

UK Employee Handbook

UK, February 2023

UK People Team



HERE TO DARE

BIP UK and BIP US are certified B Corporation



Navigating Your Journey With Us

UK Employee Handbook



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About This Handbook

UK Employee Handbook

This handbook brings together all our people related information:



Policies: A quick overview of each of our people related policies, including helpful links and contacts



Helpful links: Links to help you easily find the information you need our People Team pages on SharePoint



Procedures: All our people procedures in one place, so you can easily find how to make requests or update your personal details



Who to call: Clarity on who to call for what



Who To Contact

UK Employee Handbook

Internal contacts

- If you have a People related question:
hr@chaucer.com
- If you have a question about payroll or benefits:
payroll.uk@Chaucer.com
- If you have a question about your expenses:
accounts@chaucer.com
- If you have a question about CMAP:
cis.help@chaucer.com
- If you have a question regarding contract review:
contracts@chaucer.com

External Contacts

- If you have a question about BUPA PMI and/or Medicash: kayla_prowse@ajg.com
- If you have a question about your Aegon Pension:
Clientservices@Aegon-arc.co.uk
- If you have a question about your Royal London pension:
0845 60 50 050
- If you need to contact the Bupa Anytime Healthline: 0345 607 7777. You can also book appointments through the Bupa Bluea app, details available [here](#).
- If you need to contact the employee assistance programme: 0800 269 616

Our Governance Structure

UK Employee Handbook

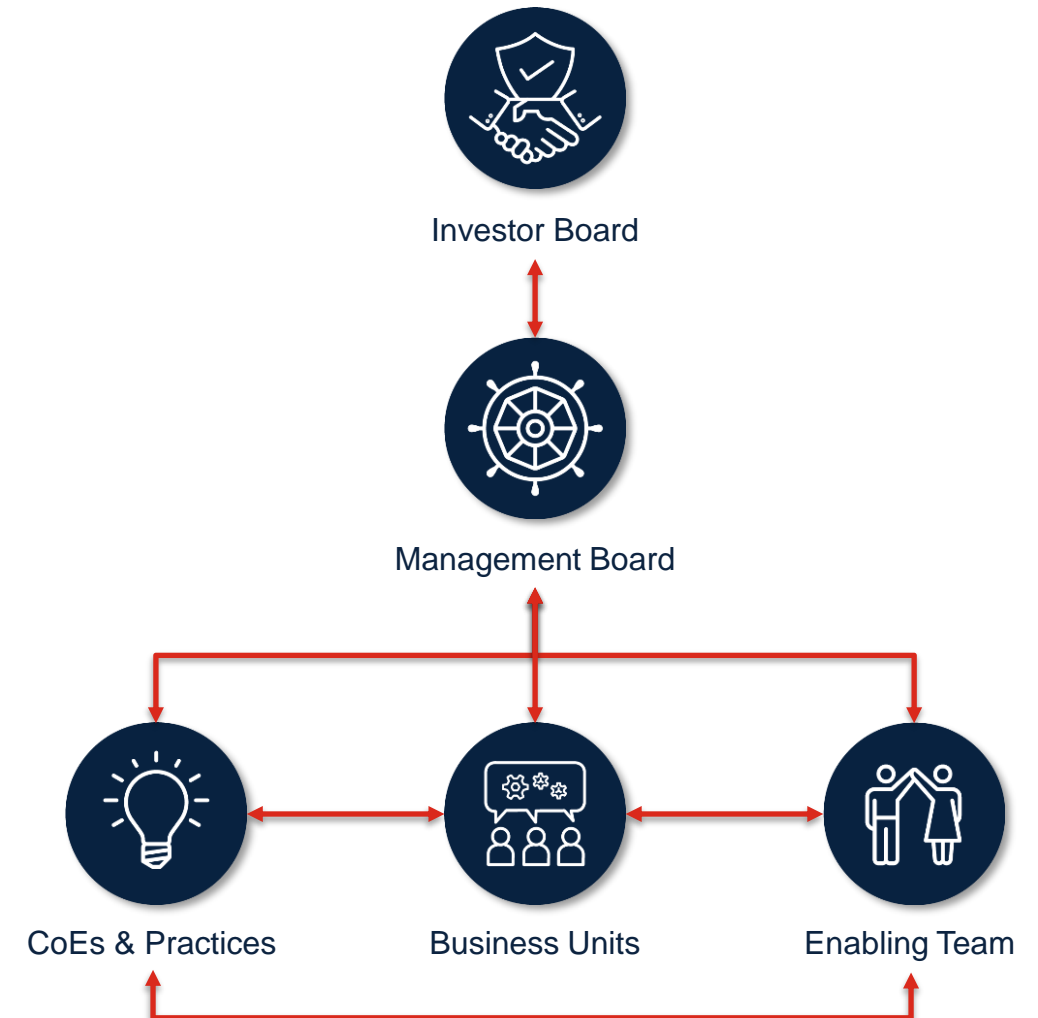
Our Governance Structure outlines how we work in BIP UK.

Locally we have our **Management Board**, to ensure strategic alignment across all Business Units, manage the success of the Business Units (revenue and GP performance) of the organisation, support the implementation of the company strategy through involvement in/leadership of specific workstreams.

Our **BUs and CoEs** have their own leadership meetings to manage the revenue and GP performance of the BU, drive sales and business development activities across individual accounts and portfolios, collaborate with resourcing and recruitment, ensuring the alignment between business needs and recruiting/resourcing plans.

Our **Enabling Team** ensures the alignment of all enabling functions against the strategy and as a whole they are supporting the Business Units accordingly. The group monitors and manages the performance of enabling functions and spend against budget, defining and implementing tactical and strategic actions to improve the efficiency and effectiveness of enabling functions.

Quarterly aggregated reports are then shared with our **Investor Board**.



More information on each team can be found on [Sharepoint](#)

Our Business Units, CoEs and Practices

UK Employee Handbook

Our Business Units, CoEs and Practices work together to provide the skills required to elevate our value proposition to clients.

Our predominantly industry-focussed Business Units (verticals) are the way we mainly to go market. This is where our deep sector experience and expertise sits. Our local industry BUs collaborate globally with other countries to deliver excellent service to our clients world-wide.

The verticals show the delivery capabilities we bring to our clients. Our CoEs (xTech and CyberSec) are Business Units in their own right and they collaborate as well on a global scale.

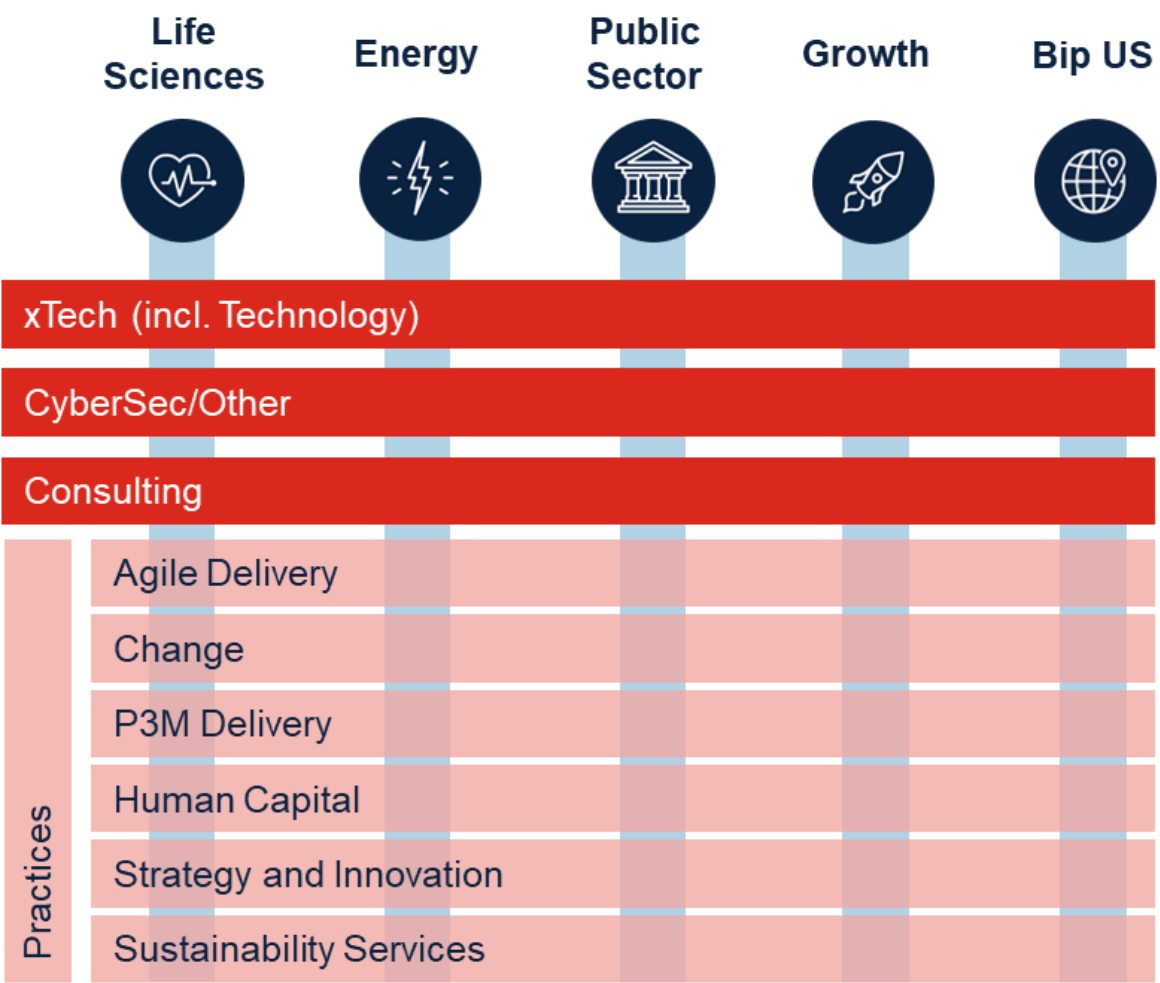
Our Practices (light red) are the homes for the specific capabilities that we need to develop and deploy as a consulting organisation.

