



# Induction Booklet

Name:

Start date:

---

# Contents

<b>3</b>	Welcome to the team
<b>4</b>	Schedule
<b>5</b>	IT & access information
<b>6</b>	Your immediate team
<b>7</b>	Fire wardens and first aiders
<b>8</b>	Company values
<b>10</b>	Our history
<b>12</b>	The Parenta Trust
<b>14</b>	Our products
<b>15</b>	Standards of conduct and behaviour
<b>21</b>	Presentation
<b>22</b>	Health and Safety
<b>23</b>	Position expectations & performance reviews
<b>24</b>	Email and Internet Policy
<b>26</b>	Data Protection Policy
<b>29</b>	Data Transfer Policy
<b>31</b>	Checklist and sign off

# Welcome to the team

## General information

Standard working hours:	9.00am - 5.30pm UK time
Report to:	
Mobile no.	
Holiday balance for your first year	3 days of leave have been allocated to Christmas closure.
Expected first pay date:	
Sickness/lateness:	<p>If you are running late or cannot report for work due to an illness, you must notify your line manager at least 30 minutes before you are due to start work. Any absence that is not communicated will be considered unauthorised.</p> <p>Company: Company sick pay is available to colleagues once their probation period has been successfully completed and if they follow the correct procedures. For more information, please review the Sickness Policy within our Colleague Handbook.</p> <p>Statutory: Once Company sick pay has been exhausted, you will receive SSP at the current rate.</p>

## Company contact information

Switchboard number:	0800 002 9242
Main office:	S02 Second Floor, Knightrider House, Knightrider Street, Maidstone, Kent, ME15 6LU
Company website:	<a href="http://www.parenta.com">www.parenta.com</a>
Colleague Facebook page:	Parenta Staff

# Schedule

## Week one

Monday	Tuesday	Wednesday	Thursday	Friday

## Week two

Monday	Tuesday	Wednesday	Thursday	Friday

# IT & access information

## Systems

Access into the building:	If you require access to the office, please contact Amanda Gobell or the People Team
Computer login:	
Computer password:	
Your email address:	
Email password:	
Zoho CRM username:	
Zoho CRM password:	
Onefile username	
Onefile password	
Pics username	
Pics password	
Phone extension:	
ATLAS username:	
ATLAS password:	

## Equipment (tick when issued)

- Laptop:
- Headset:
- Second Monitor & Cables:
- Keyboard & Mouse:
- Dictaphone (Tutors Only):
- Other:

## Links

Webmail:	<a href="mailto:webmail.parenta.com">webmail.parenta.com</a>
Staff Intranet	<a href="http://staff.parenta.com">staff.parenta.com</a>
Sharepoint	<a href="http://parenta.sharepoint.com">parenta.sharepoint.com</a>

Any equipment issued to you for the satisfactory completion of your duties (such as laptop, cases, dictaphones, etc.) shall remain the absolute property of Parenta at all times. You are required to look after these items at all times and to keep passwords safe. The Company reserves the right to charge employees for items which are damaged or lost, or not returned at the end of the colleague's contract. To report any damage or loss of equipment, please contact the People Team immediately via telephone or by emailing: [hrsupport@parenta.com](mailto:hrsupport@parenta.com)



# Company values – Parenta 4c's

Our values are the bedrock of our Company. They are the core essence of what defines us and form the framework of how we engage with all colleagues, customers and stakeholders. Please make sure you take time to read through them and ask questions of your manager if you are unclear as to what they mean.

We have included them in our performance review process and you will be assessed against them at the end of your probation period, as well as within your mid-year and year-end review.

## The Parenta 4C's



## What this looks like at Parenta

As we've grown over the past 20 or so years, it's been vital to ensure that all new members of the Parenta family properly understand and become a part of our culture. Our culture is an insight into how we work for any new or prospective colleague, client or partner. By defining our values, we are able to positively shape our culture. So, let's talk about who we are...

## We are Connected

Working at Parenta isn't just a job, it's an opportunity to be connected to something important, and where you can really make a difference and change children's lives! Being connected is all about being engaged with the Company vision, showing enthusiasm towards your role and objectives, and being passionate towards helping our customers with their mission.

Key indicators include but are not limited to:

- Showing high levels of engagement towards your role, the Company and our customers.
- Demonstrating enthusiasm towards your role and objectives.
- Showing support and enthusiasm towards the Parenta Trust.
- Creating positive interactions with your colleagues, peers and customers.
- Displaying customer-centric approach in everything you do.
- Communicating in such a way that colleagues and customers alike feel valued.
- Taking initiative, even if it's not within your job remit.
- Showing enthusiasm towards problem solving and having a willingness to act.

## **We are Collaborative**

Parenta's mission is to deliver a Remarkable experience for our learners, staff and our customers. Our purpose is to work together for our children.

Our team work closely together to achieve Parenta's mission of providing sector-leading services to childcarers which benefit every child in their care. Teamwork is the essence of what makes Parenta a great place to work. Individual contributions are recognised but, at the end of the day, we are all in this together. At Parenta, you know you're never on your own!

Key indicators include but are not limited to:

- Collaborating both within and outside of your immediate department.
- Jumping in to support a colleague with their goal/objective.
- Sharing knowledge with your colleagues in order to help them shape or shift an idea.
- Giving your time to projects that do not necessarily benefit your own objectives.
- Integrating ideas at team meetings.
- Demonstrating a high level of commitment to achieving the common objective within the team and Company as a whole.
- Working well together in an integrated way, with a high level of awareness and appreciation of others.

## **We are Committed**

At Parenta, reaching our goals is important, but it's not where we stop! We are committed to stretching our individual and team capability and always striving to be better than we were yesterday. Commitment to us is everything and we always deliver on our promises. If we say we can...we will!

