



Employee Handbook

Company Name:

Chartsign Limited

Corporate Headquarters:

Technocentre, Coventry University Technology Centre, Puma Way, Coventry CV1 2TT

Year Established:

1985

Number of Employees:

2

Welcome Letter from CEO:

I would like to take this opportunity to welcome you to Chartsign. We have a particular pride in our reputation and recognise that this is built very much on the commitment and skills of our consultants. It is in our joint interests that this enviable reputation is maintained. The success of the organisation and the wellbeing of our staff depends very largely on co-operation, trust and respect between all levels of staff, and to promote this, the handbook contains information on the standards that must be maintained.

This handbook is issued to all employees as a guide, not only to our terms and conditions of employment, but also to the wider environment in which we work. The purpose of the employee handbook is primarily to help new staff settle quickly into the Company by drawing together much of the information needed into one simple guide, which they can consult as required. We hope that it will also be of use to established employees as a reference on any point regarding their terms and conditions. It must be read in conjunction with our Quality manual and forms part of your Contract of Employment.

We hope that you will read the handbook in its entirety, but the table of contents offers a ready reference and will help you quickly locate those subjects in which you are particularly interested.

Although it is designed to answer many of your questions, please feel free to ask about anything that remains unclear.





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Mission Statement:

Chartsign is an Electrical technical publications company who are committed to providing a Design Consultancy and Technical Recruitment service to a variety of industries. We look to provide goods and services that are fit for purpose and completely meet our customers' requirements. From start to finish, we help get the job done!

Vision:

Our vision is to be a leading provider of engineering and staffing services, recognised for our commitment to excellence and innovation. We aim to be the go-to resource for businesses seeking reliable, top-tier talent and expert engineering solutions. By continuing to grow and adapt to changing market needs, we will remain at the forefront of our industry and continue to deliver exceptional value to our clients.


Story:

Chartsign Limited was founded in 1985 to provide Engineering Services to the Automotive Industry, initially to Rover Group. Although the first contract was in engine design at Longbridge, Chartsign started to specialise in Wiring Harness design. This soon extended to all aspects of Vehicle Electrics and Electronics. We were involved at the concept stage of Rover Group's Testbook diagnostic tool, writing the first body electric diagnostic to be used in production.


Chartsign initiated the idea of 'cradle to grave' system circuit diagrams – using the circuit diagrams used by the engineers as the service publications, thus eliminating the need for the technical publication department to have the engineering circuits redrawn in a format to suit the workshop technicians. This also means that late changes close to Job1 are incorporated into the customer support information.

With the advent 3D CAD modelling for harness design and component packaging Chartsign began supplying engineering resource to match these skills. As new technologies have evolved Chartsign has kept pace with these developments, providing high calibre specialist engineers to OEMs and their suppliers.

Chartsign's goal has always been to improve and enhance the technical excellence of its employees and associates and to expand the range and quality of its services. Not only do we meet the needs of every client, but we seek continually to exceed expectations.

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Core Values:

- 1. Teamwork:** We believe that the success of any project or organisation depends on the ability of its members to work together effectively. At Chartsign, we value the diverse skills and experiences of our team and encourage collaboration to achieve our goals. We understand that by working together, we can achieve more than we could individually.
- 2. Integrity:** We are committed to conducting ourselves with honesty, transparency, and respect for our clients, consultants, and colleagues. We believe that integrity is the foundation of any successful relationship, and we strive to build trust through our actions and words. We hold ourselves accountable to high ethical standards and are committed to upholding them in all aspects of our business.
- 3. Passion:** We are passionate about our work and believe that it is essential to achieving our goals. We foster an environment that encourages creativity, innovation, and continuous learning. We believe that by nurturing and supporting our team's passions, we can help them achieve their full potential and deliver the best possible outcomes for our clients.
- 4. Quality:** We are committed to delivering high-quality work that meets or exceeds our clients' expectations. We strive to maintain the highest standards of quality in everything we do, from the services we provide to the interactions we have with our clients and colleagues. We believe that quality is a key driver of success and is essential to building long-term relationships with our clients.
- 5. Diversity:** We are committed to creating an inclusive workplace that values diversity and recognizes the unique perspectives and experiences that each person brings. We do not discriminate against anyone on the basis of gender, religion, race, age, ethnicity, sexual orientation, education, or other attributes. We believe that a diverse workforce is essential to achieving our goals and delivering the best possible outcomes for our clients.

