

2024

Employment Guide

VERSION 12.3

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Welcome to Kernock Park Plants Ltd

We are happy to welcome you as part of our enthusiastic team and look forward to a happy and rewarding working partnership.

This guide has been prepared to help you settle in as quickly as possible and to answer some of the questions you may have about the company, our goals, our commitment to the Staff and Customers and the way we operate. It will also detail the important policies, rules and codes we expect you to respect.

Read this guide carefully together with any other working arrangements which may be issued to you when you start work. Some parts of the guide may seem a little “onerous”, but with common sense and goodwill on both sides most of the rules and conditions will never need to be enforced.

Depending on circumstance you will normally receive an offer letter before starting work and then can expect to be given your Terms and Conditions of Employment (contract document) shortly afterwards. You will have a number of opportunities during your probationary period to discuss your work with members of staff who have been responsible for supervising you. You will then be fully aware of the Company's responsibilities towards you, your responsibilities towards the Company and jointly our responsibilities towards our customers.

We hope that you will find our Company a friendly, interesting, challenging and enjoyable place to work. If, at any time, you have a problem or query regarding your work, or any matter outside work you believe may affect your employment, please come and discuss it with us as soon as possible.

Remember, we are a team. Each of us is dependent upon the accomplishments of others. This special teamwork makes us succeed and we very much want you to feel that you are an important, integral part of our Company.

It is our intention to manage our business in a manner which results in secure employment for all our employees.



Bruce R Harnett
Managing Director



Growing great plants with service you can trust!

Our mission is to be one of the most recognised, innovative young plant producers in the UK.

Quality is crucial to our business success because we value our customers.

We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Minimum standards for product establishment and uniformity.
- Minimise in-transit times to ensure product health.
- A customer feedback and complaints procedure.
- Regular gathering and monitoring of customer feedback.
- Performance monitoring of suppliers against quantity, quality and P&D.
- Training and development for our employees.
- Regular use of external consultants to ensure best use of cultural methods.
- Regular auditing of our internal processes.
- Management reviews of audit results, customer feedback and complaints.

Though the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.



TEAMWORK STANDARDS

The aim of this handout is to set a standard of team behaviour that both managers and staff seek to achieve, for the benefit of both the employee and the Company. There are many benefits of working in an organisation that supports these principles: the satisfaction of being part of a successful team, pride in achievement and respect of management and colleagues.

Employee Rights		Employee Responsibilities
You have the right to expect your manager to:		Your manager has the right to expect you to:
Be honest and open with you.	↔	Be positive - it is easy to criticise, much harder to support.
Lead from the front and set an example of good behaviour.	↔	Care about your work and your colleagues.
Allow you room to make appropriate decisions.	↔	Work with management to achieve the goals of the business in giving excellent customer service and exceeding our budgets and targets.
Listen to and act on, your reasonable ideas and suggestions.	↔	Come up with ideas to improve the business and communicate them to your manager.
Coach, challenge and give regular feedback in a constructive manner so that you are able to monitor your performance.	↔	Do more than the minimum expected of you, particularly to help customers or colleagues.
Set you reasonable, achievable but challenging objectives.	↔	Have the courage to challenge management when you reasonably disagree with plans or policies.
Set a standard of excellence in all aspects of his or her work.	↔	Aim for excellence in all aspects of your work.
Exhibit the company Values.	↔	Believe in the company Values.
Support you when problems arise and seek ways to prevent them re-occurring rather than finding a person to blame.	↔	Challenge colleagues if they are not supporting the team.
Have a sense of humour.	↔	Have a sense of humour.

PERSONAL RECORDS

As soon as you start working for Kernock Park Plants Ltd, we establish an employee employment record for you. This file may contain several documents and papers such as your application form, copy letters, terms and conditions of employment (contract document), your CV and references from previous employers etc.

Your file will also hold other important information and personal details such as your name(s), address, who to contact in an emergency, name of your doctor, your medical form etc.

Please advise in writing any changes in your personal circumstances, status or any changes that will affect your personnel and/or wage records i.e. change of address, contact information, medical information, tax information etc. These should be emailed to hr@kernock.co.uk.

All records are stored in accordance with the GDPR.

ONLINE DOCUMENTS

All employment documents are available via our online HR portal - <https://www.kernock.co.uk/hr/>

Personal documents such as job descriptions, pay slips and P60's are stored securely and are available to view and download at any time throughout your employment.

Following the end of your employment, your account and all personal documents are purged from the online storage area and will no longer be accessible.