Each Practice covers a deep pocket of expertise within BIP UK. They define technical competencies and offer learning pathways from Apprentice through to Master Practitioner.

All consultants select a Primary Practice, in which to make a significant contribution by getting involved in learning, quality assurance, sales, marketing and recruitment.



More information on [Spark can be found here](#)



Part of the BIP Group

UK Employee Handbook

In July 2020, we announced that we became part of the BIP Group, one of Europe's fastest growing consultancies.

We have offices spanning 13 countries across 3 continents with over 4,500 people worldwide who deliver projects to our clients in ca. 40 countries.

2003 established

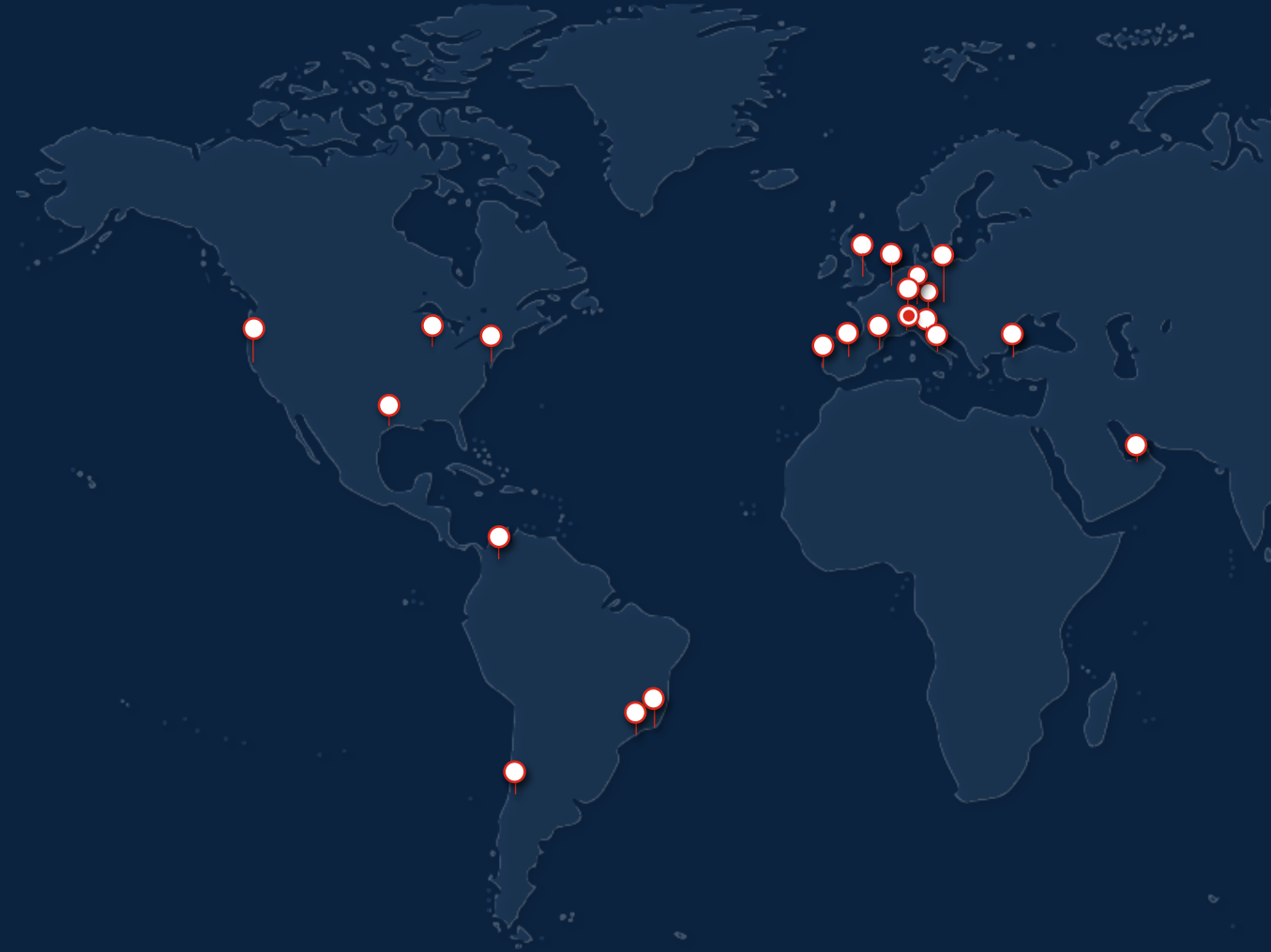
20 offices

4700+ people

13 countries

40 geographies*

14 acquisitions



Our Recent Acquisitions

UK Employee Handbook

Pro-actively pursuing acquisitions and partnerships is part of our growth strategy across the Group. Over the last years we have acquired two companies to strengthen our position in the Public Sector (Medley) and grow our footprint in the Capital Markets sector (Riskcare).



Medley are an independent client-side ICT consultancy partner. Medley was founded by Tim Eglen in 1997 and the company has now grown organically to over 20 permanently employed senior consultants and a similar number of high-quality, long-term associates.



Riskcare, founded in 1994, provides innovative trading and risk professional services to capital markets clients - on the buy and sell sides in addition to commodities, insurance, and retail banking. With a focus on business innovation and regulatory change projects, Riskcare draws on its extensive experience across the disciplines of combined financial, software and business process engineering, particularly cloud engineering, model development and management, AI / ML / algorithmic modelling to drive improvements in the capital markets.



Joining BIP UK

UK Employee Handbook

Joining a new company can be overwhelming so we hope to help you make a smooth transition into BIP UK with a comprehensive induction and support throughout your probation period.

- Your First Week
- Your Probationary Period



Your First Week

UK Employee Handbook

Your first week at BIP UK will focus on ensuring you have all the information you need to hit the ground running.

Day 1 & 2 Induction

Your first two days will focus on introducing you to various areas of BIP UK such as Our Strategy, Learning, Knowledge Management, People Strategy, People Matters, Mental Health Awareness, etc.

Make sure to complete your Trello Board!

Day 3-5 Consulting Mindset

The remaining three days are an interactive workshop based on several modules and activities covering some of the core consulting skills such as: Managing Meetings, Writing Structured Presentations, Influencing Skills, Client Interviews, Career Management, PowerPoint, Personal Brand, Consulting Models and Introduction to Projects etc.

Enabling Functions may have alternative induction sessions scheduled aligned to the department they support, and may attend Consulting Mindset at a later date.

Additional Support

As part of the onboarding process you will also be assigned a Buddy and a People Lead to help you settle into BIP UK

Buddy

- Help welcome you to the team and introduce you to other colleagues.
- Help you find your way around BIP UK
- Help you learn company-wide tools and processes.
- Check ins to make sure you're acclimating to your new environment etc.

People Lead

- Welcome you to BIP UK
- Act as a sounding board,
- Help set the scene and support the completion of a successful probation period
- Support your ongoing career development
- Participates in wider discussions regarding your performance, pay and promotion prospects

Your Probation Period

UK Employee Handbook

Upon joining BIP UK you may have a probation period as stated in your contract of employment. The probation period allows both BIP UK and yourself to ensure your new role is a good fit.

During your probation period you will have regular check-ins with your People Lead to help you settle into your new role and provide additional support if needed.

Employees who have not yet successfully passed their probation are ineligible for a salary review/bonus payment.



More information about your probation period can be found in the [Probation Period Policy](#)



More information about career development can be found in the [Career Development Sharepoint Site](#)

In addition to your regular catch ups with your People lead you will have a few formal meetings during your probation period:



First week

During your first week you will meet with your People Lead to agree your objectives for your first 6 months at BIP UK



Regular Check Ins

Check in meetings with your People Lead to review any feedback and your progress against your objectives so far



6 month review

Formal review of your probation period with your People Lead, and supported by your People Team Business Partner, the outcome will be confirmed



Performance Leader

We use a platform called Performance Leader to capture, track and review objectives, complete probation reviews and our twice yearly career reviews



Work/Life Balance

UK Employee Handbook

- Remote Working
- SMART Working
- Flexible Working
- Family Friendly Leave
- Maternity Leave Process
- Annual Leave
- Other Types of Leave



Smart Working

UK Employee Handbook

Smart working empowers you to work



where



when



and how

you choose.