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Products & Services:

Chartsign provides services in two formats to meet the clients requirements

Resource placement services

- We register into clients requirement systems (HR Online / Job Postings) and provide relevant resource profiles to review.
- Act as 100% Employment business under AWR Regulations
- Insured for operating as Employment business

Onsite Engineering Services

Electrical Publications Produced

- Electrical Wiring Diagrams (EWD)
- Electrical Reference Library (ERL)
- Connector Quick Reference Guide (CQRG)
- Electrical Revision Document (ERD)
- Fuse and Relay Locations
- Harness Splice Locations

Electrical / Infotainment Capabilities - (CAD based Wire Harness Design / Clusters, ICP Screens, Head Up Displays)


Back Office Operations - (Offshore business office services to ease the stress from busy offices)

Equal Opportunities Policy:


The Equal Opportunities Procedure aims to ensure that the terms of the Sex Discrimination Acts 1975 and 1986, Race Relations Act 1976, Disability Discrimination Act 1995, Part-time Workers Regulations 2000 and the Fixed-term Employees Regulations 2002 are properly applied and that the terms and recommendations of the associated Codes of Practice are implemented positively and put into practice throughout the Company.

This Procedure applies to all employees (and potential employees) recruited specifically for, and engaged exclusively on, Company work, regardless of their employment status.

The full policy is included in our policies and procedures pack, which is issued at the same time as the handbook.

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At-will Nature of Employment:

At-will employment means that an employee can leave a job whenever they want for whatever the reason be, and employers can terminate an employee for any reason without any prior notice as long as there's no discrimination.

All employees will have to complete a six month probationary period, of which the business can give employees one weeks' notice of. After this both company and employee would be required to give in writing one months' notice of contract termination.

Code of Conduct:

As an employee, you are responsible to behave appropriately at work. We outline our expectations here. We can't cover every single case of conduct, but we trust you to always use your best judgement. Reach out to your manager if you face any issues or have any questions.

When working on customer premises, their policies and procedures must also be followed.

The full policy is included in our policies and procedures pack, which is issued at the same time as the handbook.

Workplace Policies:

- Code of Conduct
- Confidentiality
- Discipline
- Equal Opportunities
- Emergency preparedness and response
- Environmental Aspects
- Grievance
- Privacy
- Quality manual
- Training

Non-Compete, Non-Disclosure, and Employee Confidentiality Agreements:





As an employee, you agree to the terms and conditions highlighted in the contact under section 'Confidential Information' and will follow Confidentiality agreement. Non-conformity can lead to disciplinary procedures.

The full documents are included in our policies and procedures pack, which is issued at the same time as the handbook.

Remuneration:

Employees will be paid monthly by credit transfer on the last business day of each month and a pay slip will be issued before the transfer date. Deductions on payslip will include:

- Tax
- Employees National Insurance
- Pension Contribution (If employee has not opted out)

Holiday/Leave Policy:

- Employee holiday year begins on 1st January and ends 31st December each year
- Paid holiday entitlement is 28 days inclusive of public/bank holidays
- Employees are expected to work 40 hours per week Monday to Friday. Specific set hours can be agreed between manager and employee and reviewed on a monthly basis
- Overtime will be paid at standard rate, however all overtime must be agreed and signed off with manager before completing
- There is no contractual sickness/injury scheme in addition to SSP

Absence from work:

Should an employee not feel well enough to work, they are to call or text message their manager to advise that they will not be working that day. This is to continue every day not worked, unless a return to work notice is issued with a return to work date.

