the number of hours you are expected to work in a week as the amount of leave they can take.

How do I take carer's leave?

You will need to provide your manager with notice before you wish for your leave to start.

If the request is for half a day or a day, the notice period must be at least 3 days. If the request is for more than one day, the notice period must be at least twice as long as the requested leave. For example, if the request is for 2 days, the notice period must be at least 4 days.

The notice period needs to be in full days, even if the request includes half day amounts.

The request does not have to be in writing, but where possible it would benefit the company if you were to email your manager including the date that you wish to take leave from, and how many days you wish to take.

You do not need to give evidence of your dependant's care needs.



If you need to look after someone in an emergency, you can take time off for this without giving a notice period. Please inform your manager as soon as possible if this is the case.

When the company can delay carer's leave

The company will not refuse a carer's leave request, but we can ask the employee to take it at a different time. However, the company will only do this if the employee's absence would cause serious disruption to the organisation.

If the company were to delay the request, we will:

- agree another date within one month of the requested date for the leave and;
- put the reason for the delay and new date in writing to the employee within 7 days of the original request, and before the requested start date of the leave.

In all cases, in the first instance, please speak with your manager and advise them of how long you think you will be off for so that cover can be arranged, if necessary.

Time Off for Dependants

A dependant is defined as the partner, child or parent of the employee, or someone who lives with the employee as part of their family, but not a lodger. For example, this could be an elderly aunt or grandparent who lives in the household. Dependants do not include tenants or boarders living in the family home, or someone living in the household as an employee. In cases of illness, injury or where care arrangements break down, a dependant may also be someone who reasonably relies on the employee for assistance.

An employee is entitled to unpaid time off to deal with the following situations:

- A dependant falls ill, is injured or assaulted or gives birth
- Childcare or other care arrangements break down.
- The consequences of the death of a dependant, e.g. arranging a funeral
- A child is involved in a serious accident at school or during school hours.

In some cases, it may be that only a few hours off are needed which may rise to a couple of days at the most to deal with any incidents. If more time is necessary, please speak with your manager and agree a realistic timescale.

In all cases, in the first instance, please speak with your manager and advise them of how long you think you will be off for so that cover can be arranged, if necessary.

Jury Service

If you are required to be a witness in court or attend Jury Service, a leave of absence will be granted, unless the company is left in a position where it cannot operate without you.

You will be required to complete the loss of earnings form provided by the Courts. Payment must be claimed from the Courts and you will receive your full salary minus the payment you receive in respect of duties performed.

Please give as much notice as possible to your manager of this so that appropriate cover can be arranged.

Compassionate Leave

A request for Compassionate Leave will always be treated with the utmost consideration and regard to your individual circumstances. Such requests usually relate to a death in the employee's immediate family



or other similar serious illness or accident. Immediate family is usually defined as spouse/partner, children, parents, parents-in-law, brother, sister, grandparents and grandchildren.

The amount of leave granted will depend entirely upon the individual circumstances of each case and up to 3 days may be arranged. Requests for further time off either unpaid or using holiday entitlement will be considered by your manager.

Parental Bereavement Leave

You and your partner may be able to take time off work if your child dies before they turn 18, or if you have a stillbirth after 24 weeks of pregnancy.

You can take 2 weeks' leave from the first day of your employment for each child who has died or was stillborn if you're eligible. The leave can be 2 weeks together, 2 separate weeks of leave, only one week of leave or a week is the same number of days that you normally work in a week.

You'll be able to get either £172.48 a week or 90% of your average weekly earnings (whichever is lower) if you're eligible.

You have 56 weeks to take Parental Bereavement Leave or claim Statutory Parental Bereavement Pay through your employer. This starts from the date of the child's death.

Bereavement Partner Paternity Leave

From 6th April 2026, if your partner dies within the first year of your child's life or adoption, you will be entitled to Bereaved Partner's Paternity Leave. This is a day one right and there is no length of service required to qualify.

The person who's died must be either:

- the mother or parent who gave birth
- the primary adopter
- an intended parent having a baby through surrogacy

The father or partner can take up to 52 weeks' unpaid leave to care for their child. You can choose the amount of time, but it must be taken in one block. In most cases, you must take the leave within 52 weeks of either:

- the child's birth – including intended parents in a surrogacy
- the child's adoption placement
- the child's entry to Great Britain for overseas adoptions

If the death happens less than 14 days before the end of the 52 weeks. The father or partner can still take 14 days' leave.

Who can take this leave

The father or partner must have responsibility for bringing up the child. They must be at least one of the following:

- the child's father
- married to, the civil partner or partner of the mother or parent who gave birth
- married to, the civil partner or partner of the primary adopter

This includes same-sex partners. If you have separated from your partner, you can still take this leave, however you must have ongoing responsibility for bringing up the child.



Anyone taking this leave must also have the legal status of employee. Someone is not likely to be an employee if they're:

- an agency worker
- a casual worker
- on a zero-hours contract

If someone is not eligible

We understand that should you find yourself in this position it will be a very difficult and upsetting time and we want to support you as much as possible. Please contact Helen Grew to agree what time you can take off.

Holidays

The annual holiday year runs from 1st February to 31st January. The annual holiday entitlement for each employee is 33 days based on a full-time employee (pro-rata for a part time employee) for each calendar year. This includes all bank and public holidays which are treated as normal working days. If you join during the calendar year you will be entitled to a pro-rata amount which is shown in your offer letter. However, 3 of these days within the entitlement must be taken between Christmas and the New Year.

The holiday is calculated for each completed month worked by dividing your annual holiday entitlement by 12 months. For example, for each completed month of the calendar year, you will accumulate the equivalent to 2.59 days per month. A complete month must be worked to ensure that holiday is accumulated for that month. If you are starting or leaving, the outstanding entitlement will be rounded up to the nearest half.

There can be no payment in lieu of notice of any holiday not taken, except on termination of employment. Therefore, it is advisable to ensure your holidays are always planned in advance and agreed with your manager/director. Holidays may not be carried over from holiday year to holiday year without the express written permission of a director of the company and usually only in extenuating circumstances in order to minimise any disruption to schedules.

Holidays taken for religious or national observances, must be taken from your normal annual holiday entitlement and every consideration will be given to ensure that you get the time off that you desire, where, possible and within business demands.

You are requested to not take any holiday during our peak periods which are between Easter and the first of October, and none in March, or during the school holidays. (Where employees have children, their managers will try to fit in any requests at this time with business arrangements.) Please liaise closely with your manager before booking any holidays as the timing will be subject to his/her agreement.

Please liaise with your manager and please ensure that a minimum of 2 weeks notice is given for all holiday bookings.

Holidays may not be taken during the probationary period, but will continue to be accrued during this time.



Leaving the Company

Should you decide to leave the company, you need to give the period of written notice as stated below.

	Employer	Employee
During the probationary period	1 week	1 week
Up to and including 4 years' service	4 weeks	4 weeks
5 years' service or more	5 weeks + an additional week for every year worked up to 12 weeks (for 12 years or more continuous service)	4 weeks

If you leave without giving or working out your notice, the company will recoup its losses by making a deduction from pay owing to you up to each day not worked based on a 52 week year, 5 day week.

All notice given must be in writing to your manager.

The company reserves the right to make payment in lieu of notice and also, if appropriate, to place the employee on a period of "garden leave" until the notice has been completed. Whilst on "garden leave" the employee will remain an employee of the company and will continue to be bound by its terms and conditions.



SECTION 4 - PAY AND BENEFITS

Payment of Salary

Your salary will be paid, in arrears, direct into your bank or building society account every calendar month throughout the calendar year. Each month's salary up to and including the last day of the month, will be paid on or the nearest working day to 26th. For this reason, it is important that you supply us with the correct details of your bank account and any changes to it during the course of your employment with us.

If, for whatever reason, it is discovered that an overpayment of salary has been made to you, then this will become repayable to the company. In signing your Statement of Terms and Conditions, you will be agreeing to any such deductions. If necessary, to avoid any undue hardship, the deduction may be made over a reasonable period of time at the company's discretion.

Annual Salary Review

A review of your annual salary will take place in April each year. This does not mean that you will automatically get a pay increase, but that your work performance will be reviewed throughout the year together with consideration of current market forces and/or inflation, and the performance of the business, as a whole.

Any employee who is under a disciplinary sanction at the time of the annual review, will not receive a salary increase.

Private Medical Insurance

This is a non-contributory, but taxable, benefit available to all employees who have completed one continuous year of service with the company at the time of renewal date of 1st September. The medical insurance covers you only and is a taxable benefit. Family cover can be provided at an additional cost to yourself, deducted in 12 equal monthly instalments from your salary. Should you wish to extend your cover to your family, please contact your Manager to obtain the appropriate forms and notification of the extra cost. The company reserves the right to offer you to join the medical insurance scheme at any time earlier, rather than waiting longer, e.g. if you join on 1st October and your year's service is up on 30th September, rather than wait a further 11 months, the company may invite you to join earlier. This benefit is not available to those above the age of 65 due to a substantial increase in premiums payable.