IMPORTANT: it is your responsibility to download any personal documents you need to keep such as pay slips or P60's. Once purged, copies can be requested in writing to hr@kernock.co.uk.

Please note: An admin charge will apply for any copies provided.

TIME & ATTENDANCE

Your normal hours of work are listed in your terms and conditions of employment and you are expected to present yourself in plenty of time to enable you to start work at the pre-stated time. You should not leave your post until your stated finishing time.

You should ensure that any work in hand at the end of your working period is left in a satisfactory state or completed before you leave.



KEY FOBS

Each key fob has a unique ID number and is your sole responsibility until such time as it is recalled or handed back i.e. when leaving employment with Kernock Park Plants Ltd.

The fob will work by waving it in front of the black sensor at the front of the clocking terminal from approx. 5 inches away (see illustration below).

When clocking in/out, you will hear a beep tone confirming the clocking and your name will be displayed on the screen.

You may use your key fob at any of the clocking terminals on site.

These are located at the:

- Entrance to Glass House 7
- Entrance to Main Office (Conservatory)
- Entrance to Canteen Area in Glass House 19
- Entrance to Glass House 21



Please note: should you damage or lose your key fob you will be subject to a charge of £25.00. Please inform your Manager as soon as possible so that a replacement can be arranged.



MISCONDUCT

Please be aware that you must only clock in/out using your own key fob device.

No employee is authorised to clock in/out for any other employee on their behalf.

Warning! Any breach of this regulation will be considered GROSS MISCONDUCT and dealt with in accordance with the terms set out in your contract/terms of employment.



DAILY CLOCKING / WORKING PATTERNS

If you arrive early or leave late and ARE NOT working overtime, please ensure that you:

- Clock In **after** 07:50
- Clock Out **before** 16:55

This helps to reduce the amount of administration required to ensure that you are paid correctly according to your hours.

The normal daily working hours are as follows:

08:00 – 10:00		}	Morning Session
10:00 – 10:15	(Break – Unpaid)		
10:15 – 12:30			
13:00 – 13:30	(Lunch – Unpaid)		
13:30 – 16:45		}	Afternoon Session
(16:00 on Friday)			

Please note: you are not required to clock out for your breaks during your normal expected working hours.

It is your responsibility to inform HR of any missed clocking's. These should be emailed to hr@kernock.co.uk.

Please note: persistent missed clocking's will invoke the company disciplinary procedures (see Appendix).

ROUNDING RULES

ALL TIME WORKED IS PAID IN 15 MINUTE BLOCKS.

Rounding rules apply; you will normally be paid for a quarter of an hour block if you work at least 12 minutes of the quarter.

Any employee found to be waiting until 12 minutes past the quarter to gain time will be dealt with in accordance to the terms set out in their contract/terms of employment regarding misconduct.



OVERTIME

All overtime (work outside of your normal expected working week hours) must be agreed by a Manager before it will be paid. All overtime hours will be assessed on the TNA system prior to payment. Any extra hours worked by an employee who were not expected to be working overtime will be verified and an assessment will be made whether overtime will be paid.

Weekend (Saturday/Sunday) overtime hours are as follows.

08:00 – 10:00		}	Morning Session
10:00 – 10:15	(Break – Unpaid)		
10:15 – 12:30			
12:30 – 13:00	(Lunch – Unpaid)		
13:00 – Finish		}	Afternoon Session



Please Note:

- We operate AM and Lunch breaks as normal during weekend overtime however you must **CLOCK OUT** and **IN** for all breaks taken.
- If working only 1 hour of overtime in the evening no breaks are required.
- If working until 19:30 you **MUST** take a 30-minute unpaid break between 16:45 – 17:15. Please **CLOCK OUT** at 16:45 and **CLOCK IN** at 17:15.



LEAVING SITE

Anyone who leaves the site during the day, but are not working, INCLUDING LUNCH BREAKS must clock out and back in again for our record of personnel on site. Anyone leaving during work hours will need to request leave as normal.



LEAVE

All leave should be booked to the nearest quarter of an hour (starting and finishing).

A basic description of leave type should be entered onto your leave slip using the codes provided at the base i.e. AL for annual leave - (see leave slip for codes)

All leave must be agreed with your Manager prior to application. Once received, all requests will be processed according to the leave policy guidelines.

IMPORTANT: Leave is only authorised once your leave slip has been returned and the period signed off as “Checked and Entered”.

