



GrillaTech – Contractor Handbook

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1. Introduction

Welcome to GrillaTech Contractors handbook.

Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your engagement with us.

The document gives an overview of the main information and policy documentation that we have, and outlines what you can expect from us as your partner. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of the Company.

I hope you find this a useful guide during your engagement with us. However, if you are unable to find the answer to your question here, please feel free to contact your account manager or consultancy desk who will certainly be able to find an answer for you.

2. Office Times and Availability

Both the Reading and Nottingham offices are open 9am-5pm, Monday to Friday. Telephones will only be answered during those times.

Office – 0333 7722 127

If you are working out of hours and the matter is urgent, please phone or email your GrillaTech contact directly.

3. Contacts

For any issues or questions around working hours, site locations or general questions around a job, please contact the consultancy team.

The consultancy team can be reached on either office number (as above) alternatively, email consultancy@GrillaTech.com.

For any finance enquiry's please contact the finance team at the office on 0333 7722 127 or finance@GrillaTech.com.

Please be aware, the consultancy team will be unable to help with any finance enquiries.

4. Payment Schedule/invoicing

Please send all invoices to finance@GrillaTech.com

All invoices must include the dates worked, a valid purchase order number and details of bank account – This is to avoid any payment errors.

Invoices will be paid on 30 days from the date of receipt.

5. Expenses Procedure

Any claimable onsite expenses must be invoiced along with all copies of receipts. We are unable to accept an expense claim without supporting receipts. All payments will be made with invoice payment unless otherwise agreed.

6. Policy statements

GrillaTech policy statement may be found at <https://GrillaTech.com/resources>. A condition of signing as a partner to GrillaTech is to acknowledge and agree to the principles of the policies in the sign-up checklist.

7. Insurance

Consultant and company partners are required to have insurance for public liability, professional indemnity and employers' liability where applicable. A condition of signing as a partner to GrillaTech is to agree and provide evidence of insurance certification.

8. Health and Safety

8.1 Introduction

GrillaTech recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its' activities.

It is your duty as a contractor not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Company health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your line manager immediately.

8.2 Personal Safety

Generally, you should try to avoid working alone whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in Company premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your line manager.

9. Valuing Diversity and Dignity at Work

9.1 Statement

GrillaTech is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

The Company will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the Company.

9.2 Key Actions

In adopting these principles GrillaTech:

1. Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognises its legal obligations under all relevant legislation and codes of practice.
3. Will allow staff to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy. If you need to access these procedures they can be obtained from your line manager e.g. Grievance Procedure, Dignity at Work Procedure etc.
4. Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
5. Will offer opportunities for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.
6. Will provide equal opportunity to all who apply for vacancies through open competition.
7. Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
8. Will provide all employees with the training and development that they need to carry out their job effectively.
9. Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.

10. Will distribute and publicise this policy statement throughout the Company

10. Dignity at Work

10.1 Statement

The Company believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken.

10.2 What and How of Harassment

Harassment can be defined as conduct, which is unwanted and offensive and affects the dignity of an individual or group of individuals.

Sexual harassment is defined as “unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work”. This can include unwelcome physical, verbal or non-verbal conduct.

People can be subject to harassment on a wide variety of grounds including:

- race, ethnic origin, nationality or skin colour
- sex or sexual orientation
- religious or political convictions
- willingness to challenge harassment, leading to victimisation
- disabilities, sensory impairments or learning difficulties
- status as ex-offenders
- age
- real or suspected infection with a blood borne virus (eg AIDS/HIV)
- membership of a trade union or activities associated with membership

Forms may include:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on
- visual display of posters, graffiti, obscene gestures, flags and emblems
- isolation or non-cooperation at work, exclusion from social activities
- coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups
- intrusion by pestering, spying, following someone
- bullying

10.3 What should I do if subject to Harassment?

If you feel you are being harassed you are strongly encouraged to seek early advice/support from your line manager. If you feel your line manager is harassing you, then you should contact his / her immediate line manager.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

The Company has a formal procedure for dealing with these issues which you can obtain from your line manager.