All other absences will be discussed between directors/manager and employee, this includes:

- Compassionate leave, for bereavements or other domestic crises
- Dentist and Doctor's Appointments
- Statutory time off – (Paid)
- Statutory time off – (Unpaid)
- Reserve Military Service





- Jury service/Court appearance as a witness
- Unauthorised Absence
- Maternity and Paternity Leave

Employment rights:

Workers are entitled to certain employment rights, including:

- getting the National Minimum Wage
- protection against unlawful deductions from wages
- the statutory minimum level of paid holiday
- the statutory minimum length of rest breaks
- to work no more than 48 hours on average per week or to opt out of this right if they choose
- protection against unlawful discrimination
- protection for 'whistle-blowers' who report wrongdoing in the workplace
- not to be treated less favourably if they work part-time

They may also be entitled to:

- Statutory Sick Pay
- Statutory Maternity Pay
- Statutory Paternity Pay
- Statutory Adoption Pay
- Shared Parental Pay


Benefits:

Workplace pensions


To help people save more for their retirement, all employers are now required by law to provide a workplace pension scheme for certain staff and pay money into it.

We will therefore enrol all employees into our pension scheme who meet all of the following criteria:

- You earn over £192 per week (or £833 per month)
- You are aged 22 or over and
- You are under state pension age.

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You can opt out of the pension scheme if you want to, but if you stay in you will have your own personal pension when you retire. Your pension will belong to you, even if you leave us in the future.

Both you and we will pay contributions into it every pay period, and the government will also contribute through tax relief.

Work from home

If your job doesn't require you to be present at our premises, you can occasionally work from home (WFH). We normally allow *one or two days per week*. If you need to telecommute for more days per week, talk to your manager.

Please inform your manager that you want to work from home at least *two days* in advance. *You can also set a recurring WFH day per week*. If there's a rare emergency, you may work from home without having received prior approval, but call or email your manager as soon as possible.

When you are working from home, please use an internet connection and devices that are fast and secure. Choose a place without loud noises or distractions. And, check in with your team frequently to make collaboration easier.

If there is inclement weather (e.g. a blizzard) please check your *email or Text messages* to see if the office is officially closed. If you judge that your commute during inclement weather is dangerous, let us know. We will not force you to come to work if your safety is at stake or if there is an official travel warning.

When working on site, company policies/procedures must be adhered to.

Remote working

Remote working refers to working from a non-office location on a temporary or permanent basis.

If you're an office-based employee, you may work remotely for a maximum of *two consecutive weeks* per year. You may arrange this if you *are a new parent or suffer from a short-term disability*. If you have another reason, talk to your manager. Submit your remote working requests to your manager at least *one week* in advance.

If you work remotely permanently, we ask that you adhere to our security, confidentiality and equal opportunity policies just like your office-based colleagues.





Employee expenses

There are some expenses that we will pay directly on your behalf (e.g. hotel rooms for work-related travel.) But, we ask you to keep track and report on those reimbursable expenses that you pay yourself.

We reimburse employee expenses that are related to:

- *Business travel*
- *Education and training*
- *Upon approval, outings with business partners or colleagues*

Not all travel expenses are reimbursable. For example, we will pay for your transportation to an airport for work-related travel, but not to a museum for a personal visit. Before traveling for business, contact your manager to clarify which expenses are reimbursable within your particular trip.

Please keep receipts for all reimbursable expenses. You can submit them to your within *one month* after the date of each expense. If your manager approves your expenses, you will receive your reimbursement within *two* pay periods.

Company-issued equipment

As an employee, you may receive company-issued equipment, such as a mobile phone or laptop. Unless otherwise mentioned in your contract, any equipment we offer belongs to our company and you may not sell it or give it away. You are also responsible for keeping our equipment safe and in as good condition as possible. If your equipment breaks or malfunctions, let us know so we can arrange to get it repaired.


If you are part of our corporate mobile phone plan, please use your phone within our plan's restraints. You may have to pay any extra charges yourself.

Theft and damage of company equipment


Our equipment is insured for theft and damage. We ask you to inform us within *24 hours* if your equipment is stolen or damaged. We might be able to trace stolen laptops and mobile phones. Please also file a theft statement with the police and submit a copy to us.

Security of company issued devices

We advise you to keep your company-issued computer, tablet and mobile phone secure. You can do this if you:

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- Keep all devices password-protected.
- Ensure you do not leave your devices unattended.
- Install security updates for browsers and other systems as soon as updates are available.
- Log into company accounts and systems through secure and private networks only.
- Follow all instructions for disk encryption, anti-malware protection and password management that you received along with your equipment.



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