SMART working allows you to work with maximum flexibility and minimum constraints. It enables you to work in ways which best suit your needs without the traditional limitations of where and when tasks must be performed and rather focuses on outputs.

Where: The nature of our works allows you to work remotely from home or other offsite location, although this may vary based on the client project you are assigned to.



More information can be found in our [Remote Working Policy](#).

When: Our normal working hours are 37.5 hours to be worked Monday to Friday at times to suit the needs of the business. We don't have set working hours as we empower you to manage your own time as long as your work obligations are being met and you have discussed your arrangements with your team.



More information can be found in our [Working Time Policy](#)

How: Work healthier, i.e. taking a walking call or a short relaxation time in the middle of the day to recharge



More information on SMART working can be found in our [SMART working guide](#)

Flexible Working

UK Employee Handbook

If you would like to request a contractual change to your working arrangements you may do so through our Flexible Working Policy.

We believe that flexible working promotes a healthy work-life balance, thereby reducing stress and improving performance and productivity. Our flexible working policy allows you to request a formal change to the number of hours you work or a change to the times or days you work. However, there may be circumstances when we are unable to meet your desired work pattern so each request will be considered fairly on a case by case basis.

If you would like to find out more about flexible working options please:

 Speak to your [People Team Business Partner](#)

 Refer to our [flexible working policy](#)



Family Friend Leave

UK Employee Handbook

At BIP UK we recognise that your family is important and being able to spend quality time with your family as it grows is a wonderful experience. Our Family Friendly Policy reduces the impact to your pay while you take time off to bond with your new arrival.



Maternity Leave

Up to 52 weeks of leave available for the biological mother of a child (including surrogate mothers).



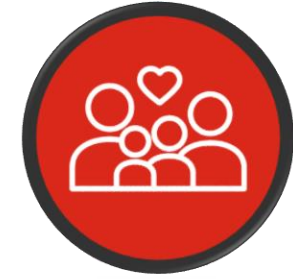
Adoption Leave

Up to 52 weeks of leave available for the primary carer of an adopted child



Paternity Leave

Up to 5 weeks of leave available for the biological father, or secondary carer of an adopted child



Shared Parental Leave

Up to 50 weeks of leave available for both parents to choose how to split the available leave between them.



More information can be found in our [Family Friendly Leave Policy](#), and [our Family Friendly FAQ's document](#).

Maternity Leave Process

UK Employee Handbook



Before you go on leave

Notify us:

Please let your People Team Business Partner know that you intend to take family friendly leave by the 15th week before the expected week of birth. **They will inform you of the documentation and process required and arrange a Health & Safety assessment.**



During your leave

Enjoy spending time with your growing family!

Keeping in touch days

If you are off on maternity (adoption or shared parental leave) you can have up to 10 KIT days in touch with your work and colleagues during your leave. **Make HR aware in advance of your plans.**



When you return

Your People Team Business Partner will be in touch 1 month before your intended return to work date to discuss your return-to-work plan

Parental Transition Coaching

We offer expecting or new working parents: at all stages of the family leave process. The coaching provides coaching provides confidential, tailored support with navigating your parenthood journey in the context of your professional lives.



Please speak to your [People Team Business Partner](#) for more information.

Annual Leave

UK Employee Handbook

Our annual leave year runs from 01 January - 31 December

Annual Leave Entitlement

All full-time UK employees are entitled to **25 days** annual leave plus public holidays.

Please note this entitlement is prorated for part time employees or employees who join partway through the year.

Holiday Shutdown

Currently we have a Shutdown period between Christmas and New Year. Three days of annual leave are automatically deducted from your balance for this period.



More information can be found in our [Absence Leave Policy](#)

Buy & Sell Holiday

If you would like increase or decrease your annual leave allowance you may do so during the Holiday Buy & Sell window which is open in January and again in June. Each year you may buy a maximum of 5 days or sell a maximum of 3 days.



More information can be found in the [Holiday Buy & Sell Guide](#)

Booking Holiday



Please refer to the [Booking Holiday Procedure](#)

Other Types of Leave

UK Employee Handbook

Bank Holidays

All full-time employees are entitled to 8 bank holidays

The dates of the bank holidays can be found on the [government website](#).

Sabbaticals

Employees with at least 2 years of continuous service can take up 1-year unpaid leave with business agreement.

If you would like to discuss taking a Sabbatical please contact your People Team Business Partner.

Menopause

Leave to support all staff experiencing menopausal symptoms. Menopause is not just an issue for women. All staff should be aware of the menopause so that they can support those going through it or otherwise affected by it. More information can be found in our [Menopause policy](#).

Compassionate leave

Please speak to your People Team Business Partner if you need to take compassionate leave if a close relative is seriously ill or has passed away. We also offer Parental Bereavement Leave in the event a child aged 18 or under passes away.

Emergency Dependant Care

Please speak to your People Team Business Partner if you need to take emergency leave to care for a dependant. More information about this leave is found in our [family friendly policy](#).

Jury Service

If you are summoned for Jury Service please inform your delivery lead/manager and People Team Business Partner.



More information can be found in our [Absence Leave Policy](#)



Health & Wellbeing

UK Employee Handbook

- Private Medical Insurance & Mediacash
- Prioritising your Mental Health
- Health & Safety
- Wellbeing at BIP UK



Private Medical Insurance & Mediacash

UK Employee Handbook

To help you manage everyday health costs we offer all employees PMI and Mediacash paid for by BIP UK.

PMI with BUPA

You have the option of taking up private medical insurance. **Single cover is funded by the Company and is currently provided by BUPA.**

Membership of the scheme is optional and since the benefit is taxable, you may not wish to take advantage of it.

If you would like to add a dependant onto your scheme **(at your own cost)**, you should contact our broker **for a quote** by emailing kayla_prowse@ajg.com.

Please note - Child dependents are covered as part of family membership until the renewal after their 24th birthday. Then from 24 - 30 years old they are classed as an over age dependent and are charged at an additional single rate based on their age. They will need to come off the policy from the renewal after their 30th birthday, they can only remain on the policy if they are an employee/director for the company in their own right and then they would be moved to their own membership number.



More information on PMI and Mediacash, including how to enrol can be found on [Sharepoint](#)

Mediacash

With our Mediacash benefit you can manage everyday health costs by claiming money back on a range of treatments from flu jabs, to dental care and alternative treatments such as physiotherapy. **You can also currently use it to claim against your GBP200 Bupa PMI (single) excess.**

Mediacash also offers additional benefits such as Virtual GP appointments, discounted gym membership, stress helpline and everyday discounts. You will also have access to the Mediacash app which allows you to access all of the benefits and quickly make claims. Additionally the app offers various wellbeing videos including yoga and meditation.

Please see the attached link for the Mediacash app. Here it details how to download, how to claim, benefit amounts and who to contact for lost log-in details. <https://www.medicash.org/customer-service/ready-to-make-a-claim>

Please note - Dependants will have cover on the policy if they remain in full time education after 18 to the age of 24, they do not need to be living at the same address as the policy holder(s) but receipts would need to match whichever address the insurer has registered for them. At 24 they would be automatically removed from the plan.

Prioritising your Mental Health

UK Employee Handbook



Speak to your people team Business Partner

Your People Team Business Partner can help work with you to find a solution to help you manage your mental health in the long term.

Your People Business Partner Team can be found [here](#).



Reach out to one of our Mental Health First Aiders

We have a wide network of certified Mental Health First Aiders who are here to listen, support and guide you.

Our current Mental Health First Aiders can be found [here](#).



Make use of the Employee Assistance Programme

You can call our [EAP](#) or head online for confidential help and personalised advice, day or night.

To access help at any time please call:

0800 269 616



Take some time off

We recognise sickness as any physical ailment as well as ill mental health. If you're struggling, you can take time off as sick days.

Please note if you are for more than 5 working days, this will require a fit note.

Employee Assistance Programme

UK Employee Handbook

The Employee Assistance Programme is there for us when we need confidential help or personalized advice, day or night.

At a glance:

- 24/7 confidential telephone support line including clinical front line (Specialist Counsellors)
- Confidential counselling sessions
- Specialist legal and financial telephone support
- Unlimited access to a dedicated self-help online area full of useful information, blogs, videos and tools covering a range of health and wellbeing topics
- Nurses available for advice 24/7 via referral to Anytime Health Line

And more!

Partners and Dependents over the age of 16 who live in the same household also have access to the EAP.

For more information on EAP, visit our [Sharepoint](#) or speak to your People Business Partner.



Health & Safety

UK Employee Handbook

Our Health and Safety is focused on helping you stay well and preventing injury and illness.