The company reserves the right to change the medical insurance provider from time to time to ensure that maximum benefits are provided and for administration efficiencies and will advise you if this is the case.



Pension Scheme

Every employee has the option of joining the company pension after they have successfully completed the probationary period. The company contributes 8% of your basic salary into the scheme and encourages you to contribute more into it, if you wish, subject to statutory tax allowances.

If you do not wish to join the scheme, you will be asked to sign a form confirming that you have received the details and waive your rights to joining the pension scheme and accruing any benefits.

Further details of the Pension Scheme will be sent to you on the successful completion of your probationary period, or earlier if you require.

The company reserves the right to change the pension provider in order to save administration costs or to increase pension investment for the staff and therefore will review the scheme from time to time in order to monitor its performance.

Retirement

Since 1st October 2011, the company no longer operates a fixed retirement age, in accordance with current legislation, and your employment will therefore be automatically expected to continue after your 65th birthday, unless otherwise terminated in relation to the notice provisions in the contract.

All terms, conditions and benefits will remain the same except for life assurance and private medical cover which will cease after your 65th birthday due to a substantial increase in premiums from the age of 65.

Employees over the age of 65 can expect to continue with the same working conditions and treatment as before, which can include training, performance management, future planning, etc. and can expect to be given full consideration for any recruitment or promotion opportunities that arise. Yacht Haven Group will not tolerate any age discrimination whatsoever in accordance with the Equality Act 2010.

The company does, however, reserve the right to retire an employee after the age of 65 if it feels it has an objective justifiable reason for doing so. This may, for example, refer to health and safety but could be for other justifiable reasons. Should this be the case your statutory rights will not be affected and you will receive every support and consultation as in the case of all dismissals with the company.

Death In Service

We operate a non-contributory lump sum benefit scheme equivalent to twice your basic annual salary, which is paid to your nominated beneficiaries, subject to the Trustees' discretion, should you die whilst in service.

The scheme is open to every employee aged 16 or over up to the age of 75 effective from their first day of employment. Should you leave the company, this benefit will cease with immediate effect.

This is an ex-gratia and non-contractual benefit and renewal is at the discretion of the company and may be discounted at the scheme's anniversary, which is 1st April. Should it be discontinued, the company will of course give reasonable notice.

Staff Discount

The company will offer employees, after successful completion of their probationary period, half price berthing for their own boat up to 10m LOA during employment, providing there is berthing available.



However, should you leave the company for whatever reason, this benefit will cease with immediate effect at midnight on your last day of employment and the berth charge will either revert to the full rate or you will be asked to move your boat. The company reserves the right to alter this discount.

SECTION 5 - COMMUNICATION

Communication Policy

Communication within the Group is important to us to ensure that the Company can function in the most efficient way possible. To communicate effectively is to exchange information freely and openly between facilities, through the reporting structures and between all individuals at all levels.

Effective communication means that everyone's contribution is recognized and acknowledged. It means that all staff become aware of the Group's performance, major activities, policies and procedures.

All methods of communication are used in the Group to establish a greater, two-way dialogue between sites and between all levels of staff. Everyone has a contribution to make, and it is important for the company to gather feedback from the employees and for the employees to express opinions in an open, constructive manner in order that progress can be reviewed and, if necessary, a course of action can be agreed upon to make improvements and efficiencies, where appropriate.

The Group does not have a preferred medium of communication but relies on its staff to use the facilities available, whether it is by individual consultation, email, telephone, or post, to ensure their point of view is heard.

Telephones/Mobile Phones

Use of company telephones are generally discouraged for personal use, and it is requested that any personal calls, unless urgent, are made from your own mobile phone. Sensible discretion is required. For example, in the case of a family emergency, it is expected that the employee would make contact with the family in the easiest and quickest way possible.

The use of personal mobile phones is strictly limited during working hours. The manager has the right to ensure that the employee's mobile phone is switched off if they feel the freedom of use is being abused or is unduly distracting the employee from their normal working duties and responsibilities to our customers.

Technology Use Policy

Some sites will have the benefit of technology as their communication medium and to assist them in their work. Company technology which includes photocopiers, faxes, telephones, email and the internet, etc, are for business use only and should not be used for personal reasons without prior approval of your manager. There is a cost incurred in the use of these; not only technological costs, but in the time used and the company therefore discourages personal use.

These guidelines have been drawn up to set expectations for the appropriate use of technology at all of our sites and to ensure consistency throughout. It sets out guidelines as to what is generally not acceptable and any further enquiries that are more specific, need to be made of your manager.

The guidelines apply to all employees, managers and third parties of Yacht Haven Group and apply to all technology, which may include but are not limited to, computers, peripherals, printers, photocopiers, scanners, telephones, digital cameras, fax machines etc.



Technology has been introduced at all our sites at considerable cost to encourage the use of efficiency in our business. It is used to support business goals and objectives and to improve communications, both internally and externally.

It may be necessary from time to time to use this technology for non-business use and the company will at all times be reasonable and consider such requests. However, the main purpose of it is for business and therefore, if a personal need arises, you are asked to first seek permission from your manager. Failure to do so may lead to disciplinary action.

Inappropriate use of computer usage will be considered, as follows:

- Disclosing confidential information to a third party when not authorized to do so
- Communicating in ways that reflect poorly on the Group
- Communicating information when not authorized to do so that may be perceived as official or endorsements from the group
- Communicating using inappropriate or confrontational or defamatory language
- Participating in an activity that is in breach of company policies, e.g. bullying, harassment
- Originating or distributing chain mail
- Excessive personal use of email or internet, e.g. over 3 personal emails a day, over 3 personal internet site hits, unless given prior permission.
- Promoting political or religious positions without prior authorization of a company director
- Participating or engaging in activities that violate the law
- Operating a personal business or use for personal gain
- Soliciting
- Creating, storing or transmitting illegal or otherwise offensive material
- Misrepresenting an individual's identity

This list is not exhaustive, but merely an example.

Failure to observe these company guidelines will be considered a breach of policy and therefore disciplinary action may be necessary.

Social Media Policy

This policy is in addition to the policy on Information Technology for companies within the Yacht Haven Group. It will continue to be amended and enhanced as and when appropriate in line with new updates in technology, practice and legislation. The purpose of these rules is to protect the Company's legal interests.

Social media definition

Social media is an interactive online media that allows users to communicate instantly with each other or to share data in a public forum. It includes social and business networking websites such as Facebook, MySpace, Bebo, Twitter and LinkedIn. Social media also covers video and image sharing websites such as YouTube and Flickr, as well as personal blogs. This is a constantly changing area with new websites being launched on a regular basis and therefore this list is not exhaustive. This policy applies in relation to any social media that employees may use.

Use of social media at work

Employees are only permitted to log on to social media websites or to keep a blog using the Company's IT systems and equipment outside their normal working hours (for example, during lunch breaks or after the working day has finished) and this must not under any circumstances interfere with their job duties or have a detrimental effect on their productivity. This includes laptop and hand-held computers or devices distributed by the Company for work purposes. The Company nevertheless reserves the right to restrict



access to this type of websites at any time. Where employees have their own computers or devices, such as laptops and hand-held devices, again they must limit their use of social media on this equipment to outside their normal working hours.

However, employees may be asked to contribute to the Company's own social media activities during normal working hours, for example by writing Company blogs or newsfeeds, managing a Facebook account or running an official Twitter or LinkedIn account for the Company. Employees must be aware at all times that, while contributing to the Company's social media activities, they are representing the Company.

Company's social media activities

Where employees are authorised to contribute to the Company's own social media activities as part of their work, for example for marketing, promotional and recruitment purposes, they must adhere to the following rules:

- use the same safeguards as they would with any other type of communication about the Company that is in the public domain
- ensure that any communication has a purpose and a benefit for the Company
- obtain permission from their manager and/or the company marketing consultant before embarking on a public campaign using social media
- request their manager and/or the company marketing consultant to check and approve content before it is published online
- follow any additional guidelines given by the Company from time to time.

The social media rules set out below also apply as appropriate.

Social media rules

The Company recognises that many employees make use of social media in a personal capacity outside the workplace and outside normal working hours. While they are not acting on behalf of the Company in these circumstances, employees must be aware that they can still cause damage to the Company if they are recognised online as being one of its employees. Therefore, it is important that the Company has strict social media rules in place to protect its position.

When logging on to and using social media websites and blogs at any time, including personal use on non-Company computers outside the workplace and outside normal working hours, employees must not:

- other than in relation to the Company's own social media activities or other than where expressly permitted by the Company on business networking websites such as LinkedIn, publicly identify themselves as working for the Company, make reference to the Company or provide information from which others can ascertain the name of the Company.
- other than in relation to the Company's own social media activities or other than where expressly permitted by the Company on business networking websites such as LinkedIn, write about their work for the Company - and, in postings that could be linked to the Company, they must also ensure that any personal views expressed are clearly stated to be theirs alone and do not represent those of the Company.
- conduct themselves in a way that is potentially detrimental to the Company or brings the Company or its clients, customers, contractors or suppliers into disrepute, for example by posting images or video clips that are inappropriate or links to inappropriate website content.



