

NW United Kingdom



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Benefit category	Benefit type	Benefit description
Perquisites	Medical (including dental/optical/ hospitalization/critical illnesses/ etc)	Private Medical Insurance - single person.
Perquisites	Medical (including dental/optical/ hospitalization/critical illnesses/ etc)	Private Medical Insurance - family cover.
Perquisites	Employee Assistance Program (psychological /legal support/ tax support/ etc)	Assistance and wellness program.

One pager by site:

- [Heanor](#)
- [Oldbury](#)
- [Warrington](#)
- [Wrexham](#)

Site	Legal Entity	Benefit category	Benefit type	Benefit description
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Oldbury Watford	SSUKL	Retirement	Pension / Savings plan	Final Salary Pension Scheme, includes death in service cover (4 x salary) and medical early retirement terms. Closed to new employees from 2003.
Oldbury /Watford	SSUKL	Retirement	Pension / Savings plan	Defined Contribution (DC) Scheme, includes death in service cover (4 x salary) and medical early retirement terms. Open to all new employees.
Oldbury /Watford	SSUKL	Perquisites	Income protection	Long term illness plan/60% salary weeks 29 to 128 of absence. For all employees.
Heanor /Wrexham	Cytec	Perquisites	Income protection	60% form 28 weeks up to 5 years or retirement whichever is sooner.
Heanor /Wrexham	Cytec	Retirement	Pension / Savings plan	Defined Contribution (DC) Scheme. Open to all new employees. Open to all new employees.
Wrexham	Syensqo Interox	Perquisites	Lunch/food allowance/tickets /subsidised cantine/ etc	Subsidised canteen for all employees.

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- [Training](#)

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

- **If the employee leaves the company will they have to repay the allowances given?**

Repayment of Allowances - If the employee leaves the Company's employment within 24 months of the move, of own volition, the Company will reclaim all monies paid, other than abortive purchase costs and temporary accommodation costs and will be entitled to offset any payments due to the employee on termination against the whole or part of the debt as set out in the Agreement Form. Any exception to this must be agreed with the HR Manager.

- **What's the disturbance allowance for relocation costs?**

Disturbance Allowance: - 10% of starting/new salary. 6.1.5 Where the total relocation costs, as described above, exceed the current tax allowance for relocation expenses, the individual will incur the personal tax liability. An upper limit will be agreed at the time of relocation/employment and will be confirmed to the individual in writing.

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

- **What happens after I notify the company I'm adopting a child?**

Arrangements will be made for you to meet with the HR Manager. This will be an informal interview, the purpose of which is to confirm that: Your right to adoption leave and any additional leave is understood, including the requirement to give appropriate notice The right to return is explained, together with any potential opportunities for flexible working arrangements Arrangements for time off are known, and any possible health and safety concerns are aired You know your entitlements to payment during adoption leave

- **Do my work conditions change if I'm pregnant or breastfeeding?**

Yes. Syensqo Interox Ltd should review their risk assessment for your specific work and identify any changes that are necessary to protect you and your unborn baby's health. Your employer must then either remove the risk or remove you from being exposed to it (for example, by offering you suitable alternative work). If neither of these is possible, your employer should suspend you from work on full pay. Unreasonable refusal to carry out suitable alternative work will mean the employee loses her right to pay whilst suspended. Your employer should involve you in the process and continue to review the assessment as your pregnancy progresses, just to see if any adjustments are necessary. These risks might be caused by: lifting or carrying heavy loads; standing or sitting for long periods; exposure to toxic substances; long working hours.

- **What are the responsibilities of the employee, manager and HR department on the Adoption Policy?**

Employee: to respond to any documentation, as well as communication, within the time periods specified.

Manager: It is the responsibility of all managers to ensure that this policy is not only available and communicated to all employees but also understood by all.

HR Department: It is the responsibility of the HR Department to ensure the procedure is updated in accordance with changing legislation, provide consistent advice to line managers and employees in order to maintain fairness, as well as ensure that all relevant documentation and communication is issued.

- **What are the objectives and scope of the Adoption Policy?**

The objective of this policy is to ensure that all expectant mothers and fathers are aware of their rights and rules in regards to the Adoption Leave. Syensqo Interox Ltd policy is to ensure that you are able to combine your career and family responsibilities to the greatest extent possible. We recognise that parenthood brings additional responsibilities; as a result, the company has set out our policies for compliance with this and allowing you your full rights.

- **I am pregnant, when should I inform the company?**

You should inform HR before you're 15 weeks pregnant.

- **What are my rights when I return to work after taking Parental Leave?**

You have the right to return to the same job or, if more than four weeks leave are taken, to a similar job with the same or better terms and conditions.

- **What are the responsibilities of the employees, manager and HR department on the Maternity Policy?**

Employee: It is the responsibility of the employee to: Inform Syensqo Interox Ltd of the pregnancy - for reasons of health and safety it is useful to know of a pregnancy within the first few weeks, but in any case Syensqo Interox Ltd should be informed before the employee is 15 weeks pregnant; Follow any work restrictions put in place for their health and safety; Respond to any documentation and communication within the time periods specified.

Manager: It is the responsibility of all managers to ensure that this policy is available and communicated to all employees, as well as understood by all.

HR Department: Ensure the procedure is updated in accordance with changing legislation; Provide consistent advice to line managers and pregnant employees in order to maintain fairness; Ensure that all relevant documentation and communication is issued.

- **What are the objectives and scope of the Parental Policy?**

The objective of this policy is to ensure that all expectant mothers and fathers are aware of their rights and rules relating to Parental Leave. Syensqo Interox Ltd policy is to ensure that as far as possible you are able to combine your career and family responsibilities. We recognise that parenthood brings additional responsibilities. As a result, the company has set out our policies for compliance with this and allowing you your full rights.

- **Do I get more time off if my partner has more than one newborn?**

No, If your partner has a multiple birth, you are only allowed one period of Ordinary Paternity Leave.

- **Can I get additional Paternity Leave?**

The father could have the right to up to 26 weeks' Additional Paternity Leave. This is in addition to the two weeks' Ordinary Paternity Leave they could be entitled to. Additional Paternity Leave can be taken from 20 weeks after the child is born. It must finish before the child's first birthday. The mother must have returned to work before the father can take Additional Paternity Leave. If the father decides to take Additional Paternity Leave the mother will be asked for a signed declaration stating: name, address (including postcode) and National Insurance number if she is entitled to either Statutory Maternity Pay or Maternity Allowance (or Statutory Maternity or Adoption Leave if they are applying for unpaid Additional Paternity Leave only) if she has have given notice of your intention to return to work and the date you intend to return to work if the start date of her Statutory Maternity Pay or Maternity Allowance period (if they are applying for Additional Statutory Paternity Pay) they are the only person taking Additional Paternity Leave or pay in respect of the child you consent to the employer processing the information given in the declaration they are the father of the child or your spouse, partner or civil partner (including same-sex relationships)

- **What happens if I don't qualify for Ordinary Statutory Paternity Pay?**

If you don't qualify for Ordinary Paternity Leave you could use your Holidays.

- **How much do I get as Ordinary Statutory Paternity Pay paid?**

During your leave you may be entitled to Statutory Paternity Pay from the company. Statutory Paternity Pay will be at the rate which is variable from time to time. Please speak with the HR Department for current rate.

- **What are the responsibilities of the employee, manager and HR department on the Paternity Policy?**

Employee: It is the responsibility of the employee to inform Syensqo Interox Ltd of the EWC, as well as to respond to any documentation and communication within the time periods specified.

Manager: It is the responsibility of all managers to ensure that this policy is available and communicated to all employees, understood by all, and effectively implemented and complied with by all pregnant employees.

HR Department: It is the responsibility of the HR Department to ensure the procedure is updated in accordance with changing legislation, provide consistent advice to line managers and employees in order to maintain fairness, as well as guarantee that all relevant documentation and communication is issued.

- **What are the objectives and scope of the Paternity Policy?**

The objective of this Policy is to ensure that all expectant fathers, their managers and colleagues understand the procedures to be followed and the benefits to which expectant employees are entitled in order to ensure health and safety obligations and legal requirements are adhered to. Syensqo Interox Ltd Policy is to comply with both the letter and the spirit of the law on paternity rights. To this end its aim is to inform all employees of their entitlement to statutory paternity rights and to ensure that these rights are understood by all employees who qualify.

- **What are the objectives of the Maternity Leave Policy?**

The objective of this policy is to ensure that all pregnant employees, their managers and colleagues understand the procedures to be followed and the benefits to which pregnant employees are entitled in order to ensure health and safety obligations and legal requirements are adhered to and that pregnant employees are treated in a fair and equitable way.

- **I am pregnant, do I qualify for Statutory Maternity Pay? If I don't qualify, what should I do?**

In order to qualify for SMP you must have 26 weeks of service by the beginning of the 14th week before EWC, as well as have earnings above the lower earnings limit for National Insurance contributions.

If you cannot get SMP your employer must fill in form SMP1 and give this to you. On the form, your employer must say why SMP has not been paid. If you have more than one employer, you must get form SMP1 from each employer.

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

- **Does Syensqo provide private health insurance?**

Yes, one of the benefits provided by Syensqo to its employees is a private health insurance.

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

- **What expenses will the company meet if I'm looking to rent accommodation?**

Rented Accommodation - The Company will pay for the cost of advertisements seeking accommodation in the new area. Fees charged by an accommodation agency will be paid only where this is in respect of the agency having found accommodation for the employee and where this becomes payable after accommodation has been secured. Any outstanding lease costs or notice to be served on present rented property will only be reimbursed for the amount of time left to complete the transaction.

- **Will the company pay for removal expenses for non homeowners?**

Removal Expenses - The Company will meet the cost of expenses incurred for removal of furniture (including insurance cover) and the cost of storing furniture where this is considered by the Company to be necessary (the lowest of three competitive quotations must be accepted).