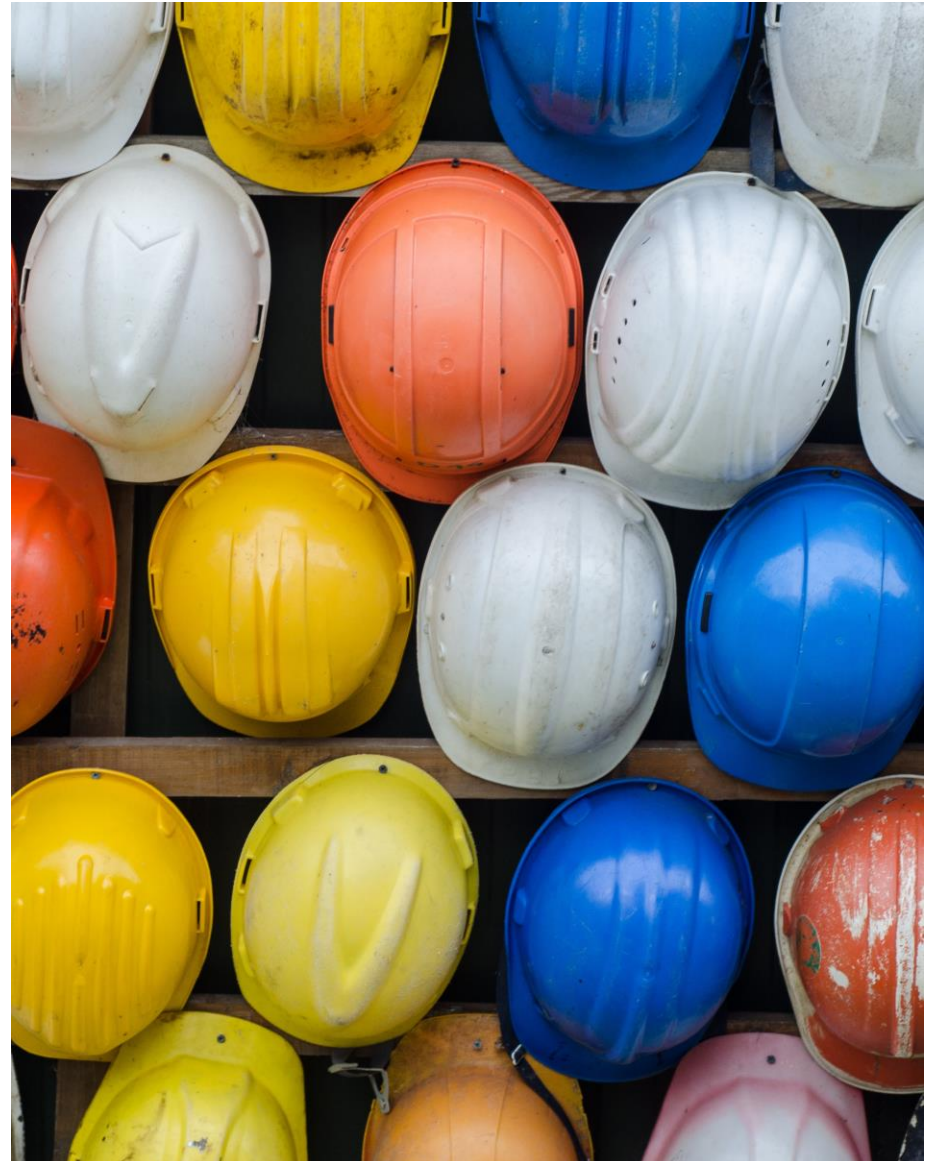


Please visit the [Health and Safety Sharepoint](#) site for information on:

- Fire & Safety Procedures
- Workstation Set up
- Maternity Health & Safety Assessment
- Our Health and Safety Policies
- Our response to COVID-19 (and other natural disasters)

We also have additional support for staying well while working from home.

Please visit the [Remote Working Support Sharepoint](#) site for more information.



Wellbeing

UK Employee Handbook

Throughout the year we share stories about our wellbeing, as well as tips and tricks to help you make your wellbeing a priority. We'll also be supporting you with our benefits offering, and encouraging you to reach your wellbeing goals in these areas of wellbeing:



Physical // *Nourish*

Fuel up on knowledge that will help you reach your physical wellbeing goals.



Mental // *Thrive*

Encourage open conversations around mental health to help create a culture where the stigmas don't exist. Better support for employees.



Financial // *Prosper*

Focus on your finances and gain knowledge that will help you plan for your future.





Resourcing

UK Employee Handbook

- Purpose of Resourcing
- How Resourcing Works
- The Bench



Purpose of Resourcing

UK Employee Handbook

A jigsaw with constantly changing pieces!



Balancing client needs with your career aspirations



Growing our own capability across BIP UK



Support our overall BIP Growth Strategy and individual Business Unit Strategies



How Resourcing works

UK Employee Handbook

Some key guidelines we follow when allocating work:

- Each BU manages their people, understanding their skills and availability
- Chargeable work over internal initiatives
- Allocation aligned to your skillset, BU and practice
- Allocation as soon as possible to project start date (if probability is 50%+)
- Still be put forward to other work, but with caveat that they are being considered
- Whichever engagement is won first and the SoW submitted to Accounts, will have the resources allocated to them
- Extensions will be reviewed 2 weeks before the project end date. Without extensions in place, consultants will be considered for other work which suits their skills/ capabilities
- CMAP needs to be an accurate source of truth in terms of opportunities and availability



The Bench

UK Employee Handbook



Each Business Unit has its own bench, and you'll be encouraged to join calls and get involved in supporting your BU.



Pro-actively support your BU, Practice or an Account



Support or lead internal initiatives to support our Big Goals and Strategy



Explore BIP UK and socialise: SharePoint, Yammer, Stream, virtual coffees, etc.





Development

UK Employee Handbook

- Career Development
- People Leads
- PDP
- Our Learning Principles



Career Development

UK Employee Handbook

The Career Development methodology shows how personal performance and skills need to grow throughout career stages and allows you to illustrate evidence of competencies at more than one level. At BIP UK our Career Development focuses on 5 key elements:



Career Paths & Key Roles

Career path examples and key roles to reach for in your career progression at BIP UK



Career Review Process

The promotion process is overseen by the Talent Management Forum which take place bi-annually in January and July of each year.



Career Framework

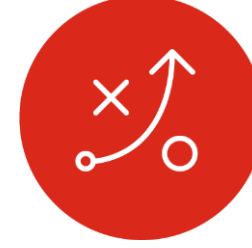
Key consulting competencies broken down by level.

You can find the 'Career Framework' saved [here](#).



Technical Framework

Technical competencies by Practice, broken down by level of expertise



Learning Pathways

Learning and development details at BIP UK and how they feed into your career journey



Balanced Scorecards/ MBO

Expectations for Consulting levels and Functions are defined in Balanced Scorecards which then are translated into individual objectives for everyone.

For more information on career development:



Visit the [Career Development Sharepoint Site](#)



Speak to your People Lead or L&D Business Partner

People Leads

UK Employee Handbook

A People Lead is someone who sits across the Business Units and Enabling Functions and has up to 10 nominated individuals for whom they have responsibility for their career development and personal development planning. Additionally, a People Lead:



Provides each employee one central point of contact throughout each stage of their career at BIP UK



Liaises with Delivery Leads and Account Portfolio Leads to gather feedback and share with each of their nominated individuals for whom they are responsible. This relates in particular to the completion of a project and/or quarterly catch ups. People Leads also determine probation pass/failure (in consultation with the People Team).



Contributes to ongoing informal discussions regarding career objectives, promotion aspirations, feedback on performance and guidance on areas for improvement. Represents individuals in the twice yearly Talent Management Forum (TMF).

For more information on People Leads:



Visit the [People Leads Sharepoint Site](#)

Your Personal Development Plan (PDP)

UK Employee Handbook

Establishing your PDP is the first step in the career review process. The PDP will confirm your goals, business objectives and targets –as well as development objectives for the coming quarter.

You will work with your People Lead to develop your PDP based on the Career Framework details on what is expected at your current and next level as well as your interests and the Balanced Scorecard relevant to your level/role.

Your PDP is the culmination of all of your objectives that you capture and track in Performance Leader. [Performance Leader \(sharepoint.com\)](https://sharepoint.com)



For more information on PDP visit the [Career Review Process Sharepoint](#) page



Our Learning Principles

UK Employee Handbook

Over the last three years the foundations of learning have been put in place to support the growth of our people and the business as a whole



TalentLMS

- An online learning hub
- 100+ new courses added
- 250+ active learners
- 750+ courses completed last year



Visit the [Talent LMS](#)



Core Programmes

- Induction and Consulting Mindset
- Consulting 1.0 and 2.0
- Fundamentals and Advanced - Agile, Project Management, Change Management, Design Thinking, Business Analysis, Power BI, Sales and Commercial Mindset
- BIP group training – Darwin, Grounding@BIP and Spinnaker
- Leadership Development Programmes – Nebula, Emerging Leaders, New Partner Development
- Mentor Programme



External Accreditation

- Access to a number of certified Mental Health First Aiders
- 47 accredited Scrum Masters
- AWS Cloud certification
- Specific accreditation in key areas (e.g. UX, Prosci, Design Thinking and MHFA instructor)

For more information on learning:



Visit the [Development Sharepoint Site](#)



