

Employee Disciplinary Procedure

1. Purpose and Context of the Disciplinary Procedure

Whilst the Company (Jean Stanford Holidays Limited) does not impose unreasonable rules of conduct on its employees, certain standards of behaviour are and in the interest of all employees. The Company prefers that discipline be voluntary and self-imposed and that is normally how it works. However, from time to time, it may be necessary for the Company to take action towards individuals whose level of behaviour or performance is unacceptable.

Minor issues will be dealt with informally through counseling and training. However, in cases where informal discussion with the employee does not lead to an improvement or where the matter is considered to be too serious to be classed as minor, the following disciplinary procedure will be used. At all stages of the procedure, an investigation will be carried out.

The Disciplinary Procedure is a standard process used to manage:

- poor job performance;
- failure to meet the Company's standards;
- misconduct, both during working hours and outside them; and
- any other breach of Your terms and conditions of Employment.

This document is referred to in each Employee's contract and is to be viewed and used in conjunction with the terms detailed in each Employee's contract. The terms You and Your refer to the employee. You should familiarise yourself with the Disciplinary Procedure. By signing your contract with the Company, You accept that the terms set out by this document apply to You for the duration of Your Employment.

2. Stages of the Disciplinary Procedure

The Company will notify you in writing of the allegations against you and will invite you to a disciplinary hearing to discuss the matter. The Company will provide sufficient information about the alleged misconduct or poor performance and its possible consequences to enable you to answer the case. This will include the provision of copies of written evidence, including witness statement, where appropriate.

The formal disciplinary hearing will be conducted by the resort manager or by a Director and you may be accompanied by a someone of your choice. At the hearing, you will be allowed to set out your case and answer any allegations and will also be given reasonable opportunity to ask questions, present evidence, call relevant witnesses and raise points about any information provided by witnesses.

Following the hearing, the Company will decide whether or not disciplinary action is justified and, if so, you will be informed in writing of the Company's decision in accordance with the stages set out below and notified of your right to appeal against that decision. It should be noted that an employee's behaviour is not looked at in isolation but each incident of misconduct is regarded cumulatively with any previous occurrences.

Except in cases of gross misconduct, which in the opinion of the Company justify summary dismissal, the following procedure will apply:

Stage 1

If Your work or conduct is deemed unsatisfactory, a warning to that effect will be given by the Company either verbally or in writing.

Stage 2

If Your work or conduct does not, in the opinion of the Company, improve within a reasonable period of time, a final warning will be given to You in writing.

Stage 3

If, in the opinion of the Company, the required improvement in Your work or conduct is not achieved within a further reasonable period of time, You will be dismissed with the appropriate notice being given in writing.

3. Exceptions to the Normal Stages of the Procedure

It should be noted that in minor cases of misconduct or poor performance the Company will normally go through each of the stages detailed above. However:

- In more serious cases falling short of gross misconduct, the Company may enter the disciplinary procedure at Stage 2;
- During your probationary period, the Company may enter the disciplinary procedure at Stage 2 and will deem a "reasonable period of time" as much shorter than normal;
- In cases of gross misconduct, the Company may effect summary dismissal without carrying out any Stages of the disciplinary procedure. No pay or notice will be given in cases of gross misconduct.

4. Right to Search

The Company reserves the right to search you or any of your property held on Company premises at any time if there are reasonable grounds to believe that you are guilty of any breach of the Company's rules and regulations. If you refuse to permit the search to take place your refusal will normally be treated as gross misconduct.

5. Examples of Misconduct that may result in Disciplinary Procedures

The following is a non-exhaustive list of examples of offences which amount to misconduct falling short of gross misconduct:

- unauthorised absence from work
- lateness
- unacceptable performance
- inappropriate standard of dress
- time wasting
- contravention of minor safety regulations
- disruptive behaviour
- unauthorised use of company facilities e.g. vehicles, telephones etc.

6. Examples of Gross Misconduct that may result in Summary Dismissal without Notice or Pay

The following is a non exhaustive list of examples of offences which amount to gross misconduct:

- dishonesty
- theft/fraud
- falsification of Company records
- failure to comply with relevant statutory or regulatory requirements
- serious insubordination/failure to carry out a lawful order
- violent, abusive, aggressive or intimidating conduct
- serious indecent/immoral behaviour
- deliberate damage to Company, client or employee property
- sexual, racial or other harassment or discrimination
- unauthorised use or disclosure of confidential information
- unauthorised use of Company computers, email or internet systems
- serious breach of confidence
- attending work under the influence of alcohol or non medically-prescribed drugs
- smoking on company and/or client premises, other than in designated smoking areas
- reckless or serious misuse of a company vehicle or property
- loss damage or injury through serious negligence
- rudeness to customers

- any action likely to bring the Company into disrepute
- accepting a gift which could be construed as a bribe
- sleeping on duty
- breach of Health and Safety rules which endanger the health and safety of yourself and/or others
- refusing to allow a search to be carried out in accordance with Company rules
- failure to disclose correct information on your application form
- conviction for any serious criminal offence while an employee of the Company
- loss of driving licence where driving is essential for the performance of your duties
- allegations of improper behaviour towards children