- **Who's responsible for approving bridging loan requests?**

All requests for a bridging loan must be approved by the Managing Director and the HR Manager.

- **Will the company pay for house sale/purchase expenses?**

The Company will refund all reasonable legal fees and disbursements incurred in the sale of the present house and in the buying of a house in the agreed areas, subject to the production of supporting receipts. To be eligible for this refund, an estimate of fees from the elected solicitor must have been submitted and approved by the HR Department before entering into any commitments. b) The Company will refund all reasonable estate agents' fees incurred in the sale of the property, subject to the production of supporting receipts. To be eligible for this refund, the basis of estate agent's fees must be submitted and approved by the HR Department prior to entering into any commitments. The marketing of the property will be through a single agency unless otherwise agreed by Personnel Department. c) The Company will also reimburse for: i) The cost of surveyor's fees for the new home ii) The cost of any mortgage guarantee premium iii) The cost of any penalty imposed for early redemption of a mortgage iv) The cost of any stamp duty on purchase and mortgage contracts.

- **Will the company pay for removal expenses?**

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- **What is the normal retirement age?**

The normal retirement age for Syensqo Interlox is currently 65, although we all have the right to work beyond this age.

- **What happens to my pension if I leave the company?**

You will become a Deferred member of the pension scheme if you do not transfer funds out of the scheme. Transfers out of the scheme need to be discussed with your new employer and we recommend you get independent financial advice.

- **I don't know which pension scheme I am in, how do I find out?**

Your monthly payslip will show a deduction paid into your pension scheme. Members of 'The Syensqo UK Defined Benefits Pension Scheme' will receive Annual Benefit Statements from the Pension Administrators named Mercer Ltd. Members of 'Syensqo Interlox Group Personal Pension Scheme' will receive communication from the Pension Advisors Second Sight. If you are still unsure please contact HRO at Warrington, victoria.cassidy@syensqo.com tel 01925 643505.

- **Does Syensqo offer salary sacrifice for the Pension Scheme?**

Yes, for the 'Syensqo Interox Group Personal Pension Scheme', there is a voluntary salary sacrifice scheme. Please contact HRO at Warrington, victoria.cassidy@syensqo.com tel 01925 643505.

- **How much do I have to contribute to the Pension Scheme?**

For the 'Syensqo Interox Group Personal Pension Scheme' the minimum employee contribution is 3%. For 'The Syensqo UK Defined Benefits' Duphar Section employee contribution is 6% of pensionable salary, the Interox Section is 5% of pensionable salary and the Speciality Chemicals Section is 5% of pensionable salary.

- **Does the company contribute to the Pension Scheme?**

Yes, for the 'Syensqo Interox Group Personal Pension Scheme', the company contributes a minimum of 6% and a maximum of 8% depending on the employee contribution. The Company makes a pension contribution for members of 'The Syensqo UK Defined Benefits Pension Scheme'. Please contact HRO at Warrington for detailed information. victoria.cassidy@syensqo.com tel 01925 643505.

- **Can I join the 'The Syensqo UK Defined Benefits Pension Scheme'?**

Some existing employees are active members of a Section of 'The Syensqo UK Defined Benefits Pension Scheme' this scheme is now closed to new employees.

- **Is there a Pension Scheme at Syensqo Interox?**

Yes, All new employees will be invited to join the 'Syensqo Interox Group Personal Pension Scheme' with Aegon Scottish Equitable.

If you don't find the answer to your question, please contact the HR support here

- **What shall my training plan and record include?**

ii) An agreed training target of planned training including appropriate Major Accident Prevention training (MAP) to MAP responsible personnel. This may be the training review undertaken during the PDCR process. iii) An annual review of training needs during their PDCR/annual appraisal. This shall specifically cover requirements for GMP & Pharmacovigilance training for those employees working with Interox® Paramove®. iv) An Individual Training File maintained by the HR Department. Copies of certificates awarded may be kept with the Individual Training File. v) An individual training file updated by the employee &/or their manager in a shared folder on the LAN at Warrington or in HR e-services learning solutions. vi) HR will record all training hours undertaken within a site KPI

- [Employment Conditions](#)
- [References](#)
- [Reporting Harassment](#)

If you don't find the answer to your question, please contact the HR support here

- **If I resign will I still be paid Holiday?**

Yes, you will be paid for any unused outstanding holiday entitlement calculated to your leaving date. Individuals who leave the organisation and who have taken more Holidays than the proportional entitlement will have the difference deducted from their final salary.

- **What do I need to do if I want to resign?**

A resignation letter will be required.

- **Who should I talk to if I want to resign?**

You should discuss this with your direct Line Manager or HR Department.

- **If someone resigns how much notice does he/she needs to give?**

Employees should give notice, in writing, to their manager, giving the full period of notice stated in their offer of employment or subsequent notification. Individuals, who wish to terminate their employment within a shorter period, should seek approval from their manager. This will only be granted if no detriment is suffered by the Company.

- **I have been made redundant, can I appeal the decision?**

Employees dismissed by reason of redundancy will be given the opportunity to appeal against their selection for redundancy. They should do so in writing to their Line Manager within 5 working days/shifts of the receipt of written confirmation of the decision to dismiss by reason of redundancy. The appeal will be heard by an appropriate senior manager, with an HR representative in attendance. The senior manager will not have been involved in the original decision to dismiss by reason of redundancy. The appeal will usually be held within five working days / shifts of the appeal being lodged. The employee will be notified of the appeal decision in writing.

- **What is the minimum severance pay for a full time employee 18 or over?**

A full time employee who is 18 or over and who continues in employment until the end of the period of his notice or redundancy or such lesser service as the Company may agree, will receive severance pay as follows : i) If the employee does not qualify for any redundancy compensation, severance pay of one month's salary. ii) If the redundancy compensation is less than one month's salary, the employee's severance pay will be such an amount as added to the employee's compensation makes a total of one month's salary. iii) If, during the period of notice, the Company is unable to provide sufficient work to keep a member of the staff fully occupied, the employee may be discharged by the Company and receive salary in lieu of the incomplete part of the notice period and severance pay.

- **What is the salary figure used to calculate a redundancy figure?**

The salary figure used to calculate a redundancy figure is the current contractual salary of the employee on the date on which Syensqo gives the minimum notice to which the employee is entitled. Contractual salary for shift workers is defined as Basic, Premium Hours and Shift Allowance.

- **What is continuous service?**

Continuous service includes any period when an employee was employed directly by the Company as a temporary employee immediately prior to commencing a permanent contract.

- **What counts for an employee's length of service?**

An employee's length of service will be his/her length of continuous service inclusive of the period of notice. A move from one subsidiary to another, a transfer under TUPE, or a temporary lay-off will not be counted as a break of service.

- **Can the company withdraw notice of redundancy?**

Yes, Management retains the right to withdraw notice of redundancy at any time if changed conditions make it desirable to retain an employee's services.

- **What will happen if I leave during notice?**

Employees eligible for redundancy payment and who leave their job voluntarily will not lose their entitlement provided they leave with the consent of the Company and during their notice period. Employees should give their normal period of notice. If, during the period of notice, the Company is unable to provide sufficient work to keep an employee fully occupied, they may be discharged by the Company and receive salary in lieu of the unexpired part of their notice and receive compensation as provided below.

- **If I'm under redundancy notice, do I get time off to look for work?**

Yes, an employee under notice of redundancy is entitled, during the notice period, to a reasonable amount of time off with pay for the purposes of looking for alternative employment, or to arrange training for future employment. Employees who wish to take advantage of this provision should arrange this via their line manager on each occasion.

- **What is the notice for redundancy?**

The minimum periods of notice of redundancy for employees who commenced employment before 1st May 2010 are based on length of service as follows: - a) Less than 5 years' service 1 month b) 5-8 years' service 2 months c) 9-13 years' service 3 months d) 14 years' service or over 4 months For employees who commenced employment after 1st May 2010, statutory notice periods will apply.

- **What is the trial period if I have been made an offer of alternative employment in the company?**

When an offer of alternative employment is made, the employee is entitled to a trial period of 4 weeks (or longer if agreed). During the trial period, either the Company or the employee may give notice to terminate the contract. In this situation where the termination is mutually agreed the employee will leave under the same redundancy terms as previously agreed. If alternative employment is accepted compensation payments will not be made if the salary is lower than previously held (as is made when the individual is transferred to a lower paid job at the Company's request). Employees who unreasonably refuse an offer of suitable alternative employment or who refuse a reasonable trial period, may not be entitled to receive a redundancy payment.

- **Is the company obliged to accept any volunteers for redundancy?**

The Company reserves the right not to accept any volunteers for redundancy.

- **What is the redundancy selection criteria?**

The proposed method of selecting employees who may be dismissed will be, by asking for volunteers whenever possible. Where voluntary redundancy has not produced suitable volunteers the following criteria will be considered, but may not be limited to - skills and experience, standard of work performance, or aptitude for work, attendance or disciplinary record.

- **What is the compensation for redundancy for employees who commenced employment after 1st May 2010?**

Redundancy Pay for employees who commenced employment at Syensqo Interlox Ltd after 1st May 2010 is as follows: -Years of service will count for compensation from age 18 to 65/Normal Retirement Age inclusive: 1.5 weeks salary up to a maximum of 20 years service

- **What is the compensation for redundancy for employees who commenced employment prior to 1st May 2010?**

Members of the staff who have been given formal written notice of redundancy will, on termination of employment, receive compensation based on length of service as follows: i) Years of service will count for compensation as follows: a) from age 18 to 41 inclusive: three quarters of a month's salary b) from age 42 to 65/Normal Retirement Age inclusive: one and a half month's salary ii) Full compensation will be related to the number of years and months of continuous employment, reckoning backwards from the date on which the employee's contract is terminated, subject to a maximum of 24 months salary.