Knowledge Management

UK Employee Handbook

- Knowledge Management
- Quality Assurance

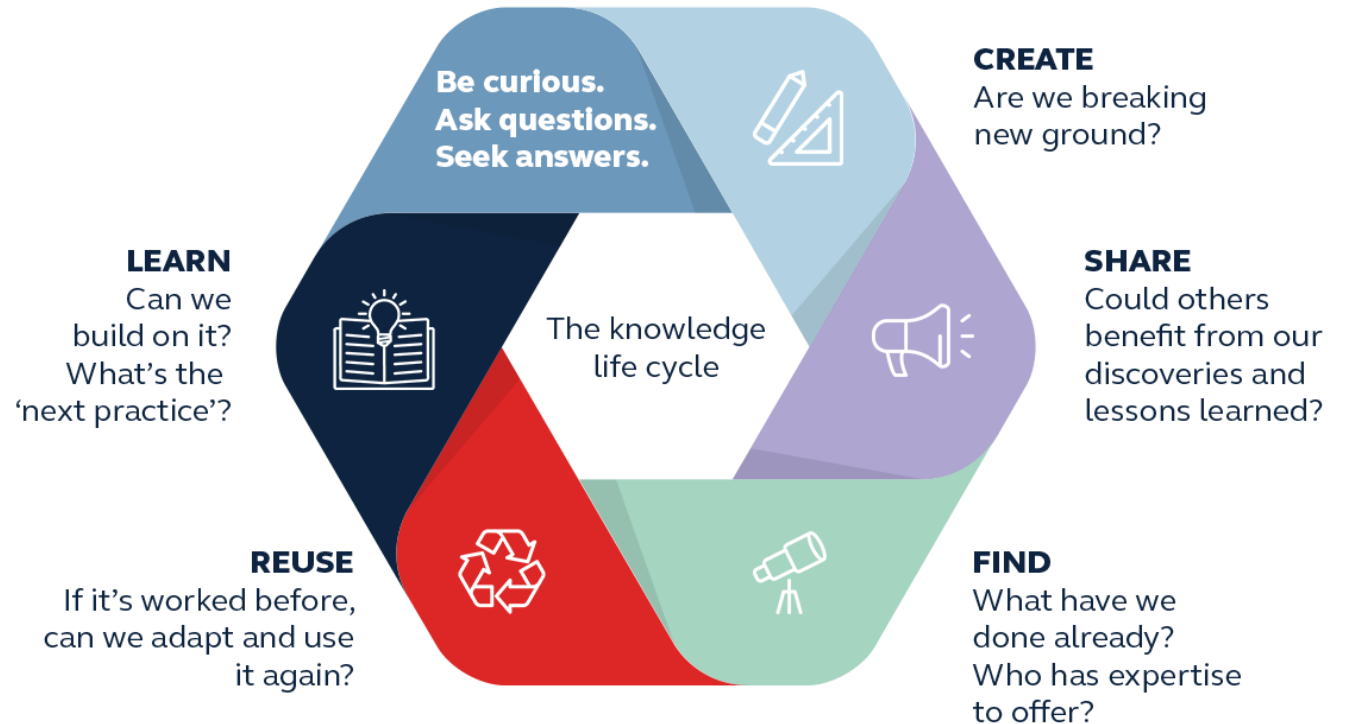


Knowledge Management – The Knowledge Life Cycle

UK Employee Handbook

Collaborating to apply our collective knowledge adds value to our clients, to BIP UK, to ourselves and to society.

- We all create, share and reuse knowledge: it is quite simply how we work as a company
- Our efforts are encouraged and recognised
- We experiment, because that is how we learn and innovate
- We regularly evaluate and adopt the most suitable technology to improve how we connect, collaborate, and curate knowledge



Quality Assurance = Client Reassurance

UK Employee Handbook

The aim of Quality Assurance is to give our clients reassurance that we will deliver great value to them, whilst reassuring ourselves that we are proactively doing all we can to ensure success on every assignment. With our revised quality assurance framework:



We check ongoing alignment with client expectations by asking regularly for feedback



We validate our delivery by measuring value and concrete results



You feel valued for your work and recognised for setting and meeting your objectives



We share lessons learned between Business Units, Practices and assignment teams





Reward and Recognition

UK Employee Handbook

- Our Approach to Total Reward



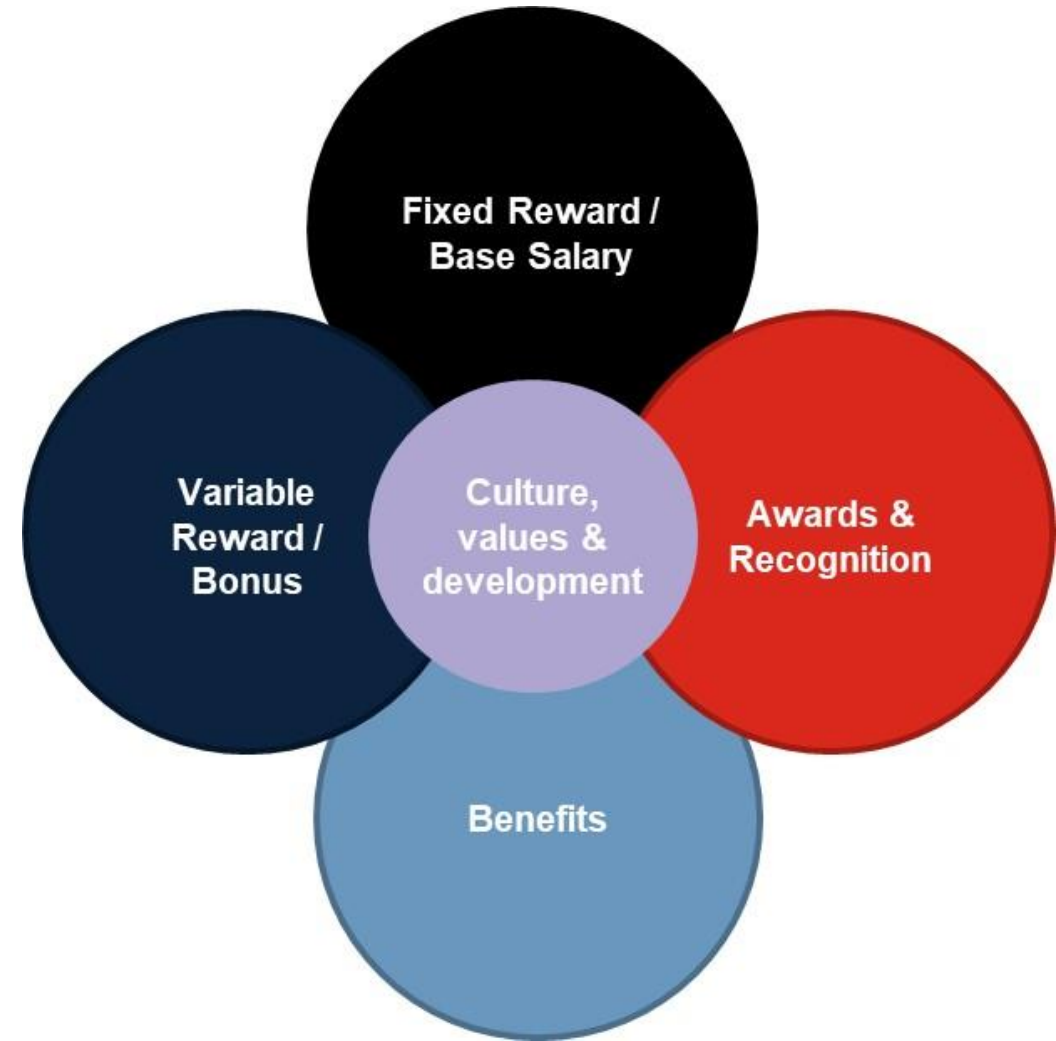
Our Approach to Total Reward

UK Employee Handbook

Our aim is to provide a Total Reward Package that is fair & transparent, and rewards performance.

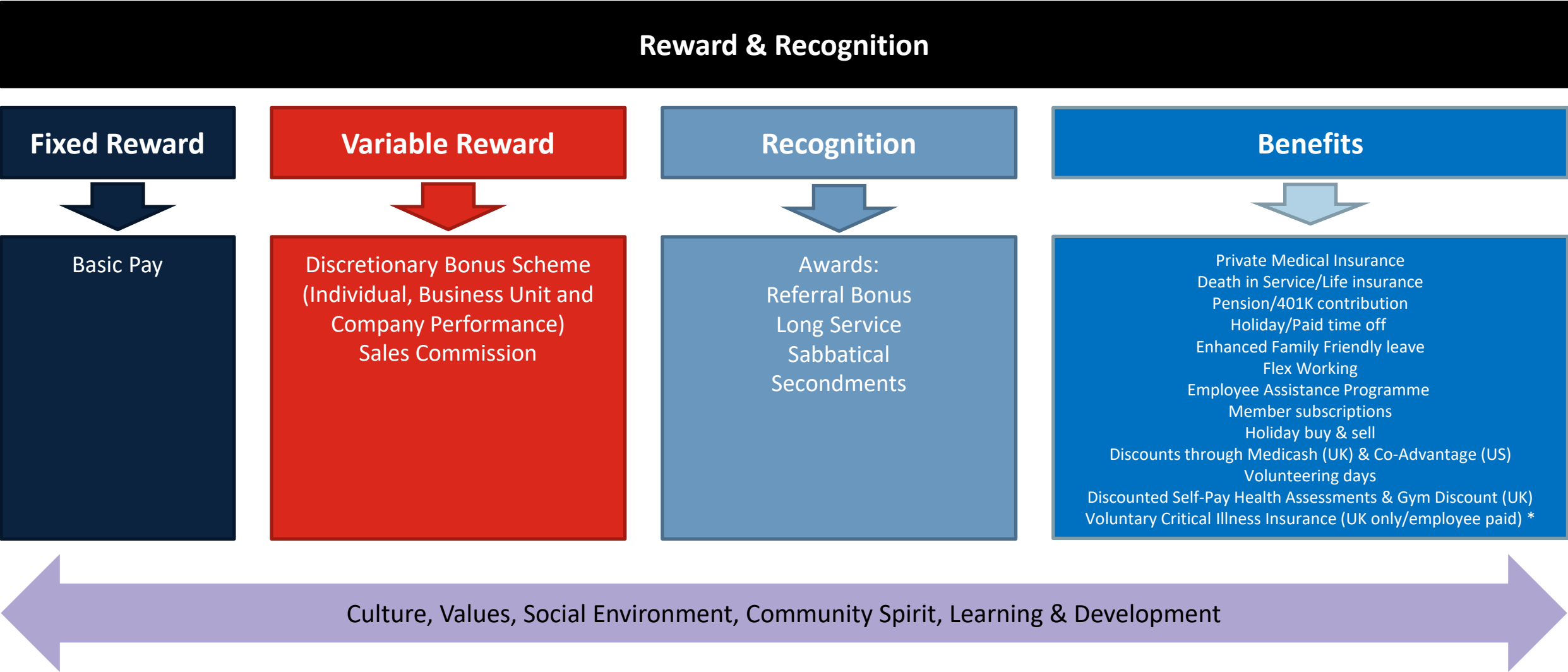
Your Total Reward includes much more than just your base salary – in addition, we also offer variable pay, including bonus schemes as well as contributing to a range of benefits.