Key indicators include but are not limited to:

- Always striving to go above and beyond the expectation.
- Following through on commitments you make.
- Taking the initiative to solve problems, even when they don't directly impact you.
- Pushing yourself to reach or exceed your deadlines.
- Delivering your objectives to the best of your ability.
- Achieving majority 'Above expectation' in reviews.
- Taking ownership of your role and your results.
- Speaking up where you see roadblocks to ensure you get support to overcome them.
- Delivering all of your work to a high standard.
- Acknowledging and correcting any mistakes you make or come across.

## **We are Challenging**

Parenta and its colleagues are constantly (and respectfully) challenging the status quo in order to unleash innovation and disrupt stale practices. To be the best at what we do, it's important for us to challenge something when it doesn't work and discover ways in which we can do it better. We encourage ALL of our colleagues to speak up, ask questions, put forward ideas and share opinions.

Key indicators include but are not limited to:

- Respectfully challenging things that don't work and contributing ideas on how to do it better.
- Developing innovative ideas in order to disrupt the ways we do things at Parenta (for the better).
- Speaking up in a team meeting and respectfully shaping or shifting ideas.
- Backing up your ideas with strong facts and rationale.
- Accepting you may be wrong sometimes.
- Not accepting something to be just 'good enough'.
- Pioneering and sharing bold and inventive ideas.
- Encouraging your colleagues to use smart experimentation and innovation.
- Discovering solutions to complex business issues.
- Stepping out of your comfort zone and trying new things.

## **We integrate the 4C's into everything we do!**

- Values championships
- Attraction strategy
- Recruitment process
- Induction
- Job descriptions
- Probationary review
- Performance reviews

# Our history

1999

Websites



We started off building websites for childcare providers back in 1999.

2005

Software



We bought Babytech which inspired the creation of our management software, Abacus.

2013

Parenta Trust



The Parenta Trust was born in 2013 with the aim to support the very youngest children in East Africa by providing them with a quality pre school education. Our first event was a banger rally from Maidstone to Monaco.

2014

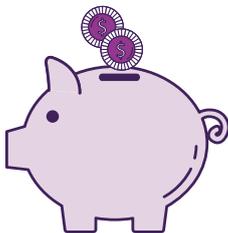
Footsteps



We added the EYFS tracking software to help childcare providers quickly identify where each child is in their own development pathway.

2004

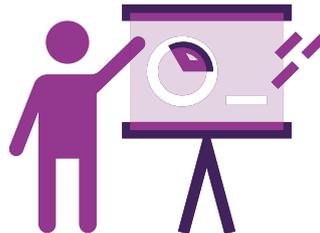
Fee Collection



In 2004 we thought, "Wouldn't it be great if we launched a fee collection service to make it easy for parents to pay childcare providers?"

2007

Training



After adding training to our portfolio in 2007, we have seen this grow dramatically and we now train 2000+ learners a year.

2013

Dayshare



Dayshare is an online daily diary for parents, helping childcare providers share all of the day's exciting activities with them.

# 2018

## Footsteps 2



We added new features to improve our existing EYFS tracking software to help provide users with a better overview of each child's development throughout their time at the setting. The new version retains all the great qualities of the original Footsteps but gives extra flexibility with the children's EYFS learning journey.

# 2019

## RoATP



We were approved to join the Register of Apprenticeship Training Providers (RoATP).

# 2021

## New Managing Director of Parenta Training appointed



Edyta White joined Parenta Training to reinforce our leadership team and to take us through our next significant phase of our commitment to fully embed unrivalled quality with our apprenticeship programme delivery.

# 2022

## 'Good' Ofsted Rating



In August 2022, Parenta Training was awarded a 'Good' rating from Ofsted, across the entire board of inspection criteria.

# 2016

## Parenta minis



# 2020

## Parenta webinars



We launched our free industry webinars - organised for all who work in childcare and designed specifically to help overcome barriers, improve efficiency and support settings and learners as they navigate their way through challenging times.

# 2021

## Footsteps 2 updated



We upgraded and added new features to our EYFS tracking software, Footsteps 2, to align with the new EYFS framework.

# The Parenta Trust

## 2013

### Maidstone to Monaco



The Parenta Trust was born in 2013 with the aim to support the very youngest children in East Africa by providing them with a quality pre school education.

Our first event was a banger rally, from Maidstone to Monaco

## 2015

### 2nd Parenta Trust ball

In February 2015, we held our second charity ball.

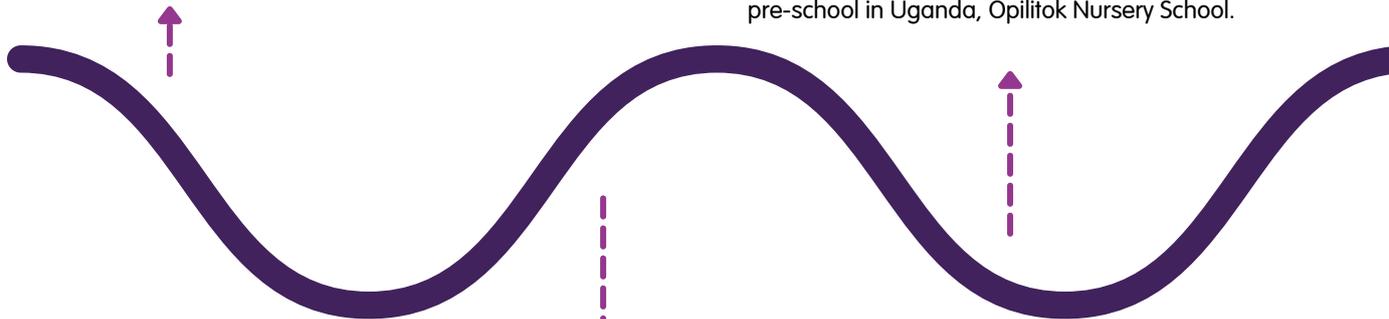


### Opilitok Nursery School



### Parenta Trust Rally

In 2015 we held our 3rd annual Parenta Trust Rally, as well as opening our second pre-school in Uganda, Opilitok Nursery School.