- **What is the company procedure for dealing with redundancy?**

In accordance with Trade Union and Labour Relations (Consolidation) Act 1992 (TULRA) legislation, the Company will, in order to avoid, reduce or mitigate proposed redundancies, consult with the appropriate recognised Trades Union(s) prior to declaring redundancies. This consultation will begin at least 90 days prior to the first redundancy, where 100 or more redundancies are proposed; and at least 30 days prior to the first redundancy where there are between 6 and 99 redundancies proposed. Where between 1 and 5 redundancies are proposed the consultation period may be less than 30 days but the Company will allow sufficient time for the consultation process to ensure it is meaningful and reasonable. For the purposes of consultation, the Company will disclose in writing: a) the reasons why any employees have become redundant, b) the numbers and description of employees whom it is proposing to dismiss as redundant, c) the total number of employees of any such description, d) the proposed method of selecting employees who may be dismissed, e) the proposed method of carrying out the dismissals, including the period f) over which the dismissals are to take effect, g) the proposed method of calculating the amount of any non-statutory redundancy payments. The Company's consultation with the Trades Union(s) will include consultation about ways of avoiding dismissals, reducing the number of employees to be dismissed and where possible mitigating the consequences of dismissals. The Company is under a statutory duty to consult with a view to reaching agreement with the Trades Union(s). If there is no recognised Trades Union, the Company will consult with a nominated employee representative, or with the individuals affected with a view to establishing fair procedures.

- **What are the responsibilities of the line Manager on the Redundancy Policy?**

It is the responsibility of line managers to ensure that : i) Redundancy is not sought as an easy method of solving a problem; ii) The position is truly redundant; iii) Redundancy is carried out in a sensitive manner in a way which complies with legal obligations. The HR Manager must be involved to advise on these matters prior to any communication to affected individuals.

- **What are the responsibilities of the HR department on the Redundancy Policy?**

It is the responsibility of the HR department to ensure that: i) All legal obligations are met; ii) All necessary communications are made; iii) All necessary documentation is provided; iv) Redundancy payments and calculations are regularly reviewed. v) Any changes to the Redundancy Policy are communicated to the business.

- **What is redundancy?**

The Employment Rights Act 1996 (Section 139) defines redundancy as follows: (1) For the purposes of this Act an employee who is dismissed shall be taken to be dismissed by reason of redundancy if the dismissal is wholly or mainly attributable to- (a) The fact that his employer has ceased or intends to cease- (i) To carry on the business for the purposes of which the employee was employed by him, or (ii) To carry on that business in the place where the employee was so employed, or (b) The fact that the requirements of that business- (i) For employees to carry out work of a particular kind, or (ii) For employees to carry out work of a particular kind in the place where the employee was employed by the employer, have ceased or diminished or are expected to cease or diminish.

- **What are the objectives of the Redundancy Policy?**

It is Syensqo's intention to treat all employees in a fair and consistent manner in the event of the Company ceasing their line of business, intending to cease the line of business for which the employee was employed or a reduction or cessation of work.

- **What is the scope of the Redundancy Policy?**

It is Syensqo's intention to develop its business activities and thus provide a stable working environment and where possible security of employment for its employees. It must, however, ensure the economic viability of the enterprise in an increasingly competitive business environment. Circumstances may arise where changes in the market, technology or organisational requirements necessitate the need for reductions in staffing levels leading to redundancies. In order to minimise the impact of such reductions the following procedure will be adopted. The HR Manager must be involved to advise on these matters prior to any communication to affected individuals.

- **When is the contract given to the employee to sign?**

After the employee has been selected to work at Syensqo, and before they commence employment, two copies of the contract and a covering letter are sent to them by post. The contracts are already signed by the relevant parts from Syensqo, the employee will also have to sign them and send one to HRO.

- **Who is responsible for writing employment contracts?**

The HR Department is responsible for writing employment contracts. There is a standard contract that may be changed depending on employment details (Salary, position, work schedule). These details are communicated to HRO by the Manager. After preparing the contract HRO will send it to the Manager for approval before posting it to the employee. During this time the Manager may request any changes to be done to the contract.

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- **Can the company dismiss someone due to poor attendance records?**

If the employee's attendance record does not improve, or if his or her long-term absence continues, a final interview will be arranged. At this point, unless there are reasonable grounds to believe that there will be an improvement in the foreseeable future, the organisation's decision to dismiss the employee by reason of incapability will be explained.

- **What happens if the employee's performance problems are related to his/her state of health?**

If, on the other hand, e) applies, the employee's manager will advise him or her to seek proper medical attention. A medical report from the employee's GP will be required, if appropriate, and the employee may be required to attend an examination by a practitioner of the organisation's choice in order to seek a (second) medical opinion. (A refusal to obtain or pass on the GP's report, or to attend a medical examination, may lead to the organisation to take disciplinary action against the employee, up to and including dismissal.) Once it has been established that the employee is receiving appropriate medical treatment, the employee's performance will be reviewed over a reasonable period of time.

- **What will happen if the employee's poor performance does not improve?**

Should matters fail to show a significant improvement, the employer must set down in writing the nature of the employee's capability that may result in dismissal, or disciplinary action, and send a copy of this statement to the employee. The employer must inform the employee of the basis of the complaint and a formal interview will be arranged between the employee and his or her immediate manager. At this meeting the employee will have the right to be accompanied a colleague, a knowledgeable (lay) representative or a trade union official. The aims of the interview will be to: Identify the cause or causes of the poor performance and to determine what, if any, remedial treatment (e.g.: training, retraining, support) can be given Explain clearly the shortfall between the employee's performance and the required standard Obtain the employee's commitment to reach that standard, by setting realistic targets Set a reasonable period for the employee to reach the standard, and to agree on the operation of a monitoring system during that period Tell the employee what will happen if that standard is not met The outcome of this interview will be recorded in writing and a copy will be given to the employee.

- **What is the procedure of the Capability Policy?**

When it first becomes clear to the Line Manager, that the employee's performance is so poor as to be unacceptable, the manager will hold an informal discussion with the employee to try to establish the reason or reasons. Any explanation given will, where necessary, be investigated, after which the following outcomes and actions are possible: a) The manager decides that the established standards are not reasonably attainable - the standards will be reviewed. b) The employee's problems emanate from a change in the organisation's standards - the new standards will be explained to the employee, and help & retraining will be offered, as appropriate. c) The employee's problems are related to his or her personal life - the necessary counselling and support will be provided where possible. d) The employee's poor performance is related to a lack of training or supervision - additional support in the form of training or coaching will be provided. e) The employee is suffering from a medical condition which affects his or her performance, but the condition has not yet resulted in a poor attendance records - medical advice will be sought before determining a plan of action. f) The employee's performance problems are related to his or her state of health and have resulted in frequent and persistent short-term sickness absences or a longer period or periods of absence - refer to the ill-health section below. g) The employee's poor performance results from and may even constitute misconduct - the disciplinary procedure will be invoked.

- **Who has responsibilities in the Capability Policy?**

It is the responsibility of all line managers to ensure that this policy is understood by all employees and effectively implemented. It is the responsibility of the line managers to ensure that they comply with this policy at all times.

- **What are the objectives of the Capability Policy?**

There will be times when employees do not perform at the levels required by the organisation. In dealing with cases of poor performance, the organisation distinguishes between those where the reason is within the employee's control (e.g.: employee's negligence, lack of application or attitudinal problems) and those where the reason is outside the employee's control (e.g.: health, lack of training or the changing nature of the job). In the former case, the organisation's Disciplinary procedure will be used, and in the latter case, the Capability procedure will be employed.

- **What is the scope of the Capability Policy?**

Syensqo Interlox Ltd will at times endeavour to ensure that employees achieve and maintain a high standard of performance in their work. To the end the organisation will establish standard and monitor performance, and provide employees with appropriate training and support to meet those standard.

- **What is the fourth stage of the collective Grievance Procedure?**

Failing resolution at Stage 3 the senior employee representative(s) and the Full Time Official(s) will present the matter to the appropriate senior manager within ten working days or as soon as reasonably practicable. This may be done with the involvement of the CIA/ACAS/ other appropriate external body in an advisory capacity.

- **What is the third stage of the collective Grievance Procedure?**

Failing resolution at Stage 2 the NC will meet with the relevant Full Time Official(s) within ten working days or as soon as reasonably practicable.

- **What is the second stage of the collective Grievance Procedure?**

Failing resolution at Stage 1 the issue will be referred to the Negotiating Committee (NC) within ten working days/shifts, or as soon as is reasonably practicable.

- **What is the first stage of the collective Grievance Procedure?**

Issues arising out of the matters detailed in 5.3 above will be raised by the relevant employee groups or their representative(s) with the appropriate manager and HR Department. If unable to resolve the issue at this stage a "failure to agree" form will be completed by both parties.

- **What is the third stage of the individual Grievance Procedure?**

Failing resolution and on the basis of the statements prepared at Stages 1 & 2, the matter will be presented within five working days/shifts to a senior Manager, who will be from a function other than the employee's own and will be as mutually agreed between the employee and the HR Department. Having considered the grievance, he will write to the employee within five working days/shifts, explaining his decision, which will be final.

- **What is the second stage of the individual Grievance Procedure?**

If the matter is not resolved at the first stage, the employee will, within five working days/shifts, be given the opportunity to make a formal appeal to his second line manager. A further written statement will be prepared by the manager.

- **What is the first stage of the individual Grievance Procedure?**

An employee will discuss his or her grievance informally with his first line manager. If he so wishes, he may make a written statement. To proceed further a written statement from the employee is mandatory making explicit the fact that the individual wishes to proceed to stage 2 of the procedure and must be accompanied by the line manager's brief written summary of the discussion.