There are four main elements of the Total Reward Package.



Total Reward Overview

Total Reward Package



* Voluntary Critical Illness – Scheme's operation is subject to minimum take-up levels. Please let the People Team know if interested in taking up this Scheme



Conduct

UK Employee Handbook

- Equal Opportunities
- Bullying & Harassment
- Alcohol & Drugs
- Relationships at Work
- Conduct at Work



Equal Opportunities

UK Employee Handbook

We are an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, sexual orientation, race, nationality, ethnicity, religion, disability, veteran status.) We all have a role in maintaining a corporate culture based on respect and fairness that creates a truly inclusive company.



More information can be found in our [Equal Opportunities Policy](#)



If you believe there has been a breach of this policy or that you or another employee have been subjected to discriminatory treatment, you are encouraged to raise your concern through the Complaint and Grievance Procedure.

To be a truly inclusive company, all employees at BIP UK are expected to:



Treat everyone with fairness, dignity and respect



Hire and promote people based on skills, experience or potential and make every effort to reduce bias in every process (e.g. through use of a competency framework)



Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment



Use inclusive, diversity-sensitive language



Partake in diversity and communication training

Bullying & Harassment

UK Employee Handbook

Our Policy

We are committed to creating and maintaining a positive working environment that is free from discrimination, harassment and bullying. All individuals should be treated with dignity and respect and they should treat others with dignity and respect.



More information about can be found in the [Bullying and Harassment policy](#).

If you have a concern

We are committed to ensuring all concerns regarding discrimination, bullying or harassment are treated seriously and will take appropriate action. If you believe there has been a breach of this policy or that you have been subjected to discriminatory treatment, you are encouraged to raise your concern through the Complaint & Grievance Policy. Any allegations will be treated in confidence and investigated in accordance with the grievance procedure.



More information about can be found in the [Complaint & Grievance policy](#).

Drug & Alcohol Misuse

UK Employee Handbook

We have a duty to protect the health, safety and welfare of all our employees and to create a productive working environment which is free from alcohol and drug misuse.

Alcohol Misuse: We do hold events where alcohol is served and encourage you to drink responsibly. Please ensure you conduct yourself responsibly and professionally while at any work-related events. Your conduct and behaviour should not be detrimental to our business interests or reputation. Any unacceptable conduct will be dealt with in accordance with the [Disciplinary Policy](#).

Drug Misuse: Any misuse of drugs whether during work or in any way which brings professional discredit to you, or damages our reputation is a serious matter and any employee found under the influence of such substances could face disciplinary action.



More information can be found in our [Drug and Alcohol Policy](#)

If you are genuinely worried that you or a colleague may have a dependency problem you can:



Speak to a member of the People Team in complete confidence.



Seek support from the [Employee Assistance Programme](#).

Relationships at Work

UK Employee Handbook

We recognise that personal friendships, and in some cases close personal relationships form when working together. At Chaucer we have a very social culture and do not wish to interfere with these relationships, however we must ensure that personal relationships do not impact your conduct at work.

In order to avoid any actual or potential conflicts of interest, discrimination, retaliation, harassment or misuse of authority as a result of a close personal relationship, you must let your People Team Business Partner know of any personal relationship with another Chaucer employee, client, supplier or Associate.



If you would like more information please refer to the [Relationships at Work Policy](#).



Conduct at Work

UK Employee Handbook

We expect everyone to conduct themselves responsibly and professionally at all times. Our policies outline our standards and expectations for everyone who works at Chaucer.



All our policies can be found on the [Policies Sharepoint Page](#).

Anyone found to be in breach of these policies may be subject to our [disciplinary policy](#).



Policies & Procedures

UK Employee Handbook

- Raising a Complaint
- Raising a Formal Grievance
- Whistleblowing
- Raising a Concern about an Environmental Issue
- Appealing a Decision
- Our Disciplinary Procedure (including suspension & Dismissal)
- Managing Performance
- Reporting a Data Breach



Raising a Complaint

UK Employee Handbook

Our Policy

If you experience or witness any behaviours that you feel may be inconsistent with any of our policies, please raise them in accordance with our [Complaint and Grievance](#) policy by raising the issue to your People Team Business Partner or People Lead.

Wherever possible we seek to resolve any concerns informally as a complaint through discussions with your People Lead/manager or your People Team Business Partner.

If informal resolution has been attempted and you remain unsatisfied, you can raise a formal grievance.

If you would like more information please refer to the:



[Complaint and Grievance Policy](#)



[Raising a Formal Grievance procedure](#)

Raising a Formal Grievance

UK Employee Handbook

If informal resolution has been attempted and you remain unsatisfied, you can raise a formal grievance through the following procedure



Raise your Grievance

You should put your concerns in writing to the People Team confirming that you would like to raise a formal grievance.



Formal Grievance Hearing

The purpose of the grievance hearing is to allow you to explain your grievance and what resolution you are seeking. You will be asked for further detail or explanation to allow any investigations to be conducted.



Investigation

Following the hearing, we will investigate your grievance thoroughly and keep you informed about progress. All grievances are kept confidential.



Resolution

Confirmation of the decision on the outcome of your grievance will be given in writing within 7 days of the conclusion of the investigation.



If you would like more information please refer to the [Complaint and Grievance Policy](#)

Whistleblowing

UK Employee Handbook

What is a whistleblowing concern?

Our Whistleblowing Policy is intended if you feel you need to disclose wrongdoing or malpractice where you believe such disclosure is in the *public interest*.

It is not intended for *individual* grievances concerning personal contract or working conditions, the right pathway in this circumstance is through our complaint and grievance procedure.

Reporting your concern

You can report your whistleblowing concern through the following channels:

- Report it to your People Team Business Partner or People Lead/ Manager.
- Report your concern through the “Policies” mailbox at Governance@chaucer.com
- The Anonymous Escalation electronic form which can be found [here](#).

Please note we encourage you to raise whistleblowing concerns openly, as anonymous reports are often difficult to investigate

Whistleblowing Procedure



Report your whistleblowing concern

You can report your whistleblowing concern per the above.



Follow up meeting

Once the whistleblowing concern has been reported, we will arrange a meeting as soon as possible to discuss the concern with you.



Investigation

Following the meeting, we will investigate your whistleblowing concern.



Outcome

We will make all efforts to ensure you are kept up to date with the progress and outcome of the investigation. However, due to the need for confidentiality, in some cases we will not be able to provide specific details or the outcome of the investigation.