## 2014



### Good Shepherd Nursery School

In June 2014, we opened our first school in Uganda.

Good Shepherd Nursery School provides education for 244 children.



### Parenta Trust Ball

In November 2014, we held our first charity ball, helping to raise enough



### Parenta Trust Rally

2017



**Christmas Party**

In 2017 we raised money for a Christmas party for children living near Kampala.

2019



**Komoret Nursery School**

In 2019 our 5th school is ready! The Komoret Nursery School in Nakapiripit, Karamoja and we embarked on the 6th Maidstone to Monaco Rally.



**6th Maidstone to Monaco Rally**



2016



**Nyakabale Nursery School**



**Kiti Parents Nursery School**

In 2016 we opened two new schools in Uganda and now have about 800 orphaned and disadvantaged children receiving a pre-school education as a result of our work. We've also provided funds for about 1,000 orphaned children in the slums of Kampala so they could have a special Christmas day.

2018



In 2018 we held 2 charity balls, embarked on the Maidstone to Monaco Rally, and had Cows donated to Nyakabale nursery.

# Our customer

Our customer is the childcare provider. We provide solutions for the individuals and businesses providing childcare for the community.

## Our solutions to the early years sector:

### Marketing solutions

Websites	Social media	Branded collateral
Many childcare providers rely on new enquiries brought in by having a great childcare website, making their setting easy to find for parents searching online. Our design team specialises in building websites for the childcare industry.	Setting up a social media page allows settings to share the day-to-day activities of their childcare setting, and all the exciting things the children are taking part in. Our team help get Facebook and Twitter pages off the ground.	Childcare settings provide a vital service to the local area, and our team can help settings showcase their business through branded products and brochures.

### Technical solutions

Abacus	Footsteps 2 EYFS tracking
Abacus is award-winning nursery management software which takes the time-consuming nature out of administration tasks and invoicing, so nursery staff can gain more hours during the week to enrich children's learning opportunities.	Footsteps is software which takes the pain out of trying to juggle the requirements of the EYFS. Using Footsteps, staff will quickly be able to capture detailed notes when observing a child play or interact, making it quicker to identify where that child is in their development pathway.
Dayshare	Fee Planner
Sharing children's daily diaries is easy with Dayshare, an add-on to Abacus, so that busy parents can get email updates about their child's day as it unfolds. This helps strengthen partnerships between the setting and the child's main carers.	Our fee planner service collects money from parents' bank accounts on behalf of the setting. This means that rather than child carers struggling to speak with parents about how much they owe, they can discuss things that really matter, like the children.

### Training solutions

Childcare courses	Business administration courses	Management courses
Our work-based childcare courses are designed to support those working in early years, providing them with the tools and knowledge to provide the best care possible.	We offer a range of work-based diplomas to help those supporting the setting in an office/business support role to fine tune their skills and become even better at what they do.	We offer intermediate and advanced diplomas which will help build on the skills you need to manage and drive team performance.

# Standards of conduct and behaviour

The standards listed below are very important to us, so if you are unsure about anything in them or what is required from you, please check with your manager or the People Team. Significant and/or repeated breach of any of these standards may lead to disciplinary action being taken, up to and including dismissal.

Please do take time to read this section as we believe that adherence to these standards contributes to our commercial success and makes Parenta a more pleasant place to work.

## General manner

Our standards of conduct are intended to underpin and clarify the standards required by the Company of its team members. We ask that at all times, you conduct yourself in such a way as to enhance the reputation of the Company, whether it is over email, telephone or face-to-face.

We expect all of our colleagues (including temporary, agency, interim, contractor or consultant staff) to be professional, courteous, efficient, honest, respectful and fully compliant with relevant legal and regulatory codes and guidance. All colleagues hold a responsibility to act as ambassadors for Parenta in terms of their general conduct - both within and outside the organisation.

## Internal communication

Our aim is to ensure that you have the information you need to do your job to a high standard. This includes understanding our values, priorities and vision and being aware of how your role can help us to achieve our objectives. In order to help achieve these aims we encourage, where possible, face-to-face/virtual communication as the main channel for communicating messages to colleagues on key issues that directly affect them.

In order to develop and support a culture of effective communications we will endeavour to keep all colleagues well informed on Company developments and where relevant, hold team briefings to provide details of the latest Company news, initiatives and opportunities. In return, we expect all team members to communicate openly, constructively and honestly with their managers and colleagues alike.

## Lunch breaks

Please ensure you take regular breaks so as to maintain a healthy work-life balance and so that you are alert and focused whilst working. Lunch breaks should be taken away from your work station where possible. For information relating to your break entitlement, please refer to your employment contract.

## Changes to personal details

Where there is a change to any of your personal information (which includes but is not limited to bank details, surname, address, emergency contacts), please ensure you update us by logging into our online HR system, ATLAS, and updating your information.

## **Use of personal equipment at work**

Please limit the use of any personal equipment for business purposes, unless agreed with your manager and the People Team. This includes but is not limited to: laptops, mobile devices, tablets and hard drives. Accessing your personal email account on a Company device (which includes but is not limited to PCs, laptops, mobile phones) is strictly prohibited.

## **Social media**

Please do not make any negative (direct or indirect) reference towards Parenta or our clients or colleagues on any social networking sites, as this can be extremely damaging to our business and our colleagues. This includes discussing how your day went or discussing how you feel about our customers, suppliers or colleagues, supervisor and/or manager. If you wish to voice such concerns, the Company has appropriate mechanisms which allow you to do this; further information is available from your manager or the People Team. Failure to adhere to this policy may lead to disciplinary action, up to and including dismissal.