11. General items

11.1 Criminal Records Checks/Disclosure & Barring Certificates

You may be required to undertake subsequent criminal record checks from time to time during your engagement as deemed appropriate by the Company or at the request of a client. In the event that such certificate(s) are not supplied or cannot be obtained, your engagement with us will be terminated.

Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the privacy notice.

11.2 Conflict of Interest

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise which interferes or is likely to interfere with your independent exercise of judgement in GrillaTech's best interest.

Generally, a conflict of interests exists when an employee is involved in an activity:

- Which provides products or services directly to, or purchase products or services from GrillaTech
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to GrillaTech
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on GrillaTech.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

11.3 Other Employment and Private Work

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from such employment i.e. working time legislation, health and safety issues, conflict of interest.

You may not under any circumstances, whether directly or indirectly, undertake any other duties of whatever kind during your hours of work.

You are not allowed to undertake any work which could otherwise have been undertaken by the Company.

11.4 Standards of Performance and Behaviour at Work

11.4.1 Appearance

GrillaTech does not seek to inhibit individual choice in relation to your appearance. However, as a representative of GrillaTech and our partners, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work.

It is your responsibility to ensure that this is clean and presentable.

If your work brings you into contact with the general public then you must ensure your dress and grooming standards reflect the values of your employer.

If you have any queries about what is appropriate, these should be directed to your line manager.

11.4.2 Driving License

If driving is a necessary part of your role it is imperative that you maintain a valid driving licence suitable for the vehicle you operate at all times during your engagement. You are required upon request to produce your driving licence to the management. We may also require you to provide us with the ability to access your driving licence details online. If at any time your licence is endorsed, or you are disqualified from driving, we must be informed.

Data collected about driving licences will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the privacy notice.

11.4.3 Fines

We will not be held responsible for any fines (e.g. parking, speeding etc.) incurred by you whilst working for us.

11.4.4 Personal Property

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on GrillaTech premises or at a place of work engagement, is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our premises, partner or client premises or in your own vehicle. GrillaTech does not accept liability for loss or damage to any personal property whatsoever.

11.4.5 Smoking and Other Substances at Work

Legislation exist which makes it illegal to smoke in enclosed public spaces. Smoking (including e-cigarettes) is therefore strictly prohibited on all Company premises (including entrances and exits) and company vehicles.

Bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited both during work time or during a period prior to work where the effects carry over to the workplace.

11.4.6 Confidentiality

It is a condition of your engagement that you have a duty of confidentiality with regards to GrillaTech. In this respect, you should have signed a Non-Disclosure Agreement (NDA).

During the course of your engagement you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your engagement that you have a duty of confidentiality to the Company and Client, and you must not discuss any Company or Client sensitive or confidential matter whatsoever with any outside organisation including the media.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998).

11.4.7 Computer, email and Internet use

If you have access to the Company's computers including email and access to the internet as part of your engagement, you must not abuse this by using these facilities for purposes unrelated to Company business.

Your Company email address is provided for responsible use on Company business and should not be used in any other way whatsoever.

You must not make reference to the Company or its services or represent yourself on behalf of the Company on social media without formal permission from the Company to do so.

11.4.8 Bribery and other Corrupt Behaviour

The Company has a strict anti-bribery and corruption policy in line with the Bribery Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation.

12. Data Protection and Access to Information

GrillaTech will comply with all statutory requirements of Data Protection law including the requirements of the General Data Protection Regulations (GDPR). Any personal or sensitive information on an individual which the Company holds is covered by this legislation. This includes emails too. If you receive a subject access request you should refer this immediately to your GrillaTech contact.

If you are a user of such information you need to be sure that you are not breaching any data protection rules when you store or use information and when you write and send emails. This could include but is not limited to:

- Using data which has not been kept up to date.
- Passing on or processing personal information about an individual without their consent.
- Keeping personal information longer than necessary.
- Sending personal information outside the country.

If any breach of data protection rules is discovered such as the leaking or hacking of personal or sensitive data, this should be reported immediately to your GrillaTech contact, and any immediate action should be taken to close down such leaks. Your GrillaTech contact will ensure this is properly investigated and the appropriate reporting actions taken if necessary.

Consultants can request access to the information held on them by the Company. All requests by consultants to gain access to such records should be made in writing. There is no charge for this service.