Raising an Environmental Concern

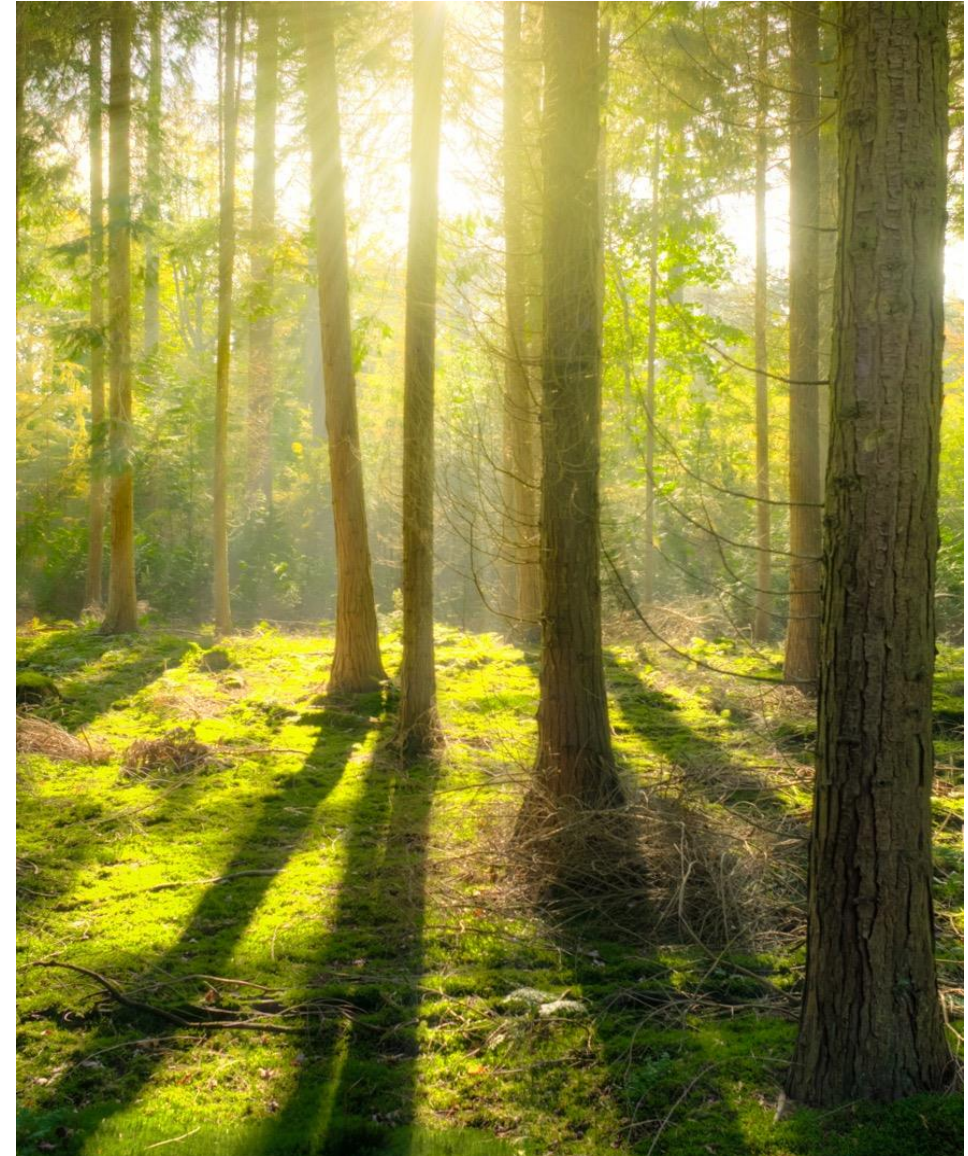
UK Employee Handbook

Any environmental issues can be raised by

- Escalating to your People Lead
- Directly reporting to our Environmental Officer
- Anonymously reporting through the Anonymous Escalation electronic form [“Raising Your Concerns Anonymously”](#)



More information about our commitment to the environment can be found in the [Environmental Policy](#)



Raising an Appeal

UK Employee Handbook

If you are not satisfied with a decision, you have the right to appeal.

Under our Appeals Policy you have the right to appeal a decision relating to:

- A grievance, performance management or disciplinary outcome
- A flexible working or sabbatical request

To make an appeal:

An appeal should be made in writing to the Head of People, stating the full grounds of appeal, within 5 working days of the date on which the decision was sent to you.

Outcome of the appeals process

There are three possible outcomes if you raise an appeal:

1. The original decision will stand
2. The original decision will be overturned
3. A different sanction (but not more severe) will be substituted for the original sanction

Please note there will be no further right of appeal.



If you would like more information please refer to the [Appeals Policy](#)

Our Disciplinary Policy

UK Employee Handbook

If conduct is considered inappropriate, we would prefer to deal with the problem informally.

However, occasionally we might have to resort to formal disciplinary procedures and if so, we will ensure the matter is dealt with in a fair and consistent way through the disciplinary policy.



If you would like more information, please refer to the [Disciplinary Policy](#).



Managing Performance

UK Employee Handbook

If performance is considered unsatisfactory, we would prefer to deal with the problem informally. However, occasionally we might have to resort to formal performance improvement procedures and if so, we will ensure the matter is dealt with in a fair and consistent way

Informal Discussions

In the normal course of employment, your People Lead will discuss your performance, provide regular feedback and should aim to discuss any under-performance issues at or as close to the time they arise.

Your People Lead will provide support and assistance so that you have the opportunity to achieve the required standard. Support may include the provision of training and development activities, coaching, advice, guidance or other support.

Performance Improvement Procedure

If minor performance issues are not resolved following informal discussions, we may need to put a formal performance improvement plan (PIP)

In this case a PIP will be confirmed which will outline improvements that are required, the standards to be reached and time within which it must be achieved. Your People Lead and People Team Business Partner will work with you to ensure you understand your PIP and answer any questions you may have.



If you would like more information, please refer to the [Performance Management Policy](#)

Reporting a Data Breach

UK Employee Handbook

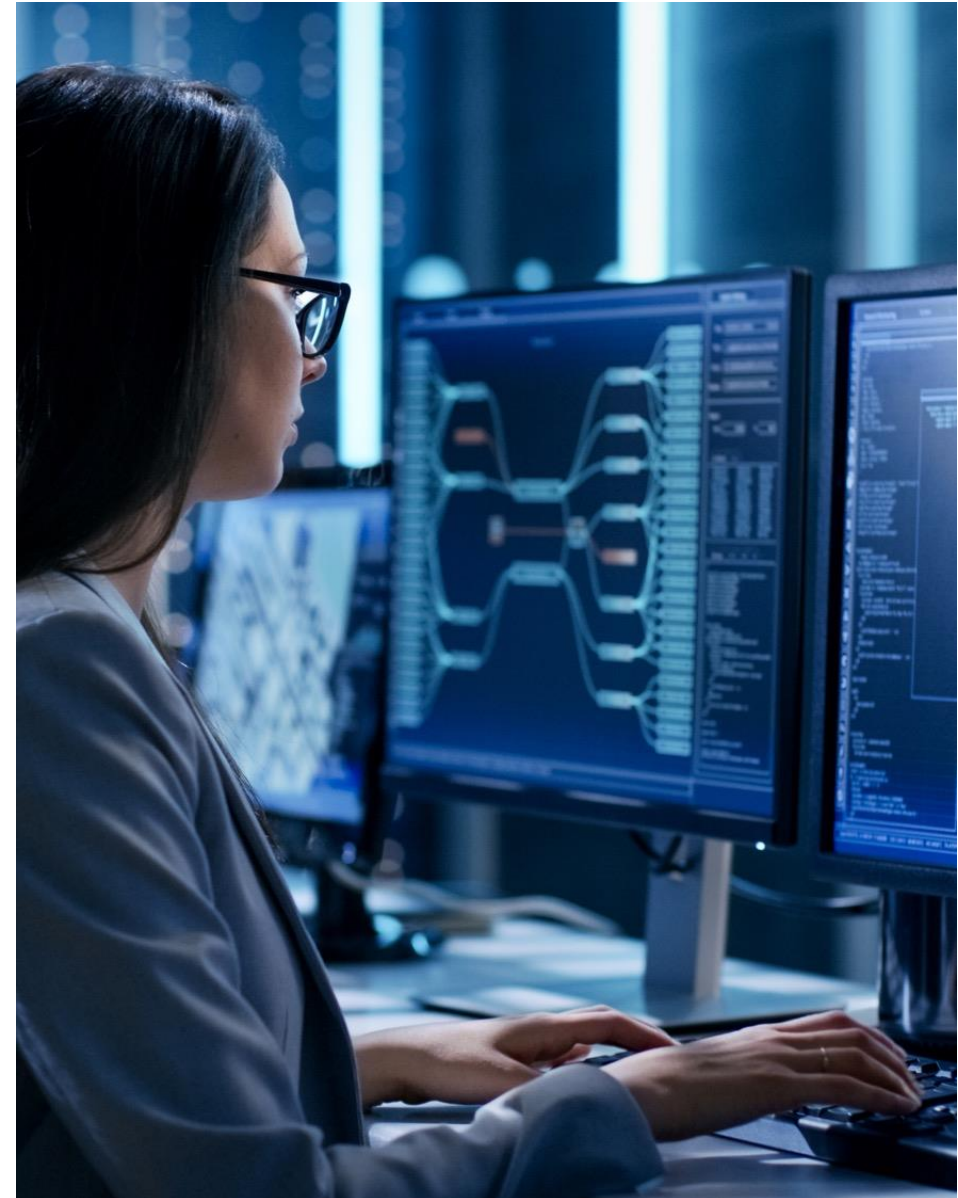
A Data Protection breach is the result of an event or series of events where Personally Identifiable Information is exposed to unauthorised or inappropriate processing that results in its security being compromised.

If you are aware of a data breach, it is important that you report it as soon as immediately the incident and what must be done to reduce any risk to BIP UK Clients or BIP UK Personnel.

Breaches or suspected breaches need to be reported immediately to the BIP UK Data Protection Team.



More information can be found in the [Data Protection Breach Policy](#)





How To...

UK Employee Handbook

- Book Time Off
- Update Your Personal Details
- Access Your Payslips
- Submit Timesheets
- Submit Expenses
- Enrol or Make Changes to your Benefits



Booking Time Off

UK Employee Handbook

Annual Leave



Seek approval from your Delivery lead or. People Lead If you are not assigned to a project the bench manager should approve any holiday requests.