- **What is the time scale for raising an individual Grievance?**

The time scale for raising an individual grievance is 3 months from the issue arising.

- **Who can be present at a grievance hearing?**

At each stage of the individual procedure the employee will be present and may be accompanied by a colleague, employee representative or Full Time Official. At any stage of the individual procedure a member of the HR Department may be present at the request of either party, as may any other employee who it is considered could make a material contribution to the discussion.

- **What are the responsibilities of the employees on the Grievance Policy?**

It is the responsibility of all employees: To use the grievance procedures appropriately and constructively in order to facilitate speedy resolution of difficulties.

- **What are the responsibilities of the HR Department on the Grievance Policy?**

It is the responsibility of the HR Department : To ensure the procedure is appropriate to the business at all times To provide consistent advice to line management in accordance with Company policy and employment legislation.

- **What are the responsibilities of the managers on the Grievance Procedure?**

It is the responsibility of all managers to ensure that the procedure is : Communicated to all employees Understood by all employees Effectively implemented and complied with at all times-

- **What are the objectives of the Grievance Policy?**

Syensqo Interox Ltd intends that every effort will be made to arrive at a speedy solution to any grievance, individual or collective, and that all employees are assured of prompt, fair and impartial treatment. In addition, Syensqo Interox Ltd intends to facilitate equitable resolution of any problem, at the closest management level to where the grievance has arisen. This should also minimise the possibility of any grievances developing which would jeopardise the efficiency and long term security of Syensqo Interox Ltd.

- **What is the scope of the Grievance Policy?**

Syensqo Interox Ltd recognises that from time to time employees may wish to seek formal redress of grievances relating to their employment and that collective grievances relating to the application or interpretation of existing/new agreements, will require speedy resolution. In this respect Syensqo Interox Ltd Company policy is to encourage effective communication between employees and their managers to ensure that grievances arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned. To this end the following procedure should be adopted where there are individual or collective grievances arising from employment - except where the matter constitutes an appeal against an individual disciplinary decision which should be raised in accordance with the disciplinary procedure.

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

- **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 Interox 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 Interox 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 Interox 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 Interox Ltd responsibilities when giving employee references to new employers.

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

There is no obligation for Syensqo Interox Ltd to provide a reference for any former employee. However, in most cases Syensqo Interox Ltd will be happy to comply and this policy ensures that the duty of care is adhered to. Where a reference is provided Syensqo Interox 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.

If you don't find the answer to your question, please contact the HR support here

- **What are the most common examples of harassment recognized by the company?**

Examples of Harassment: Harassment takes many forms, from relatively mild sexual banter to actual physical violence. Employees may not always realise that their behaviour constitutes harassment; they must recognise that what is acceptable to one employee may not be acceptable to another. Some examples given are clearly examples of gross misconduct punishable by summary dismissal, but other items may constitute gross misconduct depending on the circumstances of the case in question. Examples include - a) Insensitive jokes and pranks b) Lewd comments about appearance c) Unnecessary body contact d) Displays of sexually or racially offensive material e.g.: pin-upse) Requests for sexual favours f) Speculation about an individuals anatomy, private life and sexual activities g) Threatened or actual sexual or racial violence h) Threat of dismissal, loss of promotion, for refusal of sexual favours i) E-mail or network suggestive or sleazy message j) Deliberate exclusion from conversations / team / work area k) Racial abuse l) Bullying related to work, personal behaviours and abilities m) Threatening comments towards an individual who has referred to the existence of malpractice etc...

- **What happens if the complaint of harassment is untrue?**

An employee who brings a complaint of harassment will not suffer victimisation for having brought the complaint. However, if the complaint is untrue and has been brought in spite and bad faith the matter will be investigated in accordance with Syensqo Interox Ltd disciplinary procedure. If brought in good faith and it is considered to be inappropriate to take any further action, efforts will be made to counsel both individuals.

- **What happens if the complainant is not happy about the way the complaint has been handled?**

If the complainant is not satisfied about the way the complaint has been handled they may ask for it to be reconsidered through the grievance procedure at level 3. Requests for reconsideration of the complaint must be made within 5 working days of the first hearing. The decision of this second hearing will be sent in writing to both parties and will be final.

- **What's the penalty imposed upon an employee guilty of harassment?**

The severity of the penalty imposed upon an employee guilty of harassment will be consistent with those detailed in the disciplinary procedure i.e.: gross sexual harassment will normally result in summary dismissal. Where a lesser penalty is appropriate (written warning) this may be coupled with action to ensure that the victim is able to continue working without embarrassment or anxiety. After discussion with the victim, the line manager may order the transfer of the harasser to a different work area or arrange for the amendment of working practices to minimise contact between the two employees. If the victim so wishes her/his own transfer maybe arranged subject to practical limitations and an ability to move department. The result of the hearing will be confirmed in writing to both employees. An employee who receives a warning or is dismissed for harassment may appeal against the penalty on accordance with Syensqo Interox Ltd appeals procedure.

- **What are the rights of the employees accused of harassment?**

The employee accused of alleged harassment will also have the right to be accompanied at the investigation interview. Where the line manager concludes that harassment has taken place, they will ensure that the harasser has every opportunity to defend or explain his/her actions in accordance with Syensqo Interlox Ltd disciplinary procedure.

- **What's the procedure after a serious complaint of harassment?**

As soon as a serious complaint of harassment has been received action will be taken to separate the harasser from the complainant - this may involve temporary transfer of the alleged harasser to another Department or suspension of the alleged harasser with pay until the complaint has been resolved. The line manager handling the complaint will carry out a thorough investigation as quickly as possible, maintaining confidentiality at all times. All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will be considered a disciplinary offence. At all stages of this investigation a member of the HR Department will be present. Copies of statements made by witnesses will be made available to the alleged harasser and the complainant. It is acknowledged that some witnesses may be reluctant to appear at the complaint hearing and the line manager will, if necessary ask question of witnesses in private. The complainant may, if they wish be supported throughout the investigation by a colleague or recognised trade union representative.

- **What's the procedure following harassment?**

Where serious harassment occurs employees are advised to bring a formal complaint using the grievance procedure and should seek assistance from the HR Department in doing so. The complaint should be made in writing and contain: The name of the alleged harasser The nature of the harassment Dates and time when harassment occurred Names of witnesses to any incidents of harassment Any action already taken by the complainant to stop the harassment.

- **What's the procedure in case of harassment?**

All examples of harassment are viewed as potentially serious and employees are advised to make it clear to their harasser that the behaviour is unacceptable and must stop. If an employee is unable to do this verbally then a written request (explaining the distress which the behaviour is causing) handed to the alleged harasser may be effective. The HR Department can assist employees in taking such informal action and help to reach an agreement between the two in the first instance. Any formal interview should take place as specified within the Syensqo Interlox Ltd Disciplinary procedure.

- **Does the company view harassment seriously?**

All new employees will be informed of the policy towards harassment at induction training when it will be stressed that all complaints of harassment will be treated very seriously.

- **What are the responsibilities of all employees on the Dignity at Work Policy?**

It is also the responsibility of all employees to; Personally meet the requirements of this Policy Ensure that all other individuals perform to the same standard.

- **What are the responsibilities of the HR Department in the Dignity at Work Policy?**

It is the responsibility of the HR Department to: Ensure the procedure is updated in accordance with changing legislation Provide consistent advice to line managers and employees in order to maintain fairness.

- **What are the responsibilities of the managers in the Dignity at Work Policy?**

It is the responsibility of all managers to ensure that this policy is: Available and communicated to all employees Understood by all employees Effectively implemented and complied with by all employees Any breach of this policy is fully investigated Disciplinary action will be taken against anyone found to be in breach of this policy.

- **What are the objectives of the Dignity at Work Policy?**

Syensqo Interlox Ltd will endeavour to secure the support of all employees in seeking to eradicate harassment from the workplace. This policy will ensure that victims of harassment are provided with a means of redress.

- [Access cards & Badges](#)
- [Facilities](#)
- [Medical](#)
- [Work accidents](#)

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

- **Where can I get my swipe card?**

The swipe card is given to the employee by Security.

- **Is it compulsory to wear my identity badge?**

All employees must carry their identity badges at all times whilst at work.

- **Can I make personal phone calls from the office?**

The Company recognises that emergencies do occur and that staff may have occasions to ring home. Employees are permitted to make such calls on the understanding that calls are kept as brief as possible. Employees should recognize that abuse of Company telephones will be considered serious misconduct and treated appropriately under the Company disciplinary procedure.

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

- **Is there a fitness centre on site? How does it work?**

All Syensqo employees at Warrington are able to be members of the onsite fitness centre. Employees are required to make an appointment with the Occupational Health Nurse to ensure they are fit and healthy to use the gym, due to it not being supervised. When the Nurse has confirmed you can use the gym, an induction is arranged by the HR Department. Further details are available from the HR Department.

- **I have a car, is there a car park on site? How does it work?**

Car park facilities are available and a car park pass permit must be obtained from Security Office.

- **Is there tea and coffee available anywhere in the premises?**

Tea, coffee and cold drinks are available by the company from vending machines located in the Office Block and also available on the manufacturing plant.

- **Is there a restaurant/cafeteria on site? What are its opening hours?**

The Warrington site has a restaurant which is open from 8am to 3pm for snacks and drinks.

- **What happens if an employee does not comply with the Smoking Policy?**

Any non-compliance with this procedure will be treated as gross misconduct and may lead to dismissal of the individual.

- **What facilities are there for employees at Syensqo Interox?**

There are car parks, a canteen and a gymnasium for employees.