- other than in relation to the Company's own social media activities or other than where expressly permitted by the Company on business networking websites such as LinkedIn, use their work e-mail address when registering on such sites or provide any link to the Company's website.
- allow their interaction on these websites or blogs to damage working relationships with or between employees and clients, customers, contractors or suppliers of the Company, for example by criticising or arguing with such persons.
- include personal information or data about the Company's employees, clients, customers, contractors or suppliers without their express consent (an employee may still be liable even if employees, clients, customers, contractors or suppliers are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable) - this could constitute a breach of the Data Protection Act 1998 which is a criminal offence.
- make any derogatory, offensive, discriminatory, untrue, negative, critical or defamatory comments about the Company, its employees, clients, customers, contractors or suppliers (an employee may still be liable even if the Company, its employees, clients, customers, contractors or suppliers are not expressly named in the websites or blogs as long as the Company reasonably believes they are identifiable).
- make any comments about the Company's employees that could constitute unlawful discrimination, harassment or cyber-bullying contrary to the Equality Act 2010 or post any images or video clips that are discriminatory or which may constitute unlawful harassment or cyber-bullying - employees can be personally liable for their actions under the legislation.
- disclose any trade secrets or confidential, proprietary or sensitive information belonging to the Company, its employees, clients, customers, contractors or suppliers or any information which could be used by one or more of the Company's competitors, for example information about the Company's work, its products and services, technical developments, deals that it is doing or future business plans and staff morale.
- breach copyright or any other proprietary interest belonging to the Company, for example, using someone else's images or written content without permission or failing to give acknowledgement where permission has been given to reproduce particular work - if employees wish to post images, photographs or videos of their work colleagues or clients, customers, contractors or suppliers on their online profile, they should first obtain the other party's express permission to do so.

Employees must remove any offending content immediately if they are asked to do so by the Company.

Work and business contacts made during the course of employment through social media websites and which are added to personal social networking accounts amount to confidential information belonging to the Company and accordingly must be surrendered on termination of employment.

Employees should remember that social media websites are public fora, even if they have set their account privacy settings at a restricted access or "friends only" level, and therefore they should not assume that their postings on any website will remain private.

Employees must also be security conscious when using social media websites and should take appropriate steps to protect themselves from identity theft, for example by placing their privacy settings at a high level and restricting the amount of personal information they give out, e.g. date and place of birth. This type of



information may form the basis of security questions and/or passwords on other websites, such as online banking.

Should employees notice any inaccurate information about the Company online, they should report this to their line manager in the first instance.

Social media monitoring

The Company reserves the right to monitor employees' use of social media on the Internet, both during routine audits of the computer system and in specific cases where a problem relating to excessive or unauthorised use is suspected. The purposes for such monitoring are to:

- promote productivity and efficiency
- ensure the security of the system and its effective operation
- make sure there is no unauthorised use of the Company's time
- ensure that inappropriate, restricted or blocked websites are not being accessed by employees
- make sure there is no breach of confidentiality.

The Company reserves the right to restrict, deny or remove Internet access, or access to particular social media websites, to or from any employee.

Contravention of this policy

Failure to comply with any of the requirements of this policy is a disciplinary offence and may result in disciplinary action being taken under the Company's disciplinary procedure. Depending on the seriousness of the offence, it may amount to gross misconduct and could result in the employee's summary dismissal.

Change of Personal Details

If you change your personal details, i.e. name, address etc, it is your responsibility to keep the company informed. You should do so first by contacting your manager and also informing Helen Grew by sending an email to HR@yachthavens.com



SECTION 6 - RECRUITMENT, SELECTION, TRAINING, DEVELOPMENT

Training and Development Policy

The company encourages personal development at all times and it is in our best interest to train and develop staff appropriately to their job. The success of the company depends on the ability, experience and motivation of our staff. We seek to improve the means whereby people can achieve their maximum potential within their job and a structure is in place which devotes the necessary resources towards achieving this.

Each individual will be assessed on their own experience relevant to their job and, where possible, training and development will be arranged to enhance the job holder's skills relevant to that job. This will be discussed with your manager at regular intervals and may include on the job training, courses, set development goals, etc.

It is your responsibility to ensure that you receive the appropriate training to enable you to carry out your work and therefore you should ensure that you liaise with your manager to agree a suitable plan to enable you to do this.

Equal Opportunities

The Yacht Haven Group is committed to the equality of opportunity and diversity. It is therefore committed to a policy and practice which provides and requires that all employees are recruited and treated in a fair and equitable manner and any progression within the Yacht Haven Group will be determined only by personal merit and by the application of criteria which are related to the duties and conditions of each particular post and the needs of the marina concerned.

Subject to statutory provisions no applicant or current member of staff will be treated less favourably than another on the grounds of what is now referred to under the Equality Act 2010 as “protected characteristics”, e.g. sex (including gender reassignment), marital or parental status, race, ethnic or national origin, disability (including dyslexia, mental health and those diagnosed as clinically obese), sexual orientation, religious belief, or age. Ability to perform the job will always be the primary consideration.

Less favourable treatment may include:

- Direct discrimination – for example, because of a protected characteristic, e.g. age.
- Indirect discrimination – where a rule or policy may inadvertently disadvantage someone with a protected characteristic.
- Associative discrimination – direct discrimination against someone because they are associated with another person with a protected characteristic (this includes carer's of disabled people and elderly relatives, for example).
- Harassment – behaviour that is deemed offensive by the recipient.
- Harassment by a third party – for example, the harassment of staff or customers by people they do not employ such as a contractor.
- Victimisation – discrimination against someone because they made or supported a complaint under the Equality Act legislation.
- Discrimination by perception – direct discrimination against someone because others think they have a protected characteristic.

There may be some instances where the company has the right to discriminate directly and positively. This will always be in accordance with relevant legislation to promote a minority group within the workplace, for health and safety reasons or to achieve a legitimate aim within the organisation. Care will always be taken in such cases to ensure that relevant legislation is complied with and any persons involved are treated with every consideration, fairness and respect.



Great care will be taken during the recruitment process for potential new employees so that they will no longer be asked about any personal health conditions unless the role for which they are applying carries with it a specific health and safety requirement, in accordance with the Equality Act 2010.

If any employee or potential employee considers that they are suffering from unequal treatment on any of the above grounds which includes equal pay and conditions in their appointment or progression within the Yacht Haven Group, they may make an informal complaint or formal grievance, in accordance with the Grievance Procedure, to their manager or a director of the Yacht Haven Group who will investigate it thoroughly.

The Yacht Haven Group will take all active steps to promote good practice. They are therefore committed to:

- promoting equality of opportunity for all persons
- promoting a good and harmonious learning environment in which all men and women are treated with respect and dignity and in which no form of intimidation or harassment is tolerated
- preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation
- fulfilling all our legal obligations under the Equality Act 2010 and any other related equality legislation and associated codes of practice
- complying with our own equal opportunities policy and associated policies
- taking lawful affirmative or positive action, where appropriate



SECTION 7 - DISCIPLINE AND STANDARDS

Disciplinary Policy and Procedure

Whilst we hope this will never apply to you, disciplinary issues arise when problems of conduct or capability are identified and cannot be resolved informally. At such times, it is important that a framework is available to follow for the benefit of all employees and managers to ensure there is a consistent and fair process, in a formal manner.

The purpose of this Disciplinary Policy is to provide a consistent, fair and systematic approach to enforcing the standards of conduct, job performance and company policies and procedures. The Disciplinary Procedure is invoked when informal processes of resolving the matter have been exhausted or are not considered appropriate.

This policy and procedure applies to all employees and managers of the company.

Informal Action

Informal action does not form part of the formal part of the Disciplinary Procedure and may include counselling, setting performance goals, advising the employee of conduct concerns etc. Wherever possible, informal dispute resolution action is encouraged to avoid the necessity of following the formal disciplinary process.

Disciplinary Procedure

The formal procedure is in three stages, however, depending on the severity of the disciplinary case, any of these stages may be skipped and an appropriate disciplinary sanction may be administered in order to achieve the desired outcome.

Disciplinary Hearings

If the manager feels that a disciplinary hearing is necessary and the situation cannot be resolved by informal action, the employee will be invited to attend a disciplinary hearing.

The employee will receive a formal invitation, to attend a hearing in writing detailing the employee's alleged reasons for potential disciplinary action, which will state the date, time and place.

At all hearings, there is no pre-conceived decision and it is the employee's opportunity to state their case.

The employee is entitled to bring with them as support counsel to the meeting, a fellow colleague or a trade union official. If a trade union official is brought along, identification must be shown. The support counsel may ask questions on behalf of the employee but may not answer on the employee's behalf.