LEAVE COMMENCES			LEAVE ENDS			Total Hours	REASON CODE	EMPLOYEE SIGNATURE	MANAGER SIGNATURE	CHECKED AND ENTERED
TIME	DAY	DATE	TIME	DAY	DATE					
08:00	Monday	01/01/2007	16:00	Friday	05/01/2007	39.25	AL	Example	Example	Example

Leave requests (excluding emergency leave) should be applied for based on the following criteria:

- Up to 2 days: 10 working days’ notice
- 2 – 7 Days: 4 weeks’ notice
- 14 days: 3 months’ notice

Please note that leave requests may take up to 5 working days to process and should be booked according to the timescales laid out in employment contracts.



TIMEKEEPING

All late arrivals will be monitored and dealt with on an individual basis. We understand that some late arrivals may occur due to unforeseen circumstances. If you do arrive late for any reason, please inform your Manager as soon as possible and email HR (hr@kernock.co.uk) on the day concerned. In some cases, if lateness is due to unavoidable circumstance, your daily hours may be amended.

The following is a guide to what is considered a late arrival (for a working day that starts at 08:00) and how your paid hours total is affected.

- **08:00 – 08:03** – Recorded as late, but usually no pay deduction.
- **08:03+** - No pay for first 15 minutes (TNA works in 15 minute intervals)

Please note: Persistent lateness will invoke the company disciplinary procedures (see Appendix).

There is an unpaid break of 15 minutes in the morning period and 30 minutes for lunch. It should be noted that this is the time allowed from stopping work to the time of re-starting work. Repeatedly exceeding the permitted time away from work may result in disciplinary action.



QUERIES

You will receive a copy of your hours worked when receiving your pay slip.

We endeavour to keep all relevant worked hours/sickness/leave/absence records accurate. We would recommend, when receiving your monthly timesheet and payslip that you cross reference these for any potential errors/anomalies.

If you have any queries regarding the hours you have been paid, or queries regarding your time sheet, please contact HR via email (hr@kernock.co.uk) with the details of your query.

Please note: your TNA clock-in hours data forms part of your employment record at Kernock Park Plants Ltd. *In accordance with current employment law, all TNA clocking data will be stored for a minimum period of 7 years.*

COMMUNICATING CHANGES / UPDATES

Clear and consistent communication across the workplace is vital. Our primary methods of communication are via email/internet.

It is recommended that all employees ensure they have access to receive communication via this method. If there are any circumstances that inhibit this, the company will need to be informed to consider alternative arrangements where practical to do so.



SOCIAL MEDIA

We expect all employees to conduct themselves in a professional and ethical manner when using Social Media. An employee should not conduct business that is unethical or illegal in any way, nor should an employee influence other employees to act unethically or illegally.

Security of company information is extremely important to our business. We are trusted by our customers to protect sensitive information that may be supplied while conducting business. Disclosure of sensitive information about Kernock Park Plants Ltd or our customers to outside resources that do not have a need to know such information is strictly forbidden.

SAFETY AT WORK

We will do all that we can to ensure your wellbeing and safety while at work. Any action by an employee which endangers the health or safety of himself or another person while at work will lead to disciplinary action being taken.

In order that the most satisfactory and safe working environment is created and maintained within the company and on customers' premises and sites, published safety and fire rules and all safety procedures must always be observed.

Tools, machinery, equipment and vehicles are only to be used with the express permission of the appropriate Supervisor/Manager following the necessary training.

All items should be returned to the appropriate location and left in a clean and usable condition.

ALCOHOL AND DRUGS

The use of, or the possession of, alcohol or drugs (excluding prescribed personal medication) on the company premises, or during working hours, is prohibited. Reporting to work whilst under the influence of alcohol or drugs will result in disciplinary action that will invariably result in dismissal.

ACCIDENTS AT WORK

Any injury or accident at work should be reported to a designated First Aider who will treat where relevant and complete the necessary documentation with you.

Under the current legislation in force, the company is not permitted to dispense any drugs, ointments or medication of any kind nor should any employee give any other employee any form of drugs or medication while at work.

No member of staff may leave the premises for reasons of injury or illness without reporting to the First Aider, Manager or the appointed duty person.

The company must be notified immediately of any incident in which damage or injury is caused to company property, buildings, machinery, stock or to fellow employees, visitors and / or their personal effects. This notification must be made to a member of the Management team.

COMPANY PROPERTY

The security of the site and the company's property, stock and goods remain the responsibility of all employees. Please advise your Supervisor or Manager immediately if you are concerned over any security aspect, are suspicious of any situation or person or are aware of any attempted theft.

Any damage to company property, stock or goods must be reported immediately to your supervisor/manager.