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

- **How can I book an appointment with the Occupational Health Practitioner? What days is the practitioner available and where can I find the office?**

You can book an appointment with the practitioner by calling the Phone extension 3282, or email Warrington, occupational-nurse.warrington@syensqo.com. Every Tuesday there is an OH nurse on site available for medicals and advice: 01925 643282. You may find the OH Practitioner's office at the rear of the house near the gatehouse.

- **What else does Occupational Health do?**

Occupational health will assist you and the company plan a return to work after a long period of illness or injury, however it was sustained. They carry our medical assessments and provide regular bulletins about health and well being.

- **Can the Occupational Health Practitioner prescribe my regular medication?**

No, the service is not for the prescription of medicines, but for preventative action and health surveillance. It however may be possible to have for instance stitches removed by appointment or dressings changed.

- **Is there a health provider at Syensqo?**

Yes, Syensqo Warrington has a Medical provider within the Health and Safety Department. SALUS is the name of the Occupational Health Department. Phone: 01925 643282

- **If I have any questions about health at work who should I contact?**

All questions about work medicine are addressed to the Occupational Health Department: 01925643282

- **Does Syensqo provide flu vaccines?**

Yes, we provide flu vaccines annually for all employees who want one.

- **Can I see the Occupational Health Practitioner during my working hours?**

Yes, these are the only hours we provide this service.

- **Is it compulsory for companies to have on site Health Provision?**

No, it isn't. Syensqo Interox provides this service to its employees voluntarily because it is interested in assisting with the health and wellbeing of its employees.

- **What advice does Syensqo Interox give on smoking?**

Syensqo Interox Ltd encourages all smokers to seek advice and support in stopping smoking and can offer practical help to those who wish to do so. You should speak to the Occupational Health for further information (Ext 3282). Syensqo Interox has a non-smoking work environment except for designated smoking areas.

- **What are the responsibilities of the Managers in the Smoking Policy?**

It is the responsibility of all line managers to ensure that the Policy & Procedures are: Communicated to all employees Understood by all employees Effectively implement and complied with at all times.

- **What are the objectives and scope of the Smoking Policy?**

Syensqo Interox Ltd recognises the dangers of smoking and passive smoking as well as the difficulties faced by long-term smokers. This policy is not devised to victimise smokers but to eliminate employee exposure to environmental smoke.

Syensqo Interox Ltd is committed to providing a safe and healthy working environment for all employees. Syensqo Interox Ltd only allows its employees, contractors and visitors to smoke in designated area on site. The practices with respect to smoking are developed to meet the commitment to employee's health.

If you don't find the answer to your question, please contact the HR support here

- **What is considered a work accident?**

Any injury which occurs during your work, on site or off site.

- **Is the time spent from/to home/work accounted for?**

No, this is your own time and any injuries incurred then are not considered work related accidents. If you were travelling on business and injured, that would be considered a work related injury.

- **What's the procedure in case of a work accident? What should I do if I'm unable to work?**

You must report to the gatehouse for medical treatment, however small. All injuries must be recorded by the person who treats you. More serious injuries are always investigated. Lost time injuries are reported to the authorities and are always investigated. If you cannot come to work due to a work related injury you will be on paid leave.

- [Payment](#)
- [Taxes](#)

If you don't find the answer to your question, please contact the HR support here

- **How can I change my Bank Details?**

You can change the bank account you wish to be considered on that payroll between the 1st and the 12th. You will need to update this information on My HR Services > 'Salary, Time & Personal Info'. Once inside your Workspace, click on the 'Person' icon (Employee Data) on the top of the screen, and then 'Personal' Tab > 'Bank Details'.

If you don't find the answer to your question, please contact the HR support here

- **I have received a letter from HMRC stating that my tax code will be changed.**

Normally, when an employee receives a notification of tax code change from the HMRC, an instruction will be sent via the Government Gateway to update the payroll system.

- **What is the P60?**

The P60 is a statement which details an employee's total taxable pay and tax paid in a complete tax year. It is very important to keep this form with you, since it is proof that the tax in that year was paid. It will be uploaded to My HR Services by the end of May. The P60 will only be generated for active employees as of 5th of April, so you will not receive one after you leave. <https://www.gov.uk/payee-forms-p45-p60-p11d/p60>

- **What is P11D?**

The P11D is a tax form that states an employee's benefits in kind provided by the company; i.e. company car, private medical insurance, etc. They will be uploaded to My HR Services by mid June and posted to the employee's home address. If there any issues with your P11D, please note that the statement is uploaded to My Documents and a notification will be sent to employees detailing contacts for any queries. <https://www.gov.uk/payee-forms-p45-p60-p11d/p11d>

- **When will I receive my P45 after I leave? If I lose my P45, can I request a copy?**

The final payslip and P45 will be posted to the employee's home address when the final payments are processed. In the event that you lose the form, please contact the payroll team for a duplicate.

- **When do I provide my P45 from my previous employer when I join Syensqo? What is a Starter Checklist?**

Please provide your P45 to your local HR department on your first working day. New hires will need to complete a starter checklist if they do not have P45 provided by their previous employer.

- [Personal Information Change](#)

If you don't find the answer to your question, please contact the HR support here

- **How can I see my Personal Data Pending requests?**

You can check your Personal Data Pending requests on My HR Services. Go to My HR Services and select the icon 'Salary, Time & Personal Info'. Once inside your Workspace, click on 'Navigate' and select 'Employee Data'. On the top of the screen, you will find the 'Personal' tab, in which you can click on 'Pending requests'.

- **I got married and need to update my new marital status. How should I proceed?**

You should provide the HR Contact Center the date of marital status change, as well as your spouse's date of birth. This information can be sent via webform.

- **What are the documents needed for the hiring process?**

Copy of Passport National Insurance number Copy of either a bank statement or utility bill addressed to you at your current address (for CBR check) Bank Details Emergency contact details

- [Absences](#)
- [Attendances & Overtime](#)
- [Quotas](#)
- [Time Events](#)
- [Work Schedules & Substitutions](#)

If you don't find the answer to your question, please contact the HR support here

- **What is special leave?**

A special leave is a period that covers work hours where the employee will be absent, previously conceded by the employer, and that does not fall under the usual types of leaves, ie. maternity leave, medical leave, etc. The granting of this leave will be as a result of management discretion and each case will be considered on its own merit without prejudice to past cases which may have arisen, or future cases which may arise. Special leaves can be: Court Appearances, Public Duties (Magistrate, JP), Territorial Army Training, Study Leave, Sabbatical Leave, Other domestic & family reasons not covered above.

- **Can I take extended Leave? How does it work?**

Syensqo may allow unpaid time off to employees requesting extended leave. Each request will be decided on its own merits. a) To qualify, employees must have completed at least 2 years continuous service with the Company. b) Employees will normally be eligible for one request for leave at 5 yearly intervals during their employment with the Company. c) The granting of such leave will be dependent upon:• The operational requirements of the business. • The acceptability of the employee's reasons for wanting extended leave. d) Unpaid leave will only be granted when the full entitlement to annual holidays has already been taken. Carry over of holidays from previous year can only be accrued for this reason if agreed in advance with the line manager. e) Normally no more than 3 weeks additional leave will be granted. f) Where employees have conflicting requests applicants will be treated on a "first come first served" basis, but in any event it would be unlikely to conflict with paragraph (b) above. g) Employees must provide details of their travel arrangements and an address where they can be contacted whilst away. h) All employees granted leave will be required to sign a document setting out the conditions, the date they are required to return and the fact that failure to return on the due date will be treated as unauthorised absence which could lead to disciplinary action. Employees will remain under contract during their absence and will continue to accrue continuous service but not holiday entitlement. Employees taking extended leave will be entitled to return to the jobs they left provided they return on or before the agreed date.

- **What are the Study Leave conditions in Interlox Ltd?**

Leave of absence will be granted for sitting final examinations for which the results count fully towards a Company sponsored course of study. This privilege is not to be counted as automatic and is subject to satisfactory performance of work and sight of examination timetable. The individual may take up to two days per examination, (including examination days) up to a maximum of 10 days on first attempt only, for final year examination at HNC, degree and professional qualification levels only. Half of any study leave granted must be deducted from the individual's holiday entitlement. e.g. 5 days study leave = 2½ days Company leave 2½ days own holiday entitlement For any second or subsequent attempt at examination, time off will be taken from the individual's holiday entitlement. Where final examinations are split between the last two years the total will be divided between these years if required i.e. 2nd Year 40% counts 3rd Year 60% counts Then a maximum of 4 & 6 days will be granted as per above Company/individual calculation. As a policy overtime will not be paid until 37.5 hours per week are worked. Study leave as approved by the business will count as a 7.5 hour working day. Overtime exempt people are expected to meet all requirements of job over and above study

- **Is time off granted for Public Duties (Territorial Army Training)?**

Time off for employees serving as Magistrates will be granted on the following basis: up to 5 days (10 half days) per annum will be granted as paid special leave by the Company. The remainder must be taken as leave without pay, holiday or the hours repaid by working additional hours.

- **I have to make a Court Appearance as a Witness, will I get time off?**

The Company has no obligation to pay for such an absence if this is for personal reasons. Employees must take holidays or time due in lieu where available.

- **I have to attend Jury service, will I get time off?**

Yes, paid time off. There is an obligation on all eligible employees to perform such service. A declaration received from the court should be submitted to the Personnel Department who will state that there will be no loss of earnings and that the juror should return to work if not required.

- **I am a Safety Representative and have to undergo a related activity, do I get time off to do so?**

Accredited representatives will be allowed to take reasonable paid time off as necessary to carry out their duties and to undergo training as authorised and agreed by the line manager.