## **Personal relationships**

If a personal relationship between two colleagues develops within Parenta, the senior member of staff concerned must bring this to the attention of their manager, so it can be confirmed whether or not there is an actual or potential conflict of interest. The Company reserves the right to transfer one of the colleagues concerned, if it is deemed necessary to do so. Likewise if a relationship develops between a colleague and a customer or supplier, the member of staff concerned must bring this to the attention of their manager, so it can be confirmed whether or not there is an actual or potential conflict of interest. The Company will not recruit a colleague's family member or partner into the same department under any circumstances. This may be extended to friendships at the Company's discretion.

## **Gifts and hospitality**

In addition to the duties placed on colleagues by Common and Statutory Law, the Company requires all colleagues to ensure that gifts and hospitality, offered by current or potential suppliers of goods and services to the Company, are reported to and approved by their manager. This applies whether the gifts or hospitality are offered within or outside normal working hours. The only exceptions to this are trivial gifts with a nominal value of less than £20 such as calendars, diaries, chocolates or mugs. Gifts of this nature and value can be accepted without the permission of the individual's manager. A register of gifts and hospitality offered by suppliers and potential suppliers of goods and services will be maintained by the Company. Likewise, the Company requires colleagues to ensure that any gifts valued over £20 which are offered to customers and potential customers are approved by the appropriate manager.

## Smoking

Smoking is not permissible by law in public enclosed areas, including in the workplace or work vehicles. Smoking in the workplace (which includes electronic cigarette products) is therefore prohibited within the Company's premises. If you are unsure where you are allowed to smoke, please see the People team or speak to your manager. All cigarette butts and rubbish should be disposed of responsibly, and not in violation of known littering laws (Section 87 of The Environmental Protection Act 1990).

Colleagues or guests who wish to smoke before they arrive onsite, at lunch or when they leave should ensure that they are entirely off of the premises before doing so, and are asked not to be in sight of the office building. Colleagues are not permitted to smoke in front of clients, actual or potential, during working hours, either at site visits or at trade exhibitions and colleagues must remove their Parenta lanyards when smoking.

All colleagues are asked to ensure the policy is enforced, and that their own guests are aware of this policy and adhere to it. Any infringement of these rules by a team member may result in appropriate disciplinary action, which will be dealt with in accordance with the Company's disciplinary procedure.

## Drugs and alcohol

The Company does not permit drug or alcohol misuse during working hours, being under the influence of drugs or alcohol whilst at work or encouraging others to misuse alcohol or drugs. Misuse is defined as consumption of drugs or alcohol during working hours (including Company events, during breaks, or whilst travelling for work purposes) or attending work under the influence of drugs or alcohol.

If a colleague requests help from the Company prior to Management being aware of poor performance, then in accordance with the disciplinary or capability procedure, any information regarding a colleague's problems with drugs or alcohol will be treated as confidential, subject to our legal obligations. Drug and alcohol misuse may become a matter for disciplinary action in accordance with the disciplinary or capability procedure, particularly where help is refused and/or impaired performance continues. Dismissal may result from disciplinary action. The Company has zero tolerance to the use of, or dealing with drugs, therefore possession of and dealing in illegal substances will be immediately reported to the police in all cases and will result in summary dismissal; there is no alternative to this procedure.

## Company assets

Any equipment issued to you for the satisfactory completion of your duties (such as laptop, keyboard, mouse, headset/monitors, dictaphones or other equipment issued) shall remain the absolute property of the Company at all times. Colleagues are required to look after their Company equipment at all times. Should there be any loss or damage to any Company equipment in your possession, either during or at the end of your employment, the Company reserves the right to withhold any bonus, commission or pay, in order to recover the cost of the loss or associated damage.

Company electronic devices are provided for business use only, however colleagues will be allowed limited personal use of Company electronic devices if work-related and agreed with your line manager.

## Email and internet usage

You are provided with IT equipment for the purpose of enabling you to fulfil the role that you are employed to do. Use of IT equipment for personal reasons must be kept to a minimum and must not interfere with the efficient and effective running of the business.

To avoid introducing viruses which may inhibit or incapacitate the system, we request that you:

- Do not open attachments if you do not know the sender.
- Do not download programs or applications from the internet or install software (unless you have been told to do so by IT Support and have the approval of the People Team).
- Do not insert CDs / DVDs / USB drives (unless you have been told to do so by Impreza).
- Do not load or play games.
- Do not download movies or video clips.

All maintenance or upgrades on any Parenta computer system must be arranged by Impreza and approved by the People team. For further information surrounding the use of email and the internet, please refer to our Email and Internet Policy, located within this handbook.

## Confidentiality

The business and personal affairs of our customers and other key stakeholders (including colleagues) in our business are strictly confidential. The relevant government legislation concerning this is The Data Protection Act 2018 and General Data Protection Regulation (the "GDPR") and there is a detailed policy within this handbook that you must read to ensure you adhere to the requirements of the Regulation. To support confidentiality obligations, we ask that you lock your PC/laptop whenever it is unattended.

You must comply with The Data Protection Act 2018 and the Data Protection Regulation and associated policies and if you are in any doubt as to what is appropriate, you should ask your manager or the People Team.

## **Clear Desk Policy**

At Parenta, we handle a lot of sensitive client information, therefore it is imperative that we do not leave sensitive data exposed. For that reason, we ask all colleagues to ensure paperwork on their desk is kept to an absolute minimum and that all desks are free from paperwork at the end of each day. It is equally important to keep your desk free from clutter, waste and any other unnecessary objects that could interfere with efficiency and effectiveness.