Any non-urgent repairs or maintenance required for tools, machinery or structures should be notified as soon as possible to your supervisor/manager verbally or by means of approved notes.

All staff purchases of plants or other items must have prior approval from a Senior manager.

PERSONAL POSSESSIONS

Personal possessions should be stored securely (ideally in personal vehicles).

The company cannot accept responsibility for any loss or damage to personal property.

Personal mobile phones should not be used during working hours without express permission from an appropriate supervisor/manager.

USE OF COMPUTERS

Employees who have access to the use of the Company computer system must follow all policies set out regarding Data Security.

Employees who have access to the use of the Company computer system, e-mail and internet as part of their job, must request permission from the ICT Manager or Managing Director to use these services for personal purposes or benefit. Unauthorised use will lead to disciplinary action which may result in dismissal.

KPP reserve the right to monitor Internet usage and e-mails sent and received without warning to ensure compliance with our policies of use. Breaches of these rules will result in disciplinary action being taken against employees and repeated breaches may render the employees liable to dismissal.

APPRAISAL SCHEME

All employees (excluding those on probationary periods) receive an annual One2One meeting or performance assessment to have his/her performance formally reviewed and where applicable appraised at least once a year.

Annual One2One meetings work alongside consistent and ongoing performance management throughout the year.

RESIGNATION AND TERMINATION OF EMPLOYMENT

If you want to give notice of resignation from your position with Kernock Park Plants Ltd, you must give notice in writing or be email to hr@kernock.co.uk, in accordance with the terms of your contract of employment.

You will subsequently be informed of the arrangements which have been made for the return of issued equipment, clothing keys etc. and of the arrangements made for your Exit Interview.

You shall provide a signed statement within 5 days of the end of your employment, confirming you have honoured your obligations in relation to the return of company property.

If, at any time, after giving verbal or written notice of your resignation, you are subsequently re-employed by Kernock Park Plants Ltd, new terms and conditions of employment will be discussed and agreed. Unless you have been re-employed as a result of a successful appeal, or unless otherwise agreed in writing by the Managing Director, your continuity of employment will not be preserved. Nor will you necessarily be able to return to work on the same terms as before, whether in relation to job description, pay, conditions, or otherwise.

REDUNDANCY

It is our intention to manage our business in a manner which results in secure employment for our employees. We will always try to avoid the need for compulsory redundancies but sometimes these may be necessary. The pattern or volume of our business or methods of working may change and requirements for employees may reduce. The policy outlined in the Appendix should be referred to in this instance.

RETIREMENT

Following the removal of the Default Retirement Age, with effect from 1 October 2011, Kernock Park Plants Ltd will not assume that employees will retire at any specific age. The policy outlined in the Appendix should be referred to when considering retirement. The aim of this policy is to set out the procedure we use for the retirement of employees.

THANK YOU

Thank you for spending time to read our Employment Guide. We have tried to cover all eventualities but, inevitably, there will be some factors we have not considered or those which will change.

With this in mind, some policies will be revised from time to time. The most up to date revision of any policy will be available via the links provided within the Appendix.

If there are any other points that you think should be included or clarified in future issues or amendments of this guide, please let us know.

Thank you and we wish you every success in your employment at Kernock Park Plants Ltd.



Bruce R Harnett
Managing Director

APPENDIX

The following policies and procedures are available in addition to this introductory guide from:

<https://www.kernock.co.uk/hr/>

If you require any further information, please write to hr@kernock.co.uk.

EMPLOYEE POLICIES

- Appraisal Scheme Policy
- Bullying and Harassment Policy
- Capability Hearing Policy
- Disciplinary Policy
- Dress and Behaviour Guidelines
- Equal Opportunities and Welfare Policy
- Family Friendly Policy (Childcare, Parenting and Dependants)
- Flexible Working Policy
- Grievance Policy
- Learning & Development Policy
- Mental Health Policy
- Pay Advance Policy
- Privacy Policy
- Redundancy Policy
- Retirement Policy
- Sickness and Absence Policy
- Social Media Policy
- Whistle Blowing Policy

PRODUCTS AND QUALITY

- Environmental Policy
- Finished Product Specifications
- Hygiene Policy
- Quality Statement

HEALTH AND SAFETY

- Health & Safety Policy
- Key and Building Security Policy
- Lone Working Policy
- Risk Assessments
- Safe Systems of Work

REVISION HISTORY

CHANGES	OWNER	DATE
Revised v12.1	Joanne/Julian	October 2020
Revised v12.2 – Updated clocking procedures and policies list	Julian	August 2023
Revised v12.3 – Added online documents section	Julian	July 2024