- **I have to attend a Trade Union activity, do I get time off?**

Members are entitled to take reasonable unpaid time off work to take part in the activities of their union e.g. conferences. Line managers reserve the right to refuse time off to attend trade union activities providing a valid reason is offered. The unpaid time off must be recorded in HR e-services, representatives can have paid time off.

- **Will the company grant me time off for other specific activities?**

Yes, The Company will grant reasonable paid time off at a mutually agreed time to employees for the following purposes: Employee Representatives duties /training; Trade Union activities; Safety Representative duties/training; Jury Service. These activities should be recorded in HR e-services.

- **Do I get time off for antenatal care?**

Yes, paid time off. You should inform your line manager and provide evidence of the appointment. If you're undergoing IVF treatment you will be entitled to paid time off for antenatal care only after the fertilised embryo has been implanted.

- **What are the responsibilities of the employee, manager and HR department on the Time off Work Policy?**

Employee: apply for any leave specified in this policy on the attached form and at the earliest reasonable opportunity; Understand the conditions of any request approved.

Manager: it is the responsibility of all line managers to ensure that: This policy is effectively implemented and understood by all employees; Any necessary pay adjustments are notified to BSC HR Administration; A copy of the time off request form is sent to the HR Department; They understand and explain the conditions of any request approved to the employee concerned.

HR Department: provide consistent advice to line management in accordance with this policy; File all records received in the individual's file

- **What are the objectives and scope of the Time off Work Policy?**

To recognise the various requests that employees may make in respect of time off work while in the employment of Interox and have a way of dealing with them fairly and consistently. It is the Company's policy to grant reasonable requests for time off in addition to holiday, maternity leave or dependant care subject to the operational needs of the business. The Company will also comply fully with legal requirements in respect of statutory time off work.

- **I have a medical appointment, can I take time off?**

Employers are not required by law to allow workers to attend medical appointments in work time. You can speak to your manager about this or use a holiday day to make the appointment.

- **I am on adoption leave, do I have the same holiday rights? Will I continue receiving my contractual benefits during my Ordinary Adoption Leave?**

While you are on adoption leave, both your contractual holiday entitlement and your 24 days statutory holiday entitlement under the Working Time Regulations continue to accrue. However, during your additional adoption leave, only your statutory holiday entitlement continue to accrue - unless your contract specifically states that contractual holiday entitlement also continues to accrue. Yes, your contractual benefits are still covered in this type of situation.

- **What's the Return to work procedure?**

As you have a right to return to work in your old job, we will seek to avoid your being put into a position of potential redundancy whilst on leave. In accordance with statutory requirements, where job losses are unavoidable you will be given first consideration for any suitable alternative employment that may arise. At least two weeks before you are due to return to work, you will be invited for an informal meeting with the HR Manager in order to provide an opportunity for discussion of any material points concerning your return to work. These may include:

Updating you on developments at work;

Considering whether any retraining needs have arisen because of staleness or new technical or other developments. It is our aim to ensure that your leave does not put you at a disadvantage in relation to skills or other training needs;

Providing you with the opportunity of indicating whether you wish to be considered for flexible working arrangements; Providing you with an opportunity to discuss and explain any necessary and unavoidable changes to your work.

- **Is there Paternity Leave for adoption?**

Your co-adopter could have the right of up to 26 weeks' Additional Paternity Leave. This is in addition to the two weeks' Statutory Paternity Leave they could be entitled to. Additional Paternity Leave can be taken after 20 weeks after the child starts living with you. It must be completed before the child's first anniversary since living with you.

- **When can Adoption Leave start and how much is the Adoption Pay?**

Adoption leave can start from the date of the child's placement or from a fixed date which can be up to 14 days before the expected date of placement. The statutory scheme provides for 39 weeks pay at the Statutory Rate or 90% of your average weekly earnings if this is less than this rate.

- **When should I tell my manager I want to take Statutory Adoption Leave?**

You must inform HR that you want to take Statutory Adoption Leave within seven days of being told that you have been matched with a child for adoption. If it is not possible to tell within seven days, you must tell us as soon as possible. You must tell us: when you expect the child to be placed with you; when you want your Statutory Adoption Leave to start. You can change your Statutory Adoption Leave start date so long as you give your employer at least 28 days' notice. We will tell you within 28 days of receiving your notice, the date on which your Statutory Adoption Leave will end. This will be 52 weeks after it starts. You can return earlier than this as long as you give Interlox eight weeks' notice.

- **Do I qualify for Statutory Adoption Leave? When can I take it and for how long?**

To qualify for Statutory Adoption Leave, you must be an employee of Interlox newly matched with a child by an adoption agency ('matched' means that the adoption agency gives you the details of the child they think is suitable for you to adopt) have worked continuously for your current employer for at least 26 weeks before the beginning of the week when you are matched with a child. You must give us documentary proof to show that you have the right to paid Statutory Adoption Leave. This is usually a matching certificate from your adoption agency. The adoption agency must be recognised in the UK. If you don't qualify for Statutory Adoption Leave, you could consider taking paid holiday, unpaid leave or Parental Leave. You will not qualify for Statutory Adoption Leave or Pay if you: arrange a private adoption, become a special guardian, adopt a stepchild or have a child through surrogacy. If you are adopting a child from overseas, then different rules apply.

Statutory Adoption Leave is 52 weeks. This is made up of 26 weeks of ordinary adoption leave, followed by 26 weeks of additional adoption leave. The employee is entitled to only one period of leave, per adoption, even if you are adopting more than one child.

- **Can I take time off for family assistance when it is not an emergency? What counts as an emergency?**

The right to take time off for family-related matters only covers emergencies, so it does not apply if you know about the event in advance. For example, if you want time off to take your child to the hospital in a week's time, this right would not apply, although you may be able to take it as Parental Leave instead or holiday.

An emergency could be any unexpected or sudden problem involving someone who depends on your help or care. For instance, when a dependant falls ill, if they have been injured or assaulted, having to deal with an unexpected disruption or breakdown of care arrangements for a dependant, or even an unexpected incident involving your child during school hours or the death of a dependant.

- **What is compassionate leave?**

Taken to mean paid leave for all manner of 'emotional and personal' reasons that are not related to the illness of the employee involved, but rather domestic emergencies or personal issues relating to their spouse, children or parents.

- **Can I get time off for Family Assistance? If so, when should I inform the company? How much time am I allowed to take?**

Yes, you have the right to unpaid time off work to deal with emergencies involving a 'dependant' - this could be your husband, wife, partner, child, parent, or anyone living in your household as a member of the family. A dependant may also be anyone who reasonably relies on you for help in an emergency, for example an elderly neighbour living alone who falls and breaks a leg and you are the closest on hand.

You should let your employer know as soon as you can, although you don't have to do it in writing or provide evidence. If you return to work before you have had the chance to contact your employer, you must still tell them why you were absent.

You are allowed 'reasonable' time off to deal with the emergency and make any arrangements that are needed. There's no set amount of time allowed to deal with an unexpected event involving a dependant - it will vary depending on what the event is but for most cases one or two days should be sufficient to deal with the problem. There's no limit to the number of times you can take time off for dependants, provided it's for real emergencies. If your employer feels that you are taking more time off than they can cope with, they should warn you of this. If you need to be off for longer than you thought to deal with something, contact your employer as soon as you can to let them know why and how long you might need. Try to give them these details in writing as soon as you can. Your employer may have a form they will need you to fill in.

- **What will happen during my leave?**

Arrangements will be made for cover of your workload, and you will be kept in touch with any important work development. In addition, we will ensure that you remain on circulation lists for internal memorandum and will be included in invitations to work-related social events as though you were still at work. We will try to ensure that Parental Leave does not cause any long-term disadvantage to you concerning your training needs and self-development. You are bound during Parental Leave period by your implied obligation to the company of good faith and specified terms relating to notice, disclosure of confidential information, acceptance of gifts and whether you are participating in any other business. The disciplinary and grievance procedures continue to apply, as does any entitlement to compensation for redundancy.

- **Can the company deny my Parental Leave request?**

If the operation of the business will be unduly disrupted by the Parental Leave, it may be postponed if absolutely necessary. You are not entitled to Parental Leave unless you have complied with the request by us to produce evidence of your entitlement. In certain circumstances, we are entitled to postpone a period of Parental Leave.

- **What will happen after I ask for Parental Leave?**

Arrangements will be made for you to meet with the HR Manager. This will be an informal interview, the purpose of which is to confirm that: You understand your rights to Parental Leave and the requirements to give appropriate notice (see below); The right to return to work is explained, together with any potential opportunities for flexible working; Arrangements for time off are known, and any possible health and safety concerns are aired; You know that the leave from work is unpaid.

- **I want to take Parental Leave, how should I inform the company? What evidence will be requested upon my Parental Leave request?**

Notice must be given 21 days before the date on which the leave is to begin and must specify your intention to take Parental Leave and respective dates. You may not take more than four week's leave for each child during a particular year. After giving notice you must comply with any request made by us to produce for our inspection evidence of our entitlement. Leave must be taken in blocks of one week. However, if the child qualifies for a disability living allowance, the leave can be taken as single days or multiples of a day.

The type of evidence that we may request should show your responsibility or expected responsibility for the child in respect of whom you propose to take Parental Leave. We may also request the child's date of birth, or in the case of a child who was placed with you for adoption, the date on which the placement began. In the case where your entitlement depends on whether the child is entitled to disability living allowance (i.e.: after the child's fifth birthday or for a period less than a week), the child's entitlement to that allowance. No request will be made by the company unless it is reasonable.

- **My child is adopted, am I entitled standard Parental Leave rights?**

Yes, parents of adopted children are entitled to the same rights as parents of biological children.

- **When can I take Parental Leave?**

If you have been in our employment continuously for one year, you are entitled to Parental Leave, provided you expect to have responsibility for a child. Parental Leave must generally be taken before the child's fifth birthday. Therefore, the child must be under five years old or, if disabled, less than 18 years old. This leave is made up of a maximum of 13 weeks for each child. Parents of disabled children have the right to take up to 18 weeks. The company does not pay this for this leave.