## **Transaction of private business**

Colleagues having official dealings with contractors and other suppliers of goods or services must avoid transacting any kind of private business with them by any means other than via the Company's normal commercial channels.

## **Colleague and learner references**

All requests or queries for references and previous employment history must be forwarded to the People Team. You are not permitted under any circumstances to give a written or verbal employment reference on behalf of Parenta and must make it clear that any reference you do give (e.g. a character reference), is given in a private capacity (and therefore should not be given on Company headed paper or via a Parenta email account). Learner references should be forwarded to the appropriate assessor and in their absence the relevant Regional Training Manager. Under no circumstances should any personal information be disclosed when issuing a reference. If in doubt as to what information you can or cannot give out, please see the People Team.

## **Whistleblowing Policy**

Parenta encourages colleagues who suspect malpractice within their workplace or a nursery that they visit to report their concerns to their manager. This is called 'whistleblowing'. The Public Interest Disclosure Act came into force in 1998 and gives statutory protection to colleagues who legitimately make a disclosure in the public interest which relates to:

- Crime
- Failure to comply with legal obligations
- Miscarriages of justice
- Health & safety threat
- Damage to the environment

It is the responsibility of Parenta to ensure that any reports are thoroughly investigated and findings recorded. If the report actually relates to their manager, then a Parenta director should be approached. If the concern is regarding a learner or their work placement, it should be discussed with Parenta in the first instance and not the workplace manager. If the colleague who has made the report feels victimised or does not believe that their concerns have been taken seriously, they are encouraged to raise the issue with another member of the senior management team. Any malicious reports that are made by a colleague will lead to disciplinary action.

## Environmental Policy Statement

Parenta believes that all businesses are responsible for achieving good environmental practice and operating in a sustainable manner. We are therefore committed to reducing our environmental impact and continually improving our environmental performance as an integral and fundamental part of our business strategy and operating methods. It is our priority to encourage our customers, suppliers and all business associates to do the same, to help us deliver on our duty of care towards future generations. Our policy is to:

- Wholly support and comply with the requirements of current environmental legislation and codes of practice.
- Minimise our waste and then reuse or recycle as much of it as possible.
- Minimise energy and water usage in the office in order to conserve supplies, and minimise our consumption of natural resources, especially where they are non-renewable.
- Reduce the number of journeys required by conducting online meetings wherever possible.
- Apply the principles of continuous improvement in respect of air, water, noise and light pollution from our premises and reduce any operational impacts on the environment and local community.
- As far as possible, purchase products and services that do the least damage to the environment and encourage others to do the same.
- Ensure that all colleagues understand our Environmental Policy and conform to the high standards it requires.
- Address complaints about any breach of our Environmental Policy promptly and to the satisfaction of all concerned.

# Presentation

It is our policy that colleagues must maintain a clean, tidy, smart and appropriate business-like appearance whilst during working hours. If your role takes you into contact with customers, clients or members of the public, please give extra consideration to your appearance and dress in a manner which reflects the business. When you are representing Parenta, which includes whilst you are in the office, you should maintain a high level of personal grooming.

## Tattoos and body piercings

Visible tattoos are accepted in general, however they should not be offensive, unprofessional or distracting. If you do have any offensive, unprofessional or distracting tattoos, they should be covered when representing the company.

## Dress code

Dress code and presentation is an important part of your first impression, to both your team and to our clients. Our office has a business casual dress code and we ask you to consider that, whether or not your job responsibilities place you in direct client contact, you represent Parenta with your appearance as well as your actions.

Our business casual dress code does not include:

- Torn clothing, provocative/revealing/sheer clothing, and clothing with vulgar, obscene, or offensive language, quotations, pictures, or characters;
- Sweatshirts, sweatpants, jogging suits or exercise apparel of any kind;
- T-shirts with offensive logos, halter tops, or shirts/blouses which expose the midriff or excessive cleavage;
- Miniskirts, short shorts or skorts, midriff tops, tube tops, off-the-shoulder, spaghetti straps;
- Tights or leggings, unless worn under a skirt or dress of appropriate length;
- Hats, unless required for religious purposes or to honour cultural tradition;
- Dirty shoes, flip flops or Crocs;
- Any type of hiking, camping, beach wear.

If questionable attire is worn, the respective department supervisor/manager will hold a personal, private discussion with the member of staff to advise and counsel the colleague regarding the inappropriateness of the attire. Repeated policy violations will result in disciplinary action, up to and including termination. The Company reserves the right to rescind and/or amend this and all Company policies, at any time.

# Health and safety statement

Parenta considers the health, safety and welfare of its colleagues and others who may be affected by its activities to be of primary importance to the success of the Company. Parenta recognises that a safe and healthy Company is very important to long-term growth, and believes that all work-related incidents and ill health can be prevented.

The Company therefore aims to eliminate all unnecessary and unacceptable risks from the work environment and reduce all remaining risks to a tolerable level. In return, the Company expects colleagues at all levels to exceed their minimum legal duties.

This includes co-operating with us on safety matters and colleagues taking care of their own safety and that of others, whether from within the Company or from outside, who may be affected by their actions. The policy and the way it has operated will be reviewed annually and more often should the business change in nature or size. Any revision necessary to improve safety performance will be made and then reported to colleagues.

The correct way to do any job is the safe way, and the Company undertakes to ensure that colleagues are provided with the resources they need to carry out every job safely. This will include any information, instruction, training or supervision necessary. There is no aspect of our business so important or urgent that time cannot be taken to do it safely.

# Position expectations & performance reviews

You will be issued with a set of position expectations (job description) upon commencing, which will be relevant to your current position. This gives you a clear understanding of what is expected of you in your role, but if you are unclear or have any problems in performing your duties you must seek assistance from your manager.