A meeting will be held in all cases except in cases where it has been necessary to suspend the employee or in cases of summary dismissal for gross misconduct. If the timing is not convenient for the employee, the employee may request that the meeting is moved once only. There is no right to have it moved, however, and all meetings will take place during normal working hours. The company reserves the right to hold the meeting in the absence of the employee if the employee is unable to attend or he or she has not presented a response (or a response which is not accepted) or does not contest the allegation(s).

First Formal Warning

This is the first stage of the formal disciplinary process. First formal warnings are normally issued for 6 months. It may be given for minor breaches of discipline such as timekeeping, mild insubordination etc. Any decisions relating to the employee made following this hearing will be confirmed in writing to the employee, together with details of a desired improved course of action, if necessary.



Final Formal Warning

If there is still a failure to improve and/or conduct or performance is still unsatisfactory but is insufficiently serious to justify a dismissal, a Final Written Warning may be given after or at the end of a hearing. This is normally for a period of 12 months.

Dismissal

Except in cases of gross misconduct warranting summary dismissal, all employees are entitled to the appropriate notice as specified in their written Statement of Terms and Conditions. There may also be cases where, instead of dismissal, the company decides that such poor conduct or capability has rendered the employee in a position where he or she cannot perform their job but where demotion is considered a suitable alternative. This will not apply to cases of summary dismissal however.

Gross Misconduct

The following is not an exhaustive list but does outline some examples of what may constitute gross misconduct.

- Theft, misappropriation or misuse of company property or that of other employees
- Fraud
- Deliberate damage to company property and that of other employees
- Deliberately visiting internet sites that contain pornographic, obscene or offensive material
- Bringing the company into disrepute
- Serious breach of health and safety legislation and procedures
- Causing loss, damage or injury through serious negligence
- Drunkenness, drug or substance misuse
- Breach of confidentiality or a serious breach of confidence
- Gross insubordination
- Any bullying, harassment of any kind, or violence which may be verbal or physical
- Serious disorderly conduct

Notification of Disciplinary Action

All formal disciplinary action will be confirmed in writing stating the sanction given, the time period it is given for and the reasons. The employee will also receive details of their right to appeal.

Appeal

The employee has a right to appeal to any decision for disciplinary action given at every stage of the process.

This appeal must be in writing and must take place within 5 working days of receipt of written confirmation of action from the employer.

The employee must state, in writing, their reason for appeal. The appeal meeting is normally to review any new evidence or if they do not feel they were given a fair hearing.

The appeal hearing will be held by a director. Where this is not possible, it may be necessary to hear the appeal by an alternative manager or a consultant to the company.

The employer will then write to the employee within 5 working days receipt of receiving the Appeal in writing, inviting the employee to attend an appeal hearing.



The employee must take all reasonable steps to attend this meeting. If the employee does not, it will be held in their absence and the company reserves the right to make a decision based on the information available to them and after full consideration of the contents of the written appeal on behalf of the employee.

The employee is entitled to bring with them support counsel in the form of a fellow worker, trade union representative or a trade union official. If a trade union official is brought, appropriate identification will be required (see Support Counsel section at the end of the Grievance Policy and Procedure).

The decision made at appeal is final and there is no further right of appeal within the company.

Grievance Policy and Procedure

The company believe that every employee has the right to raise any matter of concern about their employment with the appropriate level of management and for any matter raised to be considered promptly.

The grievance procedure is a formal process and it is hoped that in the majority of cases, any grievances can be dealt with informally to both parties' satisfaction without the need to pursue this procedure. Its purpose is to set out a formal process to enable the employee to air their grievance in a constructive manner in confidence that it is heard fairly, without prejudice and to enable a suitable course of action to be determined, where possible.

This applies to all employees of the company and may be used in conjunction with other company policies and procedures, e.g. Bullying and Harassment.

Wherever possible, time limits for hearings will be honoured, however, there may, in some circumstances, be some delay to the organisation of hearings due to operational restraints. The employee will always be consulted on this.

Procedure

If you have a grievance or difference relating to your employment that cannot be solved by an informal approach, you must put the details of your grievance in writing and give this to your manager. If the grievance is connected with your manager, then this must be presented to a director of the company.

The manager will then invite the employee to attend a formal grievance hearing giving the time and date of the hearing, within 5 working days of receipt of the grievance.

The employee is then entitled to bring with him or her, support counsel which may be a work colleague or a trade union official - who will be required to show their union identification.

A decision may not be given at the hearing as further investigation may be necessary and the employee will be informed of this at the time of the hearing.

Once a decision has been reached, the employee will be informed either verbally or in writing. If the decision is given verbally, it will also be confirmed to the employee in writing. There is the right to appeal against the decision if the employee feels they have not had a fair hearing, there is new evidence or they are not satisfied with the decision.

Appeal

All appeals will be heard by a director of the company. If the employee who has raised a grievance and has not been satisfied with the decision wishes to appeal, he or she should write to a director (who must be a



different person who made the original decision) within 5 working days of receiving the decision letter from the grievance hearing. If the employee does not wish to appeal, he or she must write to confirm this to the Director within the same time period. The company will then invite the employee to attend an appeal hearing within 5 working days of receipt of the appeal letter from the employee. The employee is entitled to bring with them support counsel, as before, and any decision made at or following this meeting will be regarded as final with no further right of appeal.

The employee should make every effort to attend both the grievance hearing and appeal hearing, if appropriate. If a date is inconvenient to an employee, they may request a change once only. Whilst this is not a guaranteed right, the company will make every effort to accommodate this request within reasonable business practice. All meetings will be held during normal working hours and if the employee is still unable to attend, the hearing will be held in their absence based on the information provided.

Wherever possible, a record will be kept of all meetings and issued to both parties in attendance.

Where a director is implicated, the grievance will be heard by another director of the Group. Where there is an appeal relating to this, wherever possible, the appeal may be heard by another director or, if appropriate, by an independent specialist/ consultant in order to satisfy the right of appeal.

Support Counsel

The support counsel may be a work colleague, a trade union representative or full time official. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.

The support counsel is allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the hearing. The support counsel does not, however, have the right to answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent the employer from explaining their case.

Informal meetings, discussions, investigations or counselling do not bring the right to be accompanied by support counsel. Only when there is a formal disciplinary or grievance hearing is the right to be accompanied applied.

Workplace Relationships

The company recognises that, from time to time, personal or romantic relationships may develop between colleagues. While these are private matters, such relationships have the potential to give rise to conflicts of interest, allegations of favouritism, breaches of confidentiality, or difficulties for colleagues and customers.

Disclosure

Where a personal or romantic relationship exists, or develops, between employees working at the same site, in the same team, or where a reporting or supervisory relationship exists, the employees involved must advise their manager at the earliest opportunity. This information will be treated sensitively and confidentially and will only be shared where necessary to resolve any conflict of interest or operational issue.

Conduct and Professional Standards

Employees in a relationship must maintain professional conduct at all times while at work or at work-related events. Behaviour that could cause discomfort to colleagues, undermine working relationships, or affect the company's reputation will not be tolerated. Any behaviour that amounts to



harassment, bullying, or inappropriate conduct will be dealt with under the company's Bullying, Harassment & Violence Policy.

Conflicts of Interest

If a relationship creates, or is likely to create, a conflict of interest—particularly where one individual can influence the other—the company may introduce reasonable measures. These may include changes to supervision arrangements, job duties, reporting lines, or location.

Breakdown of Relationships

Where a relationship between colleagues ends, the individuals involved are expected to continue to conduct themselves professionally and respectfully. Any behaviour that causes disruption, discomfort, or conflict within the workplace may be managed through the company's Disciplinary Procedure.

Failure to Comply

Failure to disclose a relationship where required, or behaviour which undermines the efficient running of the facility or affects colleagues' well-being, may result in disciplinary action in accordance with the company's Disciplinary Policy & Procedure.

Sexual Harassment Policy

Yacht Havens is committed to providing an inclusive, supportive and safe environment for everyone who works here. This policy applies to all employees, casual workers and third party contractors.

Everyone has a part to play in being aware of, preventing and dealing with sexual harassment. The Policy sets out the expectations for the behaviour of our staff as well as what we can do to protect all staff from sexual harassment.

Sexual harassment is defined as:

- Unwanted conduct of a sexual nature;
- Which has the purpose or effect of:
 - Violating a person's dignity, or
 - Creating an intimidating, hostile, degrading, humiliating, or offensive environment for that person.

Unwanted conduct that has one of these effects can be harassment even if the effect was not intended. A single one-off event or a series of incidents can amount to sexual harassment. A person can be affected by sexual harassment even if the conduct is not targeted at them.

Unwanted conduct covers a wide range of behaviour which is unwanted or unwelcome. Types of behaviours which constitute sexual harassment include, but are not limited to:-

- Physical conduct:** Unwelcome physical contact including patting, pinching, stroking, kissing, hugging.
- Verbal conduct:** Banter, Mimicry. Comments on a worker's appearance, age, private life, etc. Sexual comments, stories, jokes or pranks and sexual advances.
- Non-verbal conduct:** Display of sexually explicit or suggestive material or imagery

There may be other sexual behaviour, which though not unwanted, is still inappropriate in the workplace. We do not permit sexual contact in the workplace and any such behaviour may still be addressed as a breach of the sexual harassment policy.