- **I want to take Ordinary Paternity Leave, how much notice should I give and when can I start?**

Before the 15th week before EWC, unless this is not reasonably practicable. You will need to inform the HR Department in writing including the following information: The week the baby is expected; Whether you wish to take one or two weeks leave; When you want the leave to start. You must inform the HR Department as soon as is reasonably practicable after the child's birth, of the date on which the child was born. If you have given notice of your intention to take Paternity Leave and wish to change the date on which you wish to begin your Paternity Leave, you must provide written confirmation to the HR Department within 28 days before the new period of leave is due to start.

You can choose to start your leave:

- From the date of the child's birth (whether this is earlier or later than expected);
- On a chosen day after the date of the child's birth (whether this is earlier or later than expected);
- From a chosen date which is later than the first day of the EWC.

You can choose to take either one week or two consecutive week's Paternity Leave. Paternity Leave must be taken; If the child is born before the EWC Within 56 days of that date or Within 56 days of the actual date of birth of the child

- **Do I qualify for Ordinary Statutory Paternity Leave?**

You will be eligible for Paternity Leave and pay if you: Are the father of the child or the mother's husband or partner. Have worked for Interlox Ltd for a minimum of 26 weeks by the notification week (end of the 15th week before EWC). Have or expect to have responsibility for the upbringing of the child if you are the father or expect to have the main responsibility for the upbringing of the child if you are the mother's husband or partner but not the child's father. Have given the correct notice.

- **My partner is pregnant, do I get time off for antenatal appointments?**

No, you do not have a legal right to time off to accompany your partner to antenatal appointments. The right to paid time off only applies to pregnant employees.

- **What is Keep in Touch?**

Employees on Maternity or Adoption Leave can attend work for up to 10 days during the statutory leave period without affecting the leave. Keeping in touch days will be paid full.

- **If I had a stillbirth, am I still entitled to Maternity Leave?**

Yes, If you suffer a stillbirth you have the right to maternity leave. (The definition of stillbirth is the birth of a child either living or dead, after 24 weeks of pregnancy).

- **What is the difference between Statutory Maternity Leave, Compulsory Maternity Leave and Additional Maternity Leave?**

Statutory Maternity Leave: It is the combination of 26 weeks of Ordinary Maternity Leave and 26 weeks of Additional Maternity.

Compulsory Maternity Leave: It is compulsory leave in a period of 2 weeks immediately after giving birth. This is part of Ordinary Maternity Leave.

Additional Maternity Leave: Additional Maternity Leave is for a period of a further 26 weeks after OML, it is irrespective of length of service or the number of hours worked each week.

- **When can I take Ordinary Maternity leave and for how long?**

Ordinary Maternity leave cannot commence earlier than the 11th week before EWC, but you can elect to work up to the date your baby is born. Leave will start automatically if you are absent from work owing to a pregnancy related illness in the 4 weeks before EWC. Its duration is 39 weeks.

- **What is the notice required before taking Statutory Maternity Leave?**

You must notify the HR Department by the end of the 15th week before EWC. This notification must be in writing and contain the following: Confirmation that you are pregnant; The expected week that your baby is due; When you would like your maternity leave to start. Your employer might ask for a copy of form MAT B1, the maternity certificate, which says when the baby's due. Your doctor or midwife will give you a copy of the MAT B1 form after you have been pregnant for 21 weeks. They cannot give this to you any earlier. After informing your employer that you want to take Statutory Maternity Leave, they should write to you within 28 days. They should confirm your Statutory Maternity Leave and give you the date your Statutory Maternity Leave will end.

- **How much time off am I entitled to if I am pregnant?**

Employees are entitled to 52 weeks Statutory Maternity Leave.

- **What is the scope of the Maternity Leave Policy?**

Syensqo Interlox Ltd policy is to comply with both the letter and the spirit of the law on maternity rights. To this end its aim is to inform all female employees of their entitlement to statutory maternity rights and to ensure that these rights are understood by all employees who qualify.

- **I've been off work due to long time illness, can my employer dismiss me?**

Before making a decision we must consider: If working part-time or flexible hours would help your return to work; If there will be a full recovery or if a return to the same work is not possible; If you could return if some assistance was given; If alternative, lighter or less stressful work is available, with re-training if necessary; If you feel you have been unfairly dismissed due to long-term sickness you can have your case heard with an Employment Tribunal. Employers can dismiss someone on long-term illness as a last resort.

- **What's the company Policy on declared Public Holidays?**

The Company allows a maximum of 8 days in each year. These days are: Christmas Day, Boxing Day, New Years day, Good Friday, Easter Monday, May Day holiday, Whitsun bank holiday, and August bank holiday. If you work on a declared holiday you will receive a declared holiday payment for each hour worked on that day, in addition to your normal salary. If an individual works any of the declared holidays, then he/she will receive the appropriate premium payment.

- **When does the contractual holiday year start? If I'm new in the company, from when can I start taking Holidays?**

The contractual holiday year for all employees runs from 1st January - 31st December each year. You are immediately given the right to take holidays when joining a company. HR will provide you with the number of holidays to which you are entitled.

- **What are the responsibilities of the individual, the line Manager and HR Department on the Holiday Policy?**

Employee: It is the responsibility of individuals to request leave prior to taking it and to record it effectively within the systems provided.

Manager: it is the responsibility of line managers to approve or decline authority speedily and to explain any rationale for the refusal of any leave application.

HR Department: It is the responsibility of the HR Department to ensure that this policy reflects regulatory and company requirements, and that appropriate systems for the requesting and recording of holiday and other leave are maintained.

- **What are the objectives and scope of the Holiday Policy?**

Holiday entitlement is an important element of the compensation package and recognises the benefit of an appropriate work life balance. We therefore seek to encourage all employees to use their holiday entitlement to the full, whilst emphasising the need for management approval to the timing of leave days, and the accurate recording of leave taken in Employee Self Service.

All employees, including temporary employees have a contractual holiday entitlement. Part time workers have a pro rata holiday entitlement based on the percentage time they work. This policy applies to all employees based at Warrington site, and may be referenced in the case of agency or other workers who are legally entitled to this benefit.

- **What happens when I return to work after a Long illness?**

Once you return to work from long-term sickness, we will put in place a getting back to work programme. This might involve: shortening hours or offering flexible hours catching up on any new developments within the organisation training on new equipment or new processes/procedures a friendly chat about what's been going on at work.

- **Will I still be paid if I'm off during a long term illness?**

If you're sick for less than 6 months, you will be paid by the company. After 6 months, you must apply for Group Income Protection insurance for payment. The company will notify the insurers after 4 weeks absence and the company will request an appointment with occupational health.

- **What do I have to do if I have been off sick for more than 7 days?**

If you have been off work sick for more than seven days, you will need to get a Statement of Fitness to Work (fit note) from your GP or the doctor that treated you in hospital. Your manager is responsible for recording your absence in HR e-services and you will have to do a back to work interview.

- **Who should I contact if I'm sick and can't make it to work?**

You should contact Warrington's Security on: 01925 643225. Ask to be transferred to your Line Manager - leave a message if unavailable. There must be a daily contact with Security and the Line Manager for the first 7 days of absence.

- **What are the responsibilities on the Absence Policy (employee's responsibilities)? What are the objectives and scope of this policy?**

Gate Office: It is the responsibility of the Gate Office to ensure that all absence is recorded and passed to HR absence notification telephone calls are transferred to the individual's line manager.

Employee: It is the responsibility of the employee to ensure that : they maintain contact with their manager and inform him/her of their likely return to work date they return to work promptly in good health, or if not yet in full health under guidance, possibly on restricted duties. all sickness absence is reported and recorded the necessary forms are completed and sent to HR.

This procedure is to be followed by employees who are absent from work due to sickness, and by the Gate Office in order to ensure that their absence is understood and recorded by their line manager, to facilitate any cover required, the return to work of the employee, and the recording of the absence. It is the Company's intention to monitor and control sickness absence for all employees. This policy will enable employees and their managers to manage employee health and absence effectively.

- **What are the employee's representation duties/training?**

Employee Representation duties/training - Elected representatives of recognised trade unions will be allowed reasonable paid time off to meet their defined duties and responsibilities and to undergo training for those duties. Other employees elected to officially represent employees are not covered by statutory time off provisions but will be given the same opportunity to meet their obligations as appropriate. Definition: Relevant job related activities or representation of colleagues.

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

- **Who authorizes overtime?**

It is the responsibility of the immediate line manager to authorise all overtime via HR e-services in accordance with the Company policy, ie applicable to real business need. Not all positions are paid overtime.

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

- **What's the bereavement leave entitlement?**

All employees are entitled to up to 5 working days paid leave when a member of their immediate family dies. Immediate family is defined as: Wife/ Mother /Sister/Husband/Father/Brother/Common Law Partner/Children Loss of other relatives will entitle employees to 1 working day paid leave. Relatives defined as: Grandmother/Mother-in-law/Sister-in-law /Grandfather /Father-in-law/Brother-in-law In any other special circumstances, the employee should make a request to their immediate line manager. Requests should be entered in HR-services.

- **I am pregnant, will my Holiday entitlement change?**

While you are on Maternity Leave, both your contractual holiday entitlement and your 24 days statutory holiday entitlement under the Working Time Regulations continue to accrue. However, during your Additional Maternity Leave, only your statutory holiday entitlement continue to accrue - unless your contract specifically states that contractual holiday entitlement also continues to accrue.

