

Monarch Events

Company Handbook

2023

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Monarch Events Ltd- Company Handbook

Brief description of [Monarch Events (uk) Ltd]

Monarch Events was launched in November 2013, it is run by the company director Sharon Bewes. Sharon has over 25 years, experience of working in the events industry. The company office is based in Bradford, Yorkshire and provides teams of staff nationwide. We have been trading for eight years, we have secured blue chip contracts with some of the top registration companies in the country. Further to this Sharon Bewes (Director of Monarch) continues to work for a data management company, JET, Jonas Events and has secured many contracts so far in continuing her relationship with them.

We have starting providing other services such as data pen management and on-site management.

Whether you have just joined our staff or have been at [Monarch Events] for a while, we are confident that you will find our company a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of [Monarch Events] to be one of its most valuable resources.

This handbook has been written to serve as the guide for the employer/employee relationship.

There are several things to keep in mind about this handbook. First, it contains only general information and guidelines.

The procedures, practices, policies and benefits described here may be modified or discontinued from time to time.

We will try to inform you of any changes as they occur.

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

The following outlines [Monarch Events] progressive discipline process:

- **Rebuke:** The simple don't do that or this is not allowed. This is all that is needed if a person has forgotten the rules of employment or management.
- **Verbal warning/Caution:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behaviour or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behaviour. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning, if established goals are not met, dismissal may occur.
- **Suspension:** Not long lasting but will not provide work for a short time for the time period an alleged offence is being investigated or resolved.

[Monarch Events] reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

Health and safety legislation is another reason why Monarch Events would take issue of alcohol and drug misuse at work seriously.

The Health and Safety at Work Act 1974 requires both employers and employees to maintain a safe working environment and the employer, the employee or both could be liable if an alcohol-related accident occurs at work.

It's in the interests of Monarch, who care about their employees and want a healthy and engaged workforce to manage this issue effectively through effective policies and procedures stated in this handbook and the provision of support for individuals who develop dependency problems.

If you have a drinking problem and you want help? Ring, Alcoholics Anonymous on: 0845 769 7555 or www.alcoholics-anonymous.org.uk.

Bullying and Harassment

Everyone should be treated with dignity and respect at work. Bullying and harassment of any kind are in no-one's interest and should not be tolerated in the workplace.

Bullying and harassment is behaviour that makes someone feel intimidated or offended.

Harassment is unlawful under the Equality Act 2010.

Examples of bullying or harassing behaviour include:

- spreading malicious rumours
- unfair treatment
- picking on someone
- regularly undermining a competent worker
- denying someone's training or promotion opportunities

Bullying and harassment can happen:

- face-to-face
- by letter
- by email
- by phone

As an employer I am responsible for preventing bullying and harassment in the workplace – I would be liable for any harassment suffered by my employees Harassment is “unwanted conduct related to a relevant protected

Characteristics, which has the purpose or effect of violating an individual's

Dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for each individual". Employees can complain of behaviour that they find offensive even if it is not directed at them

Health and safety

Breach of contract may also include the failure to protect an employee's health and safety at work. Under the Health and Safety at Work Act 1974, employers are responsible for the health, safety and welfare at work of all employees. Bullying and Harassment is deemed part of the Health & Safety at work act.

After each event Monarch will perform a Peoples audit – asking the supervisor and client their opinion on performance and capability, absenteeism, work-related illness, accidents, disciplinary and dismissal cases. This is actioned to determine whether team members are fit and able to carry out assigned work.

It is the responsibility of each employee to conduct all work in a safe and efficient manner complying with Health & safety regulations and program standards, and with any special safety concerns for use in a particular area or with a client on-site

At times, an employee may be faced with situations in which business actions taken on behalf of [Monarch Events] may conflict with the employee's own personal interests. Company property, information or business opportunities may not be used for personal gain.

Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from Monarch

Attendance and Punctuality

You must confirm your acceptance of an Assignment by telephone, e-mail, text within 1 working days from receipt.

You are not allowed to sub contract an Assignment or replace yourself without permission from us.

You must give us at least at 24 hours notice if you cannot complete an Assignment unless it is a Hostess job where the client has picked you, then at least 3 days notice is needed, so we have time to replace you.

You must report at the beginning and end of each day of the period of an Assignment in a timely manner to us or our client, as appropriate, or their nominee. In the event of you being late for the start of an Assignment we must be informed immediately and by no later than the start time given.

Not reporting to work and not calling to report the absence is a no-call/no-show and is a serious matter. The first instance of a no call/no show will result in a final written warning. The second separate offense may result in termination of employment with no additional disciplinary steps. A no call/no show will be considered job abandonment and deemed employee's voluntary resignation of employment with Monarch.

Attire and Grooming

It is important for all employees to project a professional image while at work by being appropriately attired. [Monarch Events] employees are expected to be neat, clean and well groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

All employees must be covered from shoulders to knees at all times (no see-through or sleeveless clothing is permitted at any time). Unless otherwise stated on the booking form the required standard uniform is a Black Business Suit, Black Shirts and Smart Black Shoes (no ugg's or flip flops) should be worn. Any garment provided by us must be worn at all times. (Scarf's and Ties are sometimes provided)

[Monarch Events] is confident that employees will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counselled or in severe cases may be sent home to change

Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

Lunch/Breaks

During your working day you may take a break at times agreed with your manager or our client.

Usual practice for breaks 15mins and Lunch 30mins or two 30mins breaks depending on the event.

The scheduling of Lunch/Break Times at [Monarch Events] is set by the employee's immediate Supervisor on-site with the goal of providing the least possible disruption to company operations.

Mobiles and Tablets

The use of Smart watches/Mobile Phones/Tablets is strictly prohibited during working hours on site, we understand that some of our employees work for other companies and receive offers of work via different forms of messaging i.e. email, text and voicemail. If you need to use your phone please do so in your breaks or ask your supervisor can you quickly and discreetly take a call? (Do not leave your post unattended or continually ask to take calls) this is unfair to other members of the team and unprofessional.

Thank you for reading this handbook and I'm sure you will enjoy being a part of our team.

Sharon Bewes

Company Director

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