Harassment can be a single incident or an ongoing pattern, and it may take many forms, including:

- Verbal comments, jokes, or 'banter' of a sexual nature
- Sexual nicknames or gossip
- Inappropriate questions or intrusive comments relating to sex



- Unwanted physical contact or touching
- Coercion, such as threats of dismissal or loss of promotion

Sexual harassment can be intentional or unintentional; what largely matters is the impact on the complainant, not just the intent of the alleged harasser, although the impact must be reasonable in the circumstances.

The behaviour does not need to be directed towards a specific individual for them to be able to raise a sexual harassment claim and an individual can experience unwanted conduct from someone of the same or a different sex.

Sexual interaction that is invited, mutual or consensual is not sexual harassment because it is not unwanted. However, sexual conduct that has been welcomed in the past can become unwanted. Sexual harassment can be a manifestation of power relationships and often occurs within unequal relationships in the workplace, for example between manager and a junior colleague. In cases where sexual harassment is found to have occurred, such abuses of power will be taken into account in deciding what disciplinary action to take.

When does this policy apply?

This policy will apply to any unwanted conduct that occurs in the course of a person's work and which takes place at their place of work, including in their home while working from home, on their commute, or at/while travelling to a place which is not their place of work.

What if the alleged perpetrator is not a member of staff?

The sexual harassment of staff will not be tolerated, whether caused by those that work for the company or third parties including customers, suppliers, clients or visitors to our premises. Any instance of work-related sexual harassment should be reported in line with this policy, regardless of who the alleged perpetrator is. We act in accordance with the EHRC's Guidance on third party sexual harassment and employer's liability.

What should I do if I am the recipient of unwanted conduct of a sexual nature?

In some cases, you may feel able to ask the perpetrator to stop the behaviour. If that is ineffective, or you do not feel able to do this, an informal discussion with your manager can be a useful way of talking through what has happened and deciding what further action you wish to take. If you are unable to discuss with your manager, or if your manager is the perpetrator, please report to Helen Grew.

What should I do if I have witnessed unwanted conduct of a sexual nature?

You do not have to be the recipient or target of sexual harassment to raise a concern or make a complaint. If you see it happening or become aware of it, you should report it provided it is safe to do so and you feel able to do so.

Reporting to your Manager

An informal discussion with your manager can be a useful first step in talking about what has happened. This may be followed by a formal report. There is no obligation to make a formal report, but as outlined below, for legal reasons, formal action to address specific incidents will normally only be taken once a formal report has been received.

What should I do if I have sexually harassed someone or been accused of doing so?

If you have, or are concerned that you have, engaged in unwanted conduct of a sexual nature (intentionally or otherwise), and if, at any time, you are asked by someone who considers your behaviour to amount to sexual harassment to stop, you must not persist in that behaviour.



If you have been questioned, accused, charged or prosecuted for a criminal offence (including one of sexual harassment, assault or rape) in relation to anything that has happened in a work context you must report this to your manager and/or Helen Grew immediately. This applies even if you deny the alleged conduct or do not consider the alleged conduct to be connected to work. A failure to report this could amount to gross misconduct in itself.

Alleged sexual harassment may be investigated by us under this process and in line with our Disciplinary policy.

Informal Reporting

If a person reports sexual harassment but does not want to take the matter any further, the individual receiving the complaint will keep in contact with them to periodically check whether the situation has improved.

Although the wishes of the complainant to keep the report on an informal footing will be adhered to wherever possible, there may be some circumstances where the harassment is of such a serious nature that the company will need to take action because of the high immediate risk to the safety of the complainant, or others with whom the perpetrator may come into contact with in line with the company's Disciplinary policy.

Formal Reporting

If informal action does not stop the sexual harassment, or a formal report is made, a formal procedure will be initiated in line with the grievance process outlined in our Grievance policy.

Where possible, the employee should set out in writing details of the complaint including dates and times of the alleged incident(s) and an account of the behaviour. They should also include what their desired outcome is.

All complaints will be handled and investigated in a timely and confidential manner and the complainant will be invited to a meeting as soon as possible.

We will ensure that the complainant, and the alleged perpetrator, are not required to work together while the complaint is under investigation. In a serious case, as a precautionary measure for the protection of the complainant or to prevent interference in the investigation, the alleged perpetrator may be suspended while investigation and any subsequent disciplinary procedure are undertaken.

At the end of the investigation, the investigator will provide a detailed response in writing to the complainant specifying outcomes wherever appropriate. If the complaint is upheld, this will include details of the action taken to address the specific complaint and of any preventative or structural measures taken to safeguard against future incidents of a similar nature.

Outcome and Sanctions for Committing Sexual Harassment

In some cases the outcome of a complaint under this procedure may be an informal resolution, such as an apology or mediation. If this is the case the information will be provided to the complainant and any alleged perpetrators.

If a complaint of sexual harassment is upheld, then it may progress to a disciplinary process. The outcome of that disciplinary process could range from no sanction, to a formal warning/ final warning, and/or dismissal (with or without notice). These steps will be taken in accordance with our staff disciplinary procedure.

Right of Appeal

The complainant has the right to appeal against the decision following the investigation. Any appeal must be made in writing, stating the reasons for the appeal to Helen Grew. On receipt of an appeal, a meeting



will be arranged with another Director in the Group to consider. The decision of the Director hearing the appeal shall be final.

Reporting to the Police

A person may also report concerns about sexual harassment to the police when they consider it appropriate to do so. Personal safety is paramount and where a person has any concerns about criminal behaviour we recommend reporting to the police.

Protection from Victimisation

All workers shall be protected from intimidation, victimisation or discrimination for making a complaint of sexual harassment or for assisting in an investigation. Retaliating against a worker for complaining about or assisting in an investigation of sexual harassment is a disciplinary offence.

Support for Those affected by Sexual Harassment

We recognise that sexual harassment can cause stress, anxiety or other mental health as well as physical health problems and the person will be encouraged to seek help and support under the terms of this policy.

There will be no discrimination against individuals suffering from stress caused by sexual harassment.

We also recognise that those who may be accused of sexual harassment, witnesses to incidents or otherwise affected such as by being a by-stander, can experience stress, anxiety or other mental or physical health problems.

Further Information and Support Services

For any questions or concerns please email:-

- HR at HR@yachthavens.com
- Helen Grew, Director helen.grew@yachthavens.com 01590 646878

If you're struggling and need someone to talk to, you can contact:

- **AXA** – Call 0800 027 1384 or contact them through the live chat function available on your AXA [membership portal](#).
- **Help@Hand App** - Personalised attention and round the clock access to appropriate mental health professionals. Download the **help@hand** App (via Apple Store or Google Play),
- **Samaritans** - To talk about anything that is upsetting you, you can contact [Samaritans](#) 24 hours a day, 365 days a year. You can call [116 123](tel:116123) (free from any phone), email jo@samaritans.org or [visit some branches in person](#).

Alcohol and Substance Misuse Policy

Whilst alcohol and substance misuse may not be seen to be a problem within the company, it is important that we provide a clear and consistent response to problems associated with alcohol and substance misuse. People misuse alcohol and substance for a variety of reasons and as a result, it is likely that their judgment, health or their relationships will suffer because of this. At work, it can have an impact on their own safety or the safety of others, the quality of their work, their productivity or may even lead to absenteeism.

The company set the highest standards and therefore the unauthorized possession or consumption of alcohol or illegal/non-prescribed substances at any facility is considered a breach of company policy. Furthermore, the trafficking of drugs is an illegal activity and incidents occurring at any facility will be investigated, reported to the relevant authorities and will result in disciplinary action which may lead to dismissal.



This applies to all facilities and all employees, managers and third parties, e.g. temporary employees, fixed term employees, third party contractors, and visitors. This policy applies to all the above parties while on company property and while engaged in company business off site.

Definitions

Alcohol and substance misuse:	the intermittent or sustained use of alcohol, drugs or chemical solvents to the extent that an individual's health capability or general conduct is impaired.
Prescribed medication:	substances that have been authorized for use by a recognised medical practitioner.
Substances:	These can be classified as illegal drugs or legal substances such as solvents obtained at work or purchased externally, prescribed medications, etc.

It is both the employee and employer's responsibility to maintain a safe and healthy work environment and the employee must bring any concerns about the use of misuse of alcohol or substances to the attention of their manager or HR representative. The manager may also notice a change of behaviour or be aware of personal problems that may affect employee performance and they are likely to record their actions and concerns in relation to this in an objective way.

We actively encourage employees to seek help with an alcohol and/or substances misuse problem and we are not, therefore, unsympathetic to genuine causes, particularly where an employee has notified the employer and confidentiality will be observed at all times. However, where there has been a deliberate breach of this policy, the employee may be subject to gross misconduct.