- **Are employees entitled to paid Holidays?**

Yes, the company provides its employees with paid time off for holidays and is committed to ensuring that this time off is taken at regular intervals for the benefit of the individual and also at a time that is convenient for the needs of the business. The Company aims to ensure that there will be a fair allocation of holidays, and that wherever possible employees are encouraged to take their full entitlement during the period of the year.

- **What's the holiday entitlement whilst absent due to sickness?**

Employees who are absent due to long term sickness will continue to accrue holidays during their period of absence. If individuals fall sick during a period of holiday, they must follow the normal sickness reporting procedure. Failure to do so would prevent the accrual of holidays. The Company reserve the right to stop this holiday being taken at a later date.

- **What are the Holidays for shift workers?**

Holidays are rostered in the five-shift system, there are some flexible shift holidays.

- **How are the employee's holidays calculated and how many days are employees entitled to in days and hours? How can employees accrue service days?**

Employees are entitled to 27 days holiday, calculated in hours as 202.50, of which up to four days are Company nominated.

Holidays will be calculated from the employee's first day of employment. If the first day of the month falls on Saturday or Sunday, this will count as a full month for holiday calculation purposes.

Employees accrue service days during the holiday year in which they achieve multiples of 5 years, as follows:

15 years - 1 service day
20 years - 2 service days
25 years - 3 service days
30 years - 4 service days
35 years - 5 service days

Service days must be taken within the current leave year.

- **Can I carry holidays from one leave year to the next?**

As a standard the Company expects holiday leave to be taken within the holiday year. However, holiday carryover can be 5 days to be taken within one month of the end of the holiday year with management approval. For exceptional circumstances only, this can be extended to within three months. To ensure consistency of application any staff with special circumstances should ensure that a discussion has taken place between their line manager and the HR Department before they consider this request granted

If you don't find the answer to your question, please contact the HR support here

- **Are employees entitled to a smoke break?**

There is no automatic right for employees to stop work to have a smoke break. Designated smoking areas will comply with new legislation effective from 1st July 2007. Each employee should be advised that attendance in that smoke facility is their personal decision with the knowledge that they will be exposed to other people's smoke and therefore subject to passive smoking. Syensqo Interlox Ltd accepts no responsibility for any damage to their health.

If you don't find the answer to your question, please contact the HR support here

- **I want to continue breastfeeding after returning to work, what should I do?**

You should let Syensqo Interlox know in writing if you are planning to breastfeed when you return to work. Ideally, you should do this before you return so that your employer has time to plan. Your employer must carry out a risk assessment to identify risks to you as a breastfeeding mother or to your baby. If there are risks, they must do all that is reasonable to remove them or make alternative arrangements for you. Your employer must also provide suitable rest facilities. Although there is no legal requirement, employers are encouraged to provide a private, healthy and safe environment for nursing mothers to express and store milk.

- **Returning to work after Maternity Leave.**

If you return to work immediately after a period of Ordinary Maternity Leave, you will return to work in the same job that you left before you started your Maternity Leave. If for health and safety reason you were doing a different job from your usual one while you were pregnant, you may be required to return to that different job for a short time if you are still at risk when you return to work. If you return to work from a period of Additional Maternity leave you will be entitled to return to the job in which you were employed before your absence or, if that is not reasonable/practicable for the company, the return to another job which is both suitable and appropriate in the circumstances. Your right to return means that you return on terms and conditions no less favourable than those that would have been applied if you had not been absent and with the same level of seniority, pension rights and other similar rights. If annual salary reviews occur during your period of absence, you will be notified of your reviewed salary at this time. You will receive your reviewed salary upon your return to work. If you decide not to return to work, then we would ask you to notify the HR Department of your decision immediately. You must give notice in accordance with the terms and condition of your contract. If you have received contractual Maternity Pay in excess of your statutory entitlement, you will have to repay this amount to the company upon termination of your contract. If you cannot return to work because you are ill, you should notify the HR Department, who will advise you how much, if any, sick leave you are entitled to.

- **What is the responsibility of the employee, manager and HR department in the Flexible Working Policy? What are the objectives of the policy?**

Employee: It is the responsibility of the employee to respond to any documentation and communication within the time periods specified.

Manager: It is the responsibility of all managers to ensure that this policy is available and communicated to all employees, as well as understood by all.

HR Department: It is the responsibility of the HR Department to ensure that the procedure is updated in accordance with changing legislation, to provide consistent advice to line managers and employees in order to maintain fairness, and guarantee that all relevant documentation and communication is issued.

The objective of this policy is to ensure that all expectant mothers and fathers are aware of their rights and rules relating to Flexible Working.

- **Am I eligible to Flexible Working?**

To be eligible to make a request relating to child care, you must: Have worked for the company continuously for 26 weeks at the date the application is made; Make the application no later than two weeks before the child's sixth birthday, or 18th birthday in the case of a disabled child; Have or expect to have responsibility for the child's upbringing; Be able to make the application to enable you to care for the child; Not have made another application to work flexibly under the right during the previous 12 months. To be eligible to make a request relating to caring for an adult, you must: Have worked for the company continuously for 26 weeks at the date the application is made; Be married to, or be the partner/civil partner of the individual requiring care OR Be a near relative of the individual requiring care OR be living at the same address as the person requiring care. (NOTE: near relative: includes parent, parent-in-law, adult child, adopted adult child, sibling, uncle, aunt, grandparents and step-relatives); Not have made another application to work flexibly under the right during the previous 12 months. If you are eligible you will be able to request: A change to the hours you work; A change to the time when you are required to work; To work from home. Application for a change in working pattern will not always require significant alteration. For example, you may simply wish to start to work half an hour later and make up the time later in the day.

- **If my Flexible Working request is rejected, what can I do? How will I be informed?**

If you are not happy with the outcome of the meeting, then you can make an appeal to the HR Manager within 14 days of being notified. The appeal process is designed to be in keeping with the overall aim of reaching a satisfactory outcome at the workplace. If we cannot accommodate the request, we will explain why in writing to you, relying on one or more of the following reasons: the burden of additional costs, a detrimental effect on our ability to meet customer demand, inability to reorganise work among existing staff or to recruit additional staff, a detrimental impact on performance, insufficiency of working during the periods the employee propose to work, or planned structural changes. Should more time be required to make a decision, then we will give a timescale which we think is reasonable. You will be entitled to bring a work colleague to the appeal meeting. Within 14 days of the appeal, we will inform you in writing of our final decision.

- **What are the responsibilities of the employee, manager and HR Department in the Absence Management Policy? What are the objectives?**

Employee: It is the responsibility of the employee to ensure that they return to work promptly in good health, or if not yet in full health under guidance, on restricted duties. All sickness absence should be reported and recorded, and the employee must maintain contact with their manager and inform likely return to work date. This way, the necessary forms are completed and sent to HR Department.

Manager: It is the responsibility of the line Manager to ensure that regular contact is maintained with the employee and Occupational Health, and that this is recorded. Appropriate absence information should be communicated to the payroll, Return To Work Interviews are conducted when required and overall HR procedures are followed.

HR Department: It is the responsibility of the HR Department to ensure that the Absence Policy is communicated to all employees and updated as necessary, the process is understood and followed, and that Line Management is informed when trigger values are reached. This procedure is to enable the Company and its managers to monitor and control sickness absence from work for all employees. Its objective is to provide clear guidelines for behaviours during sickness and to record the company policies and standards.

- **How can I change my contract to Flexible Working? What is the procedure to apply for Flexible Working and what happens after I apply?**

If you have 26 weeks service you are entitled to request a change to your contract terms during the first five years of your child's life (or first 18 if your child is disabled). In addition, you are entitled to request a change to your contract terms if you are a carer of an adult. If you wish to request flexible working you should follow this policy. The opportunities of flexible working will depend on the needs of the business, but we recognise that you may be interested in reducing working hours, working at home or changing your working pattern owing to family commitment. We will make every effort to accommodate requests for flexible working, provided that your duties can still be effectively carried out on such basis.

The procedure you need to adopt is as follows: You must make an initial application in writing stating:

- Whether a previous application has been made and, if so, when
- That it is an application under Section 80F Employment Rights Act 1996 (ERA)
- The change applied for and the date it is proposed the change should become effective
- The effect you think the change will have on the company and how any such effect might be dealt with
- How you meet the conditions as to the relationship of the child/adult requiring care that are required
- The date

On receipt of the application, a meeting will be arranged with you and the HR Manager within 28 days to discuss the request. This will provide both you and the company with the opportunity to explore the desired work pattern in depth, and to discuss how best it might be accommodated. It will also provide an opportunity to consider alternative working patterns should there be problems in accommodating the desired work pattern outlined in your application. You will, if you so wish, be able to bring a work colleague to the meeting.

Syensqo Interlox Ltd policy is to ensure that as far as possible you are able to combine your career and family responsibilities. We recognise that parenthood brings additional responsibilities. As a result, the company has set out our policies for compliance with this and allowing you your full rights.

- **I need to change to Flexible Working but my post requires full time cover, what should I do?**

Where the demand of the post require full time cover, then it may still be possible for two suitable matched and qualified people to carry out the duties on a job-share basis. We will not reject any requests for flexible working without first considering whether arrangement can be made to accommodate them. If you change to working on a part-time or job-share basis or change your work location to working at home, you will be offered appropriately adjusted contracts of employment containing your new terms and conditions. Your continuity of employment and all related rights will be preserved. Where a job-share arrangement which is acceptable to the job-shares manager cannot immediately be identified, you will nevertheless be encouraged to return to work full-time and will be offered a job-share in a suitable post as soon as one becomes available.

- **What are our contractual working hours?**

All full time employees are contracted to work a minimum of 1956.6 hours per annum. Standard week for day workers is Mon-Fri, 8.30am-4.30pm with 30 minutes for lunch. Daily working hours and shift working patterns vary for shift workers and are available from departmental managers.