Once approval has been granted, please book your time off on CMAP.

Other Leave Types



If you need to book other types of leave (such as bereavement or jury service) please make HR aware. Approval will need to be sought from your Delivery Lead or People Lead. If you are not assigned to a project the bench manager should approve any time off requests.



Once approval has been granted, please book your time off on CMAP as you would book holiday. You can select the type of leave from the drop down menu.



More information on booking time off or viewing your current annual leave balance can be found [here](#).

Requesting an Employment Reference

UK Employee Handbook

Request an employment reference

If you require an employment reference letter please email the request to hr@Chaucer.com and include the purpose of the request (i.e for a tenancy agreement, mortgage application, visa support, etc.). We will require your consent before any information can be released. As standard the letter will confirm your start date, current job title, current salary, whether you work full or part time and the contract type (permanent or fixed term contract). If you need any other specific information included in the letter, please let us know in your request.

Alternatively, some agencies may request contact details and contact BIP UK directly on your behalf. In this case please use hr@Chaucer.com as the contact detail and we will provide the requested information directly (subject to having your consent).



Updating Your Personal Details

UK Employee Handbook

If you move house, change bank accounts, get married, get a new email address, or phone number or any other of your personal details change, contact the People Team at HR@Chaucer.com and the team will amend your records and let any other teams such as Payroll, IT and Finance know of any relevant changes.

Depending on what is changing we may ask for further evidence to support the change, for example if you get married and change your surname you will be asked to provide a copy of your marriage certificate.

There may also be instances where we let you know your details have changed by default, for example where you have changed your bank account details and BACS inform us of your new bank account details.

If something is changing and you're unsure whether your records need to change, contact the People Team also via HR@Chaucer.com to discuss your needs.



Enrol or Make Changes to your Benefits

UK Employee Handbook



Pension

You are auto enrolled into our pension scheme 3 months after joining us. If you would like to enrol sooner or if you would like to make changes to your pension contributions please contact: payroll.uk@chaucer.com



PMI and Medicash

If you would like to enrol or to add or remove dependants to your PMI or Medicash policy please contact our insurance broker: kayla_prowse@ajg.com.

Please note that adding any dependants to your policy will be at your own cost



Death in service

You are automatically enrolled into the death in service benefit.

Please ensure that we have an up to date Expression of Wishes form on file for you. To submit your form or make changes to your beneficiaries please complete and send to payroll.uk@chaucer.com



For more information and relevant forms please visit the [Benefits Sharepoint Site](#)



Annual Leave

All full-time employees are entitled to 25 days of annual leave and have the option to buy or sell additional days. Pro-rated for people who are part-time or join throughout the Year.



Employee Assistance Programme

You can call our EAP or head online for confidential help and personalised advice, day or night.

To access help at any time please call: 0800 269 616



Eyecare

We offer vouchers and discounts to be used at Vision Express. To request a voucher please email hr@chaucer.com



Improving Lives Day

We encourage you to take one day a year to volunteer and give back to your community.



Visit the [Improving Lives Sharepoint](#) site for more details

Accessing Payslips and Submitting Timesheets & Expenses

UK Employee Handbook

Access your Payslip

Your payslip will detail your gross pay, less deductions: tax, national insurance and pension contributions; and your net pay. Payslips are released and available in the Activ8 portal, by the close of business the day before payday.



Please visit the [Your Pay in the UK](#) SharePoint site for more information.

Submit your timesheet

Timesheets are submitted on a weekly basis through CMAP.



More information on how to submit timesheets can be found on the [Time Sheet Guide Sharepoint Page](#).

Submit your expenses

Expense are submitted monthly to the accounts team. A week before the end of the month you will receive an expense template via an email from the accounts team. If you have expenses to submit that month please fill in the form and return with the relevant receipts.



More information on submitting expenses can be found [here](#).



Getting Involved

UK Employee Handbook

- Stay Up To Date
- Staying Connected
- Improving Lives



Staying Up To Date

UK Employee Handbook

We try to make it as easy as possible to stay up to date with everything happening at BIP UK. Please click on the links below to learn more!

[Comms & Engagement \(sharepoint.com\)](#) and [Knowledge Management \(sharepoint.com\)](#)



[First Thursdays](#)



[Weekly Update](#)



[Speak with the
Management Board](#)



[Company Monthly
Meetings](#)



[Inside
Monthly Newsletter](#)



[Something Old,
Something New](#)



[Yammer](#)



[SharePoint](#)



[Knowledge
Showcases](#)

Staying Connected

UK Employee Handbook

One of the best things about us is our amazing people and we hope that everyone can stay connected through our various events:



Yammer

There are a lot of groups on Yammer that allow you to connect with others with similar interests, such as book club, whiskey lovers, parents at BIP UK/US, or Pets at BIP UK/US



The Coffee Machine & Café Virtual

Every Friday we have a virtual coffee machine which is open to the whole company. Come along to see who you might bump into there! Additionally in our Café Virtual each month we randomly pair you with someone to have a chat with at a time that suits you both.



CSR Initiatives

Throughout the year we hold various CRS events such as plastic free July, LGBT+ history watch along, and Veganuary cooking competition!



Ministry of Fun

We host events every 6-8 weeks, ranging from office drinks to an annual sports day and even virtual wine tasting!

BIP's Improving Lives Programmes

UK Employee Handbook

Our vision is to be recognised for making a measurable impact, as we improve lives for a better and more sustainable world.

Our mission is that with a united purpose, we accelerate how we improve the lives of our people, clients, and wider communities, through alignment to the UN Sustainable Development Goals and B Corp accreditation.

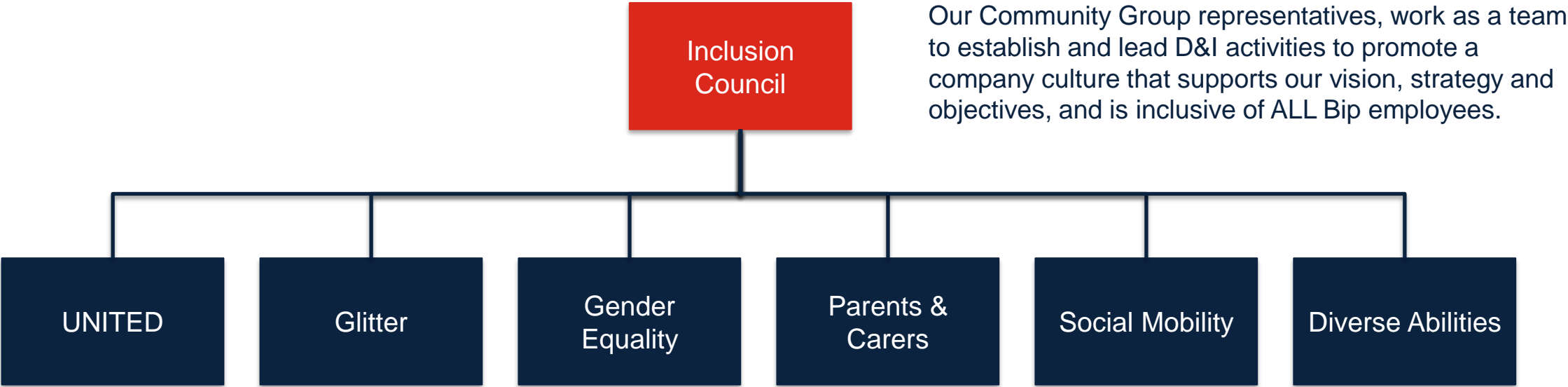
Our Key focus is to improve social mobility through reducing inequalities in our communities and promoting gender equality.



Working within Improving Lives

UK Employee Handbook

Improving Lives is what we call our CSR program that brings together our commitment to People, Community, Sustainability and Governance. We have Community Groups around each area which then come together as our Inclusion Council.



Groups of people who formally and regularly come together for the purpose of connecting over a particular protected characteristic. People in the group feel a purpose and passion in celebrating and improving the conditions and inclusion of those who identify as having that protected characteristic.

BIP's Improving Lives Programmes

UK Employee Handbook



**Volunteering
& Pro Bono**



**Fundraising &
Philanthropy**



**Diversity, Inclusion
& Wellbeing**



**Environmental
Responsibility**



**Business Standards
& Ethics**

Our B Corp Behaviours

Be more B Corp by demonstrating these behaviours



Leaving

UK Employee Handbook

- Resignation
- Retirement
- Alumni Network



Leaving Us

UK Employee Handbook

Resignation

If you are thinking of leaving, please first discuss your reasons with your People Lead.

If you do decide to leave, please submit your formal notice to resign by emailing your People Team Business Partner.

You will need to give the notice period as per your contract of employment.

Retirement

We operate a flexible retirement policy meaning there is no compulsory retirement age. We think that retirement should be a matter of choice, so you can retire at any time and will not be pressured to retire.

If you are thinking about retirement or want to discuss the possibility of a phased retirement, please contact your People Team Business Partner to discuss your options.



More information can be found in our [Resignation and Retirement Policy](#)

Alumni Network

UK Employee Handbook

We would love for you to join our Alumni Network!

Our Alumni Network helps us build enduring relationships that so even after you leave, you can remain connected to us.

Please let us know if you would like to stay in touch!





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