Objectives are set quarterly, however your manager will undertake an ongoing review of your performance and conduct and will provide you with constructive feedback and ongoing development support. Parenta's formal performance management system includes monthly reviews during the probation review and then monthly 1:1's . All colleagues are reviewed against their individual expectations, performance objectives and the Parenta 4C's. All colleagues are encouraged to take an active part in this exercise, making them a two-way (and thereby more constructive) process. Each review point will also include the setting or restating of individual objectives.

## Remuneration

Parenta is committed to introducing a balanced approach to support the assessment and measurement of any remuneration decisions. This balanced approach will enable a colleague's performance and conduct to be assessed on a consistent basis using a blend of quantitative and qualitative, financial and non-financial information including:

- quality assurance
- demonstration of the Parenta values
- achievement of individual performance objectives

This balanced approach ensures that appropriate behaviours are rewarded, potential conflicts of interest are avoided, and that short-term sales volume/financial contribution is not weighed inappropriately relative to medium, to long-term outcomes. Sales volume/financial contribution will be an individual performance objective for certain roles and will therefore play a part in the remuneration decision-making process, but it will not outweigh the other considerations listed above.

A Company-wide remuneration review will normally take place (but is not guaranteed) at year end (circa April 1st), but no increase to pay or award of bonus or long-term incentive is guaranteed as a result of this review. Colleagues with less than 6 months' service or who are under notice of termination of employment or who are subject to disciplinary procedures will normally be excluded from consideration for a base salary review.

# Email and Internet Policy

- 1.0** The Company encourages its colleagues to use email and the internet at work where this can save time and expense. However, in doing so, the Company requires colleagues to follow this policy, which is designed to minimise the legal risks to the organisation and to support a positive, professional and pleasant workplace.
  - 1.1. It is a term of each colleague's contract that they comply with these rules, and any serious breach could lead to disciplinary action up to and including dismissal.
  - 1.2. Anyone who is unsure about whether or not something they propose to do might breach this policy should seek advice from their manager.
  
- 2.0** Colleagues are provided with IT equipment for the purpose of enabling them to fulfil the role that they are employed to do.
  - 2.1. Use of IT equipment for personal reasons must be kept to a minimum and must not interfere with the efficient and effective running of the business.
  - 2.2. Streaming movies or music for personal use via the Company's network (including during a lunch break) on a Company device is strictly prohibited and a direct breach of this policy. Streaming encompasses but is not limited to; internet radio, videos on YouTube, online games or live streaming videos.
  - 2.3. Accessing personal social media or email accounts on any work device, as defined within 2.2, is prohibited.
  
- 3.0** Although the organisation encourages the use of email and the internet where appropriate, the use entails some risks. For example, colleagues must take care not to introduce viruses to the system and must take proper account of the security advice below.
  - 3.1. To avoid introducing viruses which may inhibit or incapacitate the system, the Company requests that you:
    - 3.1.1. Do not open attachments if you do not know the sender.
    - 3.1.2. Do not download programs or applications from the internet or install software (unless you have been told to do so by Impreza and have the approval of your manager).
    - 3.1.3. Do not insert CDs / DVDs / USB drives (unless you have been told to do so by Impreza).
    - 3.1.4. Do not load or play games.
    - 3.1.5. Do not download movies or video clips.
  
- 4.0** Email should be treated like any other form of written communication and, as such, what is normally regarded as unacceptable in a letter is equally unacceptable in an email communication.
  - 4.1. Emails that colleagues intend to send should be checked carefully, especially for spelling and grammar. Your emails could be used as part of a complaint, case reviews or even at court so ensure they are clear, factual, friendly and business like.
  - 4.2. Colleagues must ensure that they do not send untrue statements about others in emails, as the organisation could face legal action for defamation and be liable for damages.
  - 4.3. The use of email to send or forward messages that are defamatory, obscene, discriminatory or otherwise inappropriate will be treated as misconduct under the appropriate disciplinary procedure. In serious cases, this could be regarded as gross misconduct and lead to summary dismissal.

- 5.0** The Company reserves the right to monitor colleague's emails and considers the following to be valid reasons for checking a colleague's email (this is not an exhaustive list and there may be other reasons which justify monitoring):
- 5.1. If a colleague is absent for any reason and communications must be checked for the smooth running of the business to continue;
  - 5.2. If the Company suspects that a colleague has been viewing or sending offensive or illegal material, such as material containing racist terminology or nudity;
  - 5.3. If the Company suspects that a colleague has been using the email system to send and receive an excessive number of personal communications;
  - 5.4. If the Company suspects that a colleague is sending or receiving emails that are detrimental to the organisation;
  - 5.5. If the Company has a genuine belief that such monitoring may prevent serious risk or harm to its commercial interests or those of its colleagues, clients, partners or other stakeholders.
- 6.0** Colleagues are expected to use the internet sensibly and in such a manner that it does not interfere with the efficient running of the Company. For example, where it would be quicker to make a telephone call than to engage in an internet search for the required information, then the telephone call should be made.
- 6.1. Colleagues may be called upon to justify the amount of time they have spent on the internet or the sites that they have visited.
  - 6.2. The Company reserves the right to deny internet access to any colleague at work, although in such a case it will endeavour to give reasons for doing so.
  - 6.3. Some websites require the organisation to enter into licence or contract terms. In these circumstances, colleagues should gain the approval of their manager before committing the Company to any such terms.
- 7.0** Colleagues must not use the internet:
- 7.1. To access offensive or illegal material, such as material containing racist terminology or nudity;
  - 7.2. To enter into any contracts or commitments, order goods or services, in the Company's name which are for personal use;
  - 7.3. For personal matters which in themselves, or in the time spent undertaking them, are (or run the risk of being) to the detriment of the Company, its colleagues, clients, partners or other stakeholders.
- 8.0** The Company reserves the right to monitor colleagues' internet usage and considers the following to be valid reasons for doing so (this is not an exhaustive list and there may be other reasons which justify monitoring):
- 8.1. If the Company suspects that a colleague has been viewing or sending offensive or illegal material, such as material containing racist terminology or nudity.
  - 8.2. If the Company suspects that a colleague has been using the internet for excessive personal use.
  - 8.3. If the Company suspects that a colleague is using the internet for purposes that are detrimental to the organisation.
  - 8.4. If the Company has a genuine belief that such monitoring may prevent serious risk or harm to its commercial interests or the interests of its colleagues, clients, partners or other stakeholders.
- 9.0** From time to time, the Company may publish related communication and/or policies, which should be read and followed in conjunction with this Email and Internet Policy.