However, there are also legal implications involved with substance misuse. It is a criminal offence for a person to be in possession of a controlled drug except when it has been prescribed by a medical practitioner, it is a criminal offence for a person to supply a controlled drug to another person and, it is a criminal offence if a person knowingly allows controlled drugs to be used, kept or supplied on premises for which they are in charge.

Bullying, Harassment and Violence Policy and Procedure

The company will not tolerate discrimination, violence, harassment or bullying in the workplace and the company aims to promote an environment free of this at all of its sites, including any work-related events or gatherings, and therefore a policy and procedure has been drawn up to ensure that any unwelcome behaviour is addressed and to ensure that all employees at all levels understand their responsibilities in creating a positive and diverse working environment. Anyone in the company could be subject to harassment, bullying or violence which includes directors, managers, employees and third parties. Therefore this applies to all.

Breaches of this policy will be treated as serious or gross misconduct and therefore may result in any perpetrators being dismissed. Furthermore, if the recipient of unwelcome behaviours chooses to pursue recourse externally, the perpetrator may be subject to criminal or civil prosecution.

The purpose is to ensure that all employees, third parties, guests and visitors are fully aware of their obligations under this policy and that their behaviour does not contribute to an intimidating, hostile or offensive work environment.



All employees, managers, directors, non-employee third parties, visitors and guests of the company are covered by this policy.

Definitions

Harassment Harassment can comprise physical, verbal and non-verbal and can be described as behaviour which a person finds unwarranted, intimidating, distressing, embarrassing, humiliating or offensive. Examples of each of these categories are listed below. This is not an exhaustive list:

Physical: Threatened, unnecessary body contact, assault.

Verbal: Lewd comments, requests for sexual favours, speculation about personal sex life and activities, threats of dismissal/loss of promotion for sexual favours, racial abuse or taunting, sectarian songs, jokes or unwelcome comments about age, gender, race, beliefs, disability, etc.

Non-verbal: Offensive or threatening email, display or distribution of sexually, racially, age-bias, religion-bias, political-bias offensive material, insensitive pranks or "horseplay", deliberate exclusion from conversations, graffiti, offensive or humiliating gestures or gestures that are likely to be taken as personally offensive, etc.

Light-hearted comments pass between employees regularly and help to promote a friendly, working atmosphere. However, employees should be aware that some comments may be offensive to others and therefore it is important the employee is responsible and considerate in what he or she says.

Sometimes employees can be distressed by remarks or actions and if so, where possible, please have a word with the person making such a remark or action as to its unsuitability. There is often a fine line between what might be harmless behaviour to one person and offensive behaviour to another. As a guide, remember that behaviour can become harassment when the other person takes offence.

Bullying

Bullying is described as any persistent behaviour directed against an individual which is intimidating, malicious or offensive to the recipient and which undermines the confidence and self-esteem of the recipient. Bullying is largely identified due to the effect on the individual and is not restricted to physical, but also to verbal and non-verbal.

Awareness of early warning signs may include, but are not limited to:

- Humiliating someone in front of others
- Persistent negative comments
- Unjustified persistent criticism
- Persistent criticism of one person when there is a common problem
- Inappropriate use of email

Sometimes a more subtle form of bullying can occur over a longer period of time, but it is not the legitimate and constructive fair criticism of an employee's performance or behaviour at work.

Intimidating behaviour can be on a variety of grounds including sex, race, disability (which includes mental health and people diagnosed as clinically obese), nationality, sexual orientation, gender reassignment, disability or learning difficulties, marriage and civil partnership status, status as an ex-offender, age,



religious belief, health etc. All these are referred to as protected characteristics and now covered as a whole under The Equality Act 2010. Please see the policy on “Equal Opportunities” for further information.

Violence at Work

This can include any act or threat of physical aggression or any statement which could be perceived as intent to cause physical harm, sabotage or destruction of property. It includes, but is not limited to:

- Menacing gestures
- Threats
- Possessing or bringing weapons on to property
- Verbal or physical abuse or other injurious actions

Legal Position

Yacht Haven Group has a duty to ensure that the welfare of their employees is protected at all times, which includes both physical and psychological health and safety. This is further expanded to include stress and well-being and the company will introduce measures, wherever necessary, to reduce or prevent harmful stress to their employees in order to maximise and promote a safe, productive, respectful and enjoyable working atmosphere.

The employee is responsible for his or her own actions and may also be held personally liable in a court of law for any discrimination, bullying, harassment or anything likely to cause undue stress or discomfort to a fellow colleague or individual. As employers, Yacht Haven Group may also be liable for the actions of their employees whether or not these actions are carried out with Yacht Haven’s knowledge. Therefore, wherever possible, Yacht Haven Group will take steps to promote a discrimination and harassment-free working environment and promote respect amongst individuals and any form or indication of bullying, harassment or violence is treated extremely seriously by the company and may result in an employee’s immediate dismissal from the company.

The law governing all forms of bullying, harassment and related discrimination is not limited to employment law but is also covered under civil law. The principal legislation which governs this is The Equality Act 2010 and also encompasses: The Race Relations Act 1976, the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Public Order and Criminal Justice Act 1994, the Protection from Harassment Act 1997, the Employment Equality (Age) Regulations 2006, the Employment Equality (Religion or Belief) Regulations 2003, The Equal Treatment Amendment Directive 2005 and other equal opportunity codes of practice and European directives also apply.

Procedure

All employees have a responsibility to ensure their conduct supports an environment free of unwanted behaviours. All employees have a responsibility to ensure they treat their colleagues the way they would like to be treated themselves, that is with consideration, mutual respect and dignity, in terms of behaviour in the workplace.

However, if an employee feels they are the subject of harassment, bullying or violence, they may seek advice from their manager or from the company’s Human Resources representative (Helen Grew) in how to approach the issue. If possible, the employee who is subject to this treatment, should first try and speak to the perpetrator themselves, or via a third party in order to resolve this problem informally. If the problem is still not resolved or the employee does not feel they can approach the situation in this way, then it will be necessary for the employee to make a formal complaint and they should do so as soon as possible to ensure they get the appropriate support and so that an immediate investigation can be carried out.



Formal complaints should ideally* be made in writing to their manager. If their manager is involved, then it should be made to a director. The complaint must include the nature of the complaint, the date or dates on which it occurred, names of persons involved and witnesses, where possible. This will then be formally investigated thoroughly and the manager/director will decide if the complaint is to be upheld and if the disciplinary procedure is to be initiated for the alleged perpetrator. The company reserves the right to bring in independent, skilled and objective investigators, if necessary.

*In certain circumstances, the employee may find it difficult to raise a formal complaint in writing and they are therefore requested to bring the matter to their manager or a director in an informal meeting as soon as possible. Any complaint will be taken seriously, thoroughly investigated and the employee's well-being will be paramount at all times. Therefore, it is important that any difficulties in communicating such offences are overcome and the company will assist the employee as much as possible in such circumstances. In addition, if a work colleague is witness to any acts which may constitute bullying, harassment or violence of a colleague or worker, it is their responsibility to bring this to the immediate attention of their manager or director.

The company will carry out the investigation thoroughly within 7 working days of receipt of the complaint and will respond formally to the complainant of the outcome within 7 working days, where possible. Please note that this complaints procedure is separate to the Grievance Procedure and does not replace it. It is hoped that any complaint relating to bullying, harassment or violence can be dealt with promptly and amicably without the need to invoke the Grievance Procedure although this does not prevent an employee from raising a formal Grievance, if they feel it is necessary.

Should disciplinary action be initiated, this could lead to dismissal of the alleged perpetrator and any alleged associated parties found to have contributed to the ill-treatment.

Complaints will, at all times, be handled and investigated sensitively and confidentially and with the employee's well-being and safety of paramount importance. If necessary, there may be occasions where it is necessary to suspend the alleged perpetrator from work during investigation, depending on the severity and impact of the complaint or incident. The company reserves the right to do so while a thorough investigation is carried out. This will not affect the employment rights of the individual and they must ensure that they are contactable and available for investigatory meetings throughout.

The company also reserves the right, at their own discretion, to give a paid leave of absence to the complainant during the period of investigation only if it is thought appropriate in order to safeguard the well-being of the employee and/or promote a full and thorough investigation of events and circumstances.

Following an investigation or complaint, the company will continue to review the situation with the complainant and, if appropriate, alleged perpetrator on a regular basis in order to monitor the progress. If necessary, the company will provide any further training, development or counselling in order to improve the situation and communication, and will take all steps necessary to promote a positive working atmosphere. In some circumstances, it may involve the move of one of the parties to a different working environment, wherever possible.

Please remember that in most cases, individuals do not wish to cause offence to others and it is often only when it is addressed informally that these individuals realise their behaviour is inappropriate and the problem can be resolved.



