

UK Country FAQs - HR PROCEDURES - References

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If you don't find the answer to your question, please contact the HR support on [Digital Workplace](#)

- **Will the company keep a copy of the references given?**

Copies of all references provided will be retained in the personal file of the employee for 3 years after the employee's date of leaving.

- **Will the company give personal character references?**

Personal character references can be given but they should not refer to the Company and must not be written on Company headed paper. Referees will be held personally liable should a claim be brought against that individual as a result of any action taken by a prospective company or by the former employee.

- **What is the Syensqo reference procedure?**

All reference requests, with the line manager's written views using guidelines in Section 5.2, should be attached and forwarded to the HR Department as soon as possible for a formal response. The formal reference should be provided on Syensqo Interlox Ltd headed note-paper with the HR Department as the authorised signatory. If a pro-forma reference is provided, then a member of the HR Department should sign over a Company stamp. Syensqo Interlox Ltd undertakes to complete references for former employees on the basis of applications received in writing. Verbal references will only be given in exceptional circumstances. The HR Department will check with the line manager if there is any concern about the details provided.

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- **Can the company refuse to give references?**

The Company reserves the right, at its sole discretion, to refuse to respond to requests for references from third parties without providing any reason for such a refusal.

- **Who can authorize references?**

It is the Company policy that only the HR Department can authorise a reference on behalf of Syensqo Interlox Ltd.

- **Will verbal references be given over the phone?**

References will only be given in response to a written request from a named organisation. Verbal references over the telephone will not be given. In exceptional circumstances the HR Department may exercise some discretion.

- **How will references be addressed?**

In general references will be addressed to a specific organisation and not prepared on a "To whom it may concern" basis.

- **Who has responsibility in the Employee References Policy?**

It is the responsibility of the HR Department to ensure that all references are fair, reasonable and based on objectively justifiable facts. It is the responsibility of the line manager to ensure that this information is communicated to all employees and that they personally comply with the requirements of this procedure.

- **What's are te objectives of the Employee References Policy?**

This procedure outlines Syensqo Interlox Ltd responsibilities when giving employee references to new employers.

- **What's the scope of the Employee References Policy?**

There is no obligation for Syensqo Interlox Ltd to provide a reference for any former employee. However, in most cases Syensqo Interlox Ltd will be happy to comply and this policy ensures that the duty of care is adhered to. Where a reference is provided Syensqo Interlox Ltd is under an obligation to ensure that the content of the reference is technically accurate and that the individual or organisation does not suffer damage because of misleading or negligent statements.

- **What are the responsibilities of the Centre CO-ordinator on the NVQ Scheme Policy?**

The centre Co-ordinator has responsibility for the co-ordination of the schemes on the site. The centre co-ordinator is also the prime contact with PAA /VQSET and their appointed external verifier.

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