# Data Protection Policy

- 1.0** It is the Company's duty to comply with the provisions of The Data Protection Act 2018 and The General Data Protection Regulation (EU2016/67) (the "GDPR"). Therefore, all soft and hard copy information held by the Company and its colleagues, will be treated with the utmost confidentiality by the Company and security over data will be adhered to at all times.
- 2.0** Parenta will ensure that:
  - 2.1. It has a Data Protection Officer with specific responsibility for ensuring compliance with data protection.
  - 2.2. Everyone processing personal information understands that they are contractually responsible for following good data protection practice.
  - 2.3. Everyone processing personal information is appropriately trained to do so.
  - 2.4. Everyone processing personal information is appropriately supervised.
  - 2.5. Anybody wanting to make enquiries about handling personal information knows what to do.
  - 2.6. It deals promptly and courteously with any enquiries about handling personal information.
  - 2.7. It describes clearly how it handles personal information.
  - 2.8. It will regularly review and audit the ways it holds, manages and uses personal information.
  - 2.9. It regularly assesses and evaluates its methods and performance in relation to handling personal information.
  - 2.10. All colleagues are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them.
- 3.0** The Data Protection Code is concerned with computerised personal data and personal information which is recorded on paper or microfiche and held in a 'relevant' (i.e. organised) filing system'.
  - 3.1. The Company is obliged to provide the Information Commission with information about the type of personal data held, its source, its purpose and to whom this information may be disclosed.
  - 3.2. If information is used by a colleague, the colleague has a duty to ensure that this information is not passed on in any unauthorised way.
- 4.0** 'Personal Data' is information which relates to an individual who can be identified from that data.
  - 4.1. It can include but is not limited to: a name, an address, bank or building society account details, home/mobile telephone number, emergency contact and telephone numbers, details of next of kin, date of birth, employment history, disciplinary records, salary and other benefits, staff appraisals, CV and references from previous employers.
- 5.0** 'Sensitive Personal Data' may include but shall not be limited to: data concerning medical history and health, both physical and mental, sickness absence and attendance records (which will be kept separately), details of trade union membership, criminal convictions, ethnic or racial origin, marital status, religious beliefs or sexual orientation.
- 6.0** 'Processing' means obtaining, recording or holding the information or data and includes but is not limited to organising, adapting or altering the information or data, retrieval, consultation or use of the information or data, disclosure of the information or data by transmission, dissemination or otherwise making it available.

**7.0** The principles of the Regulation are that data must:

- 7.1. Be obtained and processed fairly and lawfully.
- 7.2. Be held only for one or more specified and lawful purposes.
- 7.3. Not be used or disclosed in any manner which is incompatible with the specified purposes.
- 7.4. Be adequate, relevant and not excessive in relation to the purposes for which they are held.
- 7.5. Be accurate and, where necessary, kept up to date.
- 7.6. Not be kept longer than is necessary for the purposes for which they are held.
- 7.7. Be made accessible on request to the person to whom they relate.
- 7.8. Be protected by reasonable security measures against unauthorised access, alteration, disclosure, destruction and loss.

**8.0** All the rules that apply to the Company regarding the storing, processing and disclosing of data also apply to Parenta colleagues.

**9.0** As a Parenta colleague, you have a duty to ensure other colleagues' data is kept confidential and secure.

- 9.1. This means, amongst other things, that you must treat computer printouts and other documents containing colleague information and other personal data carefully and not discuss that personal data with anyone other than those directly involved with their duties, or send it by any means to any unauthorised person.
- 9.2. Personal data should only be held by the People Team, who will ensure that personal data is only provided to those who have a legitimate need to access to it.
- 9.3. All personal data received by any colleagues, such as recruitment applications, should be forwarded to the People Team.
- 9.4. All colleagues must ensure that all personal data is securely stored.
- 9.5. Manual files must be kept either with the People Team or by managers under lock and key.
- 9.6. Access to manual files must be restricted to the People Team and authorised managers.
- 9.7. Copies of personal data held in manual files may only be made with the express permission of the People Team.
- 9.8. Colleagues must lock their PC's or laptops whenever unattended, regardless of the length of time they intend to be away from their PC.

**10.0** All colleagues who have access to data on computers, whether in the office or at home or elsewhere, must take adequate precautions to ensure confidentiality, so that neither the Company nor individuals are liable to prosecution as a result of loss or disclosure, which might cause distress or hardship to present, former or potential colleagues or to clients of the Company.

- 10.1. All colleagues are responsible for ensuring that data relating to clients, suppliers and other third parties is not used for any purpose other than that intended when the information was given.
- 10.2. Personal data held in electronic files must be password protected and not be transferred from your PC to your laptop, CD-ROM or other portable storage medium, without the agreement of the Managing Director.
- 10.3. Printouts of personal data are governed by the rules relating to manual files.
- 10.4. Personal data stored electronically must not be transmitted by email, fax or manually to anyone internally or externally, without the express permission of the Managing Director.