SECTION 8 - COMPANY STANDARDS AND SECURITY

Standards in the Workplace

The company expects all of its employees and managers to be clean, smart and tidy in dress and appearance, appropriate to their job. Safety wear must be worn when appropriate and where the company supplies a uniform or provides work clothing, this must be worn at all times.

The company expects their employees to maintain a high level of personal hygiene which is reflective on the company and its standards.

Smoking

Each facility within the Group operates a "No Smoking" policy and expects staff to observe this at all times. Please see your manager with regard to any designated smoking areas on each site.

Security

Every employee has the right to privacy of belongings, etc. whilst on company premises. However, there may be a need occasionally to search personal belongings. If such a need does arise, then it is likely to be in the interests of security and will be in the presence and with the permission of the employee at all times.

Where keys are held to company premises, they remain in the ownership of the company and should not be replicated or given to unauthorized personnel or visitors to any site, without the permission of a Director. Failure to comply with this will constitute gross misconduct, which may result in dismissal.

Employees are not permitted to contact the media at any time regarding the Group's business, without the written permission from a director of the Group.

Personal Property

The company is not liable for any personal property that has been lost or stolen whilst on any of its premises and therefore it is the employee's responsibility to make sure that personal items are safeguarded at all times. The company is, however, sympathetic to those employees who may use personal tools and equipment (approved by the company) during the term of their employment. Should any personal property used in such circumstances become lost or stolen on the premises, the company will agree to look at the individual circumstances.

Data Security

All members of staff are reminded that they must guard against any improper disclosure or loss of data involving customers or the Company. Deliberate disclosure of any company data, whether it is customer or relevant to the Company's business, will result in disciplinary action being taken which may result in dismissal. Criminal proceedings may also be taken, if deemed appropriate.

Data Protection

The General Data Protection Regulation Act (May 2018) is a European wide framework for data protection laws for processing personal data. It strengthens the data rights of EU residents and harmonises data protection laws. It seeks to bring more transparency to people about what data organisations collect, and what those organisations use it for, as well as enabling people to prevent unnecessary data collection. GDPR states that controllers must make sure that personal data is processed lawfully, transparently, and for a specific purpose.

That means people must understand why their data is being processed, and how it is being processed, while that processing must abide by GDPR rules.



Yacht Havens has adopted the principles of the new act and has developed its own policies and procedures for the business. All members of staff are asked to read these and sign to confirm they understand the content.

Confidential Information

All members of staff should treat as confidential any information which they acquire as a result of their employment. Disclosure of such information could damage the company's interests or reputation.

Confidential information remains the property of the company in whatever form. This may be on computer, in writing, or merely oral. All information about the company's business or of their customers' affairs is confidential and may not be discussed outside the company for any reason whatsoever. In particular, never give out a list of customers or their details unless required or requested to do so by law; and even in those circumstances, the company will require to see the Statute empowering this request before its release.

Anti-Bribery

The Yacht Haven Group values its reputation for ethical behaviour and an employer of excellence and therefore recognises that any involvement in any bribery will reflect adversely on its image and reputation. Therefore Yacht Havens aims to reduce any exposure to bribery by setting out this clear anti-bribery policy, in accordance with the Bribery Act 2010 encouraging all employees to be vigilant and report any suspicious circumstances in a confidential and sensitive way and investigating thoroughly any instances of alleged bribery whilst also assisting the police and any other appropriate authorities, as necessary. The Group will take firm and vigorous action against any individual involved in bribery. It is therefore considered a potentially gross misconduct offence and therefore any individual involved with such practice may be summarily dismissed as well as the relevant authorities being advised.

At Yacht Haven Group all employees are therefore prohibited from offering, giving, solicitation or acceptance of any bribe, whether cash or other inducement which is either from or to any person or company, whatever their situation, in order to gain any commercial, contractual or regulatory advantage for the Group or individual in a way which is unethical or in order to gain any personal advantage for the individual or anyone connected with the individual.

This policy does not prohibit normal and appropriate hospitality, such as the giving of ceremonial gifts, using recognised fast-track processes which are available to all on a payment of a fee or the offer of resources to assist the person or body to make the decision more efficiently – provided they are supplied for that purpose only.

If any employee is in any doubt of what may constitute a bribe, please refer to a director of the company for clarification. It is the employee's responsibility to ensure that this is adhered to throughout each specific marina. If there is any cause to suspect an individual or a company may be involved in bribery, the employee must contact a director with immediate effect in full confidentiality whereupon the company will investigate the matter thoroughly and take any action as deemed necessary. Failure to report an incident that constitutes a potential bribery offence may result in disciplinary action or seen as aiding and abetting the alleged bribery offence and therefore may be reported to the relevant authorities.



SECTION 9 - HEALTH AND SAFETY

Medical Examinations

Before commencing employment, it may be necessary to undergo a medical examination to determine fitness levels for health and safety reasons for some jobs. This may be prior to commencing employment or subsequently where it is felt that the job may determine a need to have regular medical examinations. Should such a request occur, then the company will pay for any medical examination incurred, at their request. However, the company reserve the right to ask you to attend a consultation with their own medical adviser, if appropriate.

Furthermore, the company will ask you to complete a pre-employment medical questionnaire to ensure that our Health and Safety Policy is fully adhered to and that your safety, and that of our other staff and customers, remain our first priority. This will be kept on your personnel file during the course of your employment and it is important that you are as honest as possible. The questions are non-invasive and, if we consider that professional medical advice should be sought, we reserve the right to seek this advice from a qualified medical practitioner on behalf of the company. Failure to give accurate information, which later comes to light, will be considered a breach of trust and a breach of the Health and Safety Policy and therefore potentially a gross misconduct offence.

The company also has a private medical scheme, which operates after one year's service until the age of 65, and from time to time it may be necessary (depending on the medical insurer's policy) to undergo a medical examination as part of this membership, which will be at the company's request and paid for by the company.

Health and Safety Policy

The policy of the company is to provide and maintain working conditions, which are safe and without risk to health, in accordance with their obligations under the Health and Safety at Work Act 1974 and other related legislation.

To meet this objective the company fully accepts its responsibility to:

- Identify hazards, assess the risks related to them and implement appropriate preventative and protective measures;
- Provide and maintain safe equipment, materials, systems of work and a safe workplace;
- Provide suitable arrangements for the safe use, handling, storage and transport of articles and substances;
- Provide such information, instruction, training and supervisions as is necessary to enable employees to avoid hazards and to contribute positively to their own health and safety at work;
- Provide adequate facilities and arrangements for our employees' welfare at work.

Employees have a duty to co-operate in the operation of this Policy by:

- Acting responsibly and complying with all instructions;
- Not interfering with or misusing anything provided in the interest of health and safety
- By reporting in accordance with procedures, incidents that have led or may lead to accidents;
- Taking reasonable care of their own health and safety and others who may be affected by their acts or omissions at work;
- Assisting the company with its legal compliance.

Each manager of each site is accordingly responsible to Rupert Wagstaff for carrying out this Health and Safety Policy.



This Policy and its operation will be reviewed at regular intervals to ensure that it is kept up to date in line with legislative requirements and in the interest of achieving the best health and safety practices possible.

Signed

Rupert Wagstaff
Group Health and Safety

Organisation: Responsibilities and Accountability

Rupert Wagstaff is responsible for ensuring that the company has a policy and that it is reviewed and updated as necessary on a regular basis to ensure compliance with the relevant legal requirements. This will include the implementation of the Policy, the continuous appraisal of the effectiveness of the policy, ensuring appropriate and adequate resources are provided and positively demonstrating personal involvement and support on health and safety matters.

The manager of each site/facility is responsible for the Health and Safety of that site and the workers will elect their own Health and Safety representative also for that site (which may also be the manager). The manager and/or the elected Health and Safety representative is therefore responsible for ensuring that the arrangements for health and safety are applied in a conscientious and on-going way. This includes implementing the Health and Safety Policy at their site/facility, ensuring that all employees receive adequate training and instruction, assisting the employees to deal with health and safety matters, arranging to carry out regular health and safety checks to ensure good practices are maintained, checking First Aid facilities to ensure adequate and appropriate stocks are kept and by setting a good example on all health and safety matters.

Each employee has the duty to take reasonable care at work not only of themselves but of others who may be affected by their acts or omissions at work. Employees must observe company and statutory health, safety and fire prevention rules and regulations at all times, report immediately any potential hazards, unsafe conditions and practices, defective safety equipment, accidents or incidents, co-operate with the company in an effort to improve health and safety standards and generally practise good housekeeping. No item, substance or machine should be brought on site or used without the prior knowledge of their manager and no attempt should be made to repair any machinery without proper authorisation and appropriate training. Employees must wear at all times, appropriate clothing and personal protective equipment as required by the nature of their job and must familiarise themselves with correct emergency procedures in the event of a fire.

Plant Defect Book and Maintenance Book

Each premises has a Plant Defect Book and a Maintenance Book.