- 11.0** A colleague's immediate manager may access their sickness records in order to investigate repeated or long-term sickness absence and may also access accident records from time to time for the purposes of ongoing investigations.
- 11.1. Details from absence records may be released by the People Team, for example, the number of days absent, but will not contain any information about the cause of the absence.
  - 11.2. Occasionally it may be necessary to release health information to an insurer.
  - 11.3. In such cases the colleague will be notified of the disclosure and the information disclosed will be made available to the colleague on request.
- 12.0** Disciplinary action, up to dismissal, may be taken in the event that you are found to have permitted unauthorised disclosure of such information.
- 12.1. Should any doubt exist as to which disclosures are authorised, please consult the People Team.
- 13.0** All colleagues have the right to access certain information held about them.
- 13.1. If you wish to make such a request, you should contact the People Team in the first instance to discuss your request.
  - 13.2. It may be possible to provide specific information that you need speedily and without charge.
  - 13.3. If, following discussions with the People Team, you still wish to proceed with a formal subject access request, you must:
    - 13.3.1. Set out your request in writing and address it to the People Team; and
    - 13.3.2. Make clear who is making the request, what information is sought and where it can be located.
- 14.0** All individuals/service users have the right to access the information Parenta holds about them.
- 14.1. Parenta will also take reasonable steps to ensure that this information is kept up to date by asking data subjects whether there have been any changes.
- 15.0** The Company will comply with that request within 40 calendar days, subject to various exemptions.
- 16.0** This policy applies to colleagues, ex- colleagues, job applicants, agency workers, casual workers and contractors.
- 17.0** This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the General Data Protection Regulation.

# Data Transfer Security Policy

- 1.0** The storing of all data must adhere to the standards set out in The Data Protection Act 2018 and The General Data Protection Regulation (EU2016/67) (the "GDPR").
  - 1.1. In particular, it must be noted that personal data shall not be transferred to a country or territory outside the European Economic Area (EEA) unless that country or territory ensures an adequate level of data protection.
  - 1.2. Before any data is transferred, the necessity of the transfer should be considered.
  - 1.3. Data should only be transferred when it is essential for the smooth operation of the Company.
  - 1.4. The transferring of any sensitive data must always be authorised by the Head of Department prior to it happening.
  
- 2.0** Any data which contains personal details about individuals is sensitive data.
  - 2.1. In addition, any data which contains confidential information about the Company, its products / services, its customers and its suppliers is sensitive data.
  - 2.2. If there is any doubt whether data would be classed as sensitive, the Head of Department should be consulted.
  
- 3.0** All sensitive or confidential data should be encrypted, compressed and password protected before transmission.
  - 3.1. If a colleague does not know how to do this they should seek appropriate assistance from Impreza.
  
- 4.0** If data is to be transferred through memory sticks, CD-ROMs or similar formats then the secure handling of these devices must be ensured.
  - 4.1. No such device should be sent through the open post - a secure courier service must always be used.
  - 4.2. The recipient should be clearly stated.
  
- 5.0** If data is sent via a courier, the intended recipient must be made aware when to expect the data.
  - 5.1. The recipient must confirm safe receipt as soon as the data arrives.
  - 5.2. The sender is responsible for ensuring that the confirmation is received, and for liaising with the courier service if there is any delay in the receipt of the data.
  - 5.3. The Head of Department must be informed immediately if any confidential or sensitive data goes missing.
  - 5.4. An immediate investigation will be launched to discover where the data has gone.
  - 5.5. If it is found that the data has been received by an unauthorised individual, it must be determined whether that individual has accessed the data.
  - 5.6. If that individual has, and the data was correctly encrypted, compressed and password protected it suggests that the individual has unlawfully accessed the data.
  - 5.7. In such situations, it might be appropriate to involve the police in the investigation.
  - 5.8. The Head of Department will consider whether any individuals need to be informed about the data having gone missing - even if it is subsequently found.
  - 5.9. This might be necessary if there is a risk of personal data relating to individuals having been sent to the wrong person.

**6.0** In practical terms, colleagues are forbidden to transmit any customer data outside of Parenta's office address, unless the data is being transferred within one of the Company's current systems e.g. Abacus, Zoho, Sage.

6.1. For the avoidance of doubt, no data lists, including lists of customers, may be provided to any third party or internal departments which do not normally have such access, unless authorised by a senior manager.

**7.0** If a colleague has been negligent in transferring sensitive and confidential data, this might be considered to be gross misconduct, which is likely to result in summary dismissal. This is particularly likely to be the decision if:

7.1. The colleague did not encrypt, compress and password protect data.

7.2. The colleague transferred data using the open post and not a courier service.

7.3. The colleague transferred data without seeking the appropriate approvals.

By signing below, you are confirming you agree to follow the policies outlined in this booklet.

Colleague name:

Colleague signature:

Date:

# Checklist

Item	Completed
Proof of Right to Work in the UK (Photocopy taken)	
P45 form received	
Introduction to role and position description signed off	
Introduction to team and key people	
Department introductions	
Objectives and probation review process discussed	
Product training	
Systems training	
Online HR system account activated and logged in successfully	
Health and Safety discussed and fire exits demonstrated	
Reviewed necessary Colleague Handbook Policies and Statements	
Photo provided for ATLAS profile, ID badge and Teams profile	
Marketing Induction	
MD Induction	
Sales Induction	
People Team induction	
Training Delivery induction	

Colleague sign off	
Colleague name:	
Colleague signature:	
Date:	

Manager sign off	
Manager name:	
Manager signature:	

**Working together for our children**

0800 002 9242  
hello@parenta.com

[www.parenta.com](http://www.parenta.com)

Parenta, S02 Second Floor, Knightrider House, Knightrider Street,  
Maidstone, Kent, ME15 6LU