The Defect Book is looked after by the elected Health and Safety Representative on each site and should you find any defect with any plant or machinery, you have a duty to inform the elected Health and Safety Representative, or Manager of the site, who will then enter it into the book, if not already done so by yourself, and also ensure it is repaired or replaced immediately.

The Maintenance Book is also kept on every site and shows any items that require maintenance that either you or customers may notice and therefore it should be kept up to date at all times. This may include replacement of light bulbs, etc. It should be completed by a member of staff who has it brought to their attention or the duty Haven Master.



Health and Safety Manual

A comprehensive health and safety manual is kept of all premises which includes risk assessments, emergency response manuals and fire assessments, as well as other health and safety information. Please refer to your manager or to Dylan Kalis for any further information.

SECTION 10 - MISCELLANEOUS

Car Parking

Car parking for employees is subject to availability and does not form part of your terms and conditions of employment, nor is it treated as a benefit. The company can accept no responsibility for any loss or damage incurred to any vehicle whilst parked on company property.

Please also give consideration as to where you park and remember that our customers, who have paid for the privilege of parking, should have the best and most convenient spaces at all times. All the car parking spaces nearest the offices and general facilities are reserved for the customers first and you are therefore requested to find alternative car parking arrangements at the site/facility.

Company Car Use

When travelling on company business, you are requested, wherever possible, to use a company vehicle, which is insured by the company for business use.

Car Insurance

From time to time, the company may ask you to travel on its behalf for associated duties and a company vehicle may not be available. We will require you to insure your personal vehicle to cover business use and present the receipt for the additional cost to the company who will reimburse you in full for any additional expenses incurred.

Private Car Mileage

Any mileage travelled on behalf of the company in your own vehicle, will be reimbursed by the company on a mileage basis as per the current rate as stated on the Gov.uk website.

Driving Policy

According to the Royal Society for the Prevention of Accidents (RoSPA), driving is the most dangerous work activity that most people do and their research indicates that about 20 people are killed and 250 seriously injured every week in crashes involving someone who was driving, riding or otherwise using the road for work purposes.

As a result of these statistics and because of the increasing duty on both the employee and the employer to ensure that others are not put at risk by work related driving activities, this driving policy has been written to remind staff of their health and safety responsibilities and outline the company's policy and expectations connected with driving on company business.

This policy will take into account all relevant legislation, which includes but is not limited to the Health and Safety at Work Act, the Management of Health and Safety at Work Regulations, the Road Traffic Act, the Road Vehicles (Construction and Use) Regulations, the RoSPA guidelines and The Highway Code. This policy also forms a fundamental part of the employment relationship and is expected to be observed and implemented at all times by all employees. Failure to do so may result in recourse to the company's disciplinary procedure and may, in severe circumstances, lead to summary dismissal from the company.



Working Day / Driving Hours

Under the Health and Safety at Work Act, responsibility is placed upon the employer to ensure that employees are provided with a safe working environment, and this is also extended to driving, whilst on company business. It is therefore a requirement that all staff take a personal responsibility to ensure their driving practices are legal and safe at all times. It is the driver's responsibility to ensure that their vehicle is in roadworthy condition, fully taxed and insured, before embarking on any journeys on company business. Furthermore, they are expected to comply with all relevant legislation and company guidelines at all times and to bear in mind that whilst they are driving in their vehicles, they do so as ambassadors of the Yacht Haven Group and are therefore representing the company at all times with their actions and ability.

It is important that all employees ensure that when travelling on company business, that they plan their journey appropriately to allow for plenty of time to reach their destination, making sure they are aware of any major roadworks or delays in advance, wherever possible, and making appropriate alternative arrangements to ensure they execute their duties in the most economical, efficient and safe way.

Daily driving should not exceed 5 hours and it is recommended that the maximum driving period at any one time should not exceed 2.5 hours without a break of at least 15 minutes. Employees will find their own level of rest and it is the employee's responsibility to recognise when a stop is needed in order to get some fresh air, stretch the legs, have a break, etc. In general, if employees are driving to another site, it is expected that they will not return to their normal place of work or home the same day, for health and safety reasons. The company will provide overnight accommodation, the costs of which will be reimbursed upon director approval.

Whilst the recommended times given above are considered as guidelines, the company expects all members of staff to use common sense and any blatant disregard of these guidelines will be taken very seriously by the company. Employees are requested to consider the normal daily working hours and are expected to reduce their driving hours accordingly, in accordance with the Working Time Regulations, to ensure there are proper rest periods, i.e. there should be 11 hours daily rest which includes not driving or working. It is the employee's responsibility to ensure that they conduct their own risk assessment for each trip as to what is considered reasonable and safe to themselves and to others on the road or as passengers.

Unfortunately, there are times when the weather will be poor affecting driving conditions considerably. Extra care must be taken to ensure enough time is allowed to reach the destination safely and that the vehicles are properly equipped and safe for driving in such conditions.

It is imperative that the employee's overall health is suitable for driving and once again common sense is expected to be applied. For example, employees should not be driving where there is clear evidence of severe muscular (or similar) strain where driving could cause further injury or where their ability is impaired in any way that could cause them to become a danger to themselves or others. They are expected to advise a director of the company if this is the case to make alternative arrangements and also have a responsibility to let the DVLA be made aware of any long term or permanent impairments that could affect their driving.

Mobile Phone /Other Device Usage

Using a hand held mobile phone or device (e.g. Blackberry or similar) or a hands-free mobile phone is considered a significant distraction and can substantially increase the risk of accident. They can involve taking the hands off the wheel and distracting the driver's mind and concentration and therefore whilst a hand held device is no longer legal, the use of a hands-free unit is also discouraged wherever possible. Where hands-free units are employed, they must be fully compliant with relevant legislation and employees are held personally responsible for their compliance. Where there is not a hands-free unit, the



employee must ensure that their mobile phone or device is switched off with calls diverted to a messaging system and check messages once the vehicle is in a safe, stationary position with the engine turned off. In addition to the legislative requirements, if an employee is caught using a mobile phone or device whilst driving (including manual dialling (not voice activated) with a hands-free unit), the company may take further recourse through the disciplinary procedure.

Speed Cameras/Fines/Parking Tickets

The company accepts no responsibility for any speeding fines, endorsements or liabilities of any kind from its employees whilst on company or personal business and therefore it is the employee's responsibility to ensure that any fines or endorsements received as a result of their driving or parking are paid for and accepted personally.

Should any endorsements, as a result of careless driving by the employee, substantially affect car insurance premiums that are normally reimbursed by the company, the company may reduce the reimbursement to the previous premium prior to the endorsement received.

Should there be a serious endorsement that has a significant effect on the employee's ability to carry out their normal working duties, this may affect their role within the company and therefore put their role at significant risk which may result in dismissal.

Any endorsements or speeding fines received by the employee must be notified to a director of the company so that the appropriate insurance companies are advised to ensure adequate cover is applied.

Alcohol/Drug Use

Under no circumstances must any member of staff drive any vehicle on company business (whether on site or off site) whilst under the influence of alcohol or drugs – whether prescribed or recreational. Failure to adhere to this may result in the employee's summary dismissal from the company. The company takes this matter of health and safety very seriously and employees are encouraged to advise a director if they suspect an employee may be disregarding this. There may be times when employees need extra help in certain circumstances and if the company is advised in advance, help will be offered, wherever possible. Failure to advise a director if an employee has knowledge of such an action is a personal breach of the Health and Safety at Work Act which may also result in summary dismissal from the company. If employees are taking any prescribed drugs which may affect their driving ability, it is important that they let a company director know.

Other Driving Habits

Under no circumstances must drivers of vehicles going to or returning from company business eat, drink or smoke whilst driving their car. There are health and safety reasons for this and eating, drinking or smoking is considered a distraction whilst driving the car and also has further safety implications in that it affects the driver's overall control of the vehicle. Employees must ensure that they are parked in a safe and legal place, with handbrake on and engine turned off before engaging in eating and/or drinking. Smoking in a company vehicle is prohibited by drivers and passengers whether stationary or otherwise.

Personal and Company Cars

Employees that travel on company business are required to hold a current full UK driving licence and notify the company immediately of any endorsements or limitations that have been imposed on it. Any cars used, whether personal or company, must ensure that they are fully taxed, have a valid MOT certificate, if appropriate, and are fully insured for business purposes. The company will agree to reimburse the cost of any difference between personal and business insurance, upon director approval and subject to adherence to company policy. All vehicles used for company business must be roadworthy and kept serviced regularly. It is the employee's responsibility to carry out regular risk assessments on any vehicle that is



used for company business. Any vehicle defects must be reported immediately and put right before the start of any journeys and all vehicles must comply with relevant traffic and safety legislation.

Where an employee is involved in an accident or near miss incident, this must be reported to the company Health and Safety representative immediately. This includes all incidents whether or not they cause injury. These should also be reported to the Police, as appropriate.

Expenses incurred whilst driving on company business will be reimbursed by the company, subject to director approval, and receipts will be required in all incidences. For further details of these expenses, please contact Lymington.