A picture containing graphical user interface

Description automatically generated

**The nicenstripy**

**Employee Handbook**

**Personal Conduct and   
Working Standards**

*Content*

[1. Private Property 3](#_Toc67135293)

[2. Confidential Information 4](#_Toc67135294)

[3. Disclosure Of Information 4](#_Toc67135295)

[4. Handling of Money 5](#_Toc67135296)

[5. Smoking 5](#_Toc67135297)

[6. Alcohol And Drugs 6](#_Toc67135298)

[7. Music and Mobiles 6](#_Toc67135299)

[8. Risk Assessments and Method Statements 6](#_Toc67135300)

[9. Awareness of Health and Safety Systems – Advice to Workers 6](#_Toc67135301)

[10. Personal Protection Equipment (PPE) 8](#_Toc67135302)

[11. Absence From Work 8](#_Toc67135303)

[12. Health And Safety At Work 9](#_Toc67135304)

[13. Record Of Attendance 10](#_Toc67135305)

[14. Accidents 10](#_Toc67135306)

[15. Payment 11](#_Toc67135307)

[16. Change Of Address And Notices 11](#_Toc67135308)

[17. Return Of Company Property 11](#_Toc67135309)

[18. Safeguarding 12](#_Toc67135310)

[19. General Responsibilities 14](#_Toc67135311)

[20. Job Description 15](#_Toc67135312)

[21. Standards Of Job Performance 17](#_Toc67135313)

[22. Items Received 18](#_Toc67135314)

[23. Confirmation 19](#_Toc67135315)

[24. Training Completed 20](#_Toc67135316)

[25. Undertaking 21](#_Toc67135317)

**Welcome to nicenstripy**

The following pages outline the standards of personal conduct and working standards within the nicenstripy group.

You, as an employee, are expected to adhere to these standards throughout the term of your employment within the group.

Please read this handbook in detail and should there be anything you do not fully understand please speak with your supervisor or manager within 5 days of receiving his handbook.

It will be assumed by the company that if you raise no questions regarding the content of this handbook that you fully understand your obligations contained within.

Date of Issue: …………………………….…………………

Issued By: …………………………………………………...

Name (Block Capitals): …………...……………………………...

Received By: …………………………………...……………

Name (Block Capitals): ………………………….……………….

### Private Property

You are individually responsible for your own unit. Neither your franchisee nor nicenstripy Gardencare Limited will accept responsibility for damage or loss of personal property whilst on its premises, in its vehicles, or whilst attending customer’s property.

1. Employee's Responsibilities

To ensure every care is taken to look after personal property at all times.

To inform management immediately if personal property is lost or missing.

Not to bring valuable items to the office, leave in company vehicles or take to customers premises.

### Confidential Information

Disclosure of confidential information will be deemed a major disciplinary offence.

1. Employee's Responsibilities

Neither during employment with nicenstripy nor at any time thereafter, to divulge to any individual, firm or company any information acquired in the course of, or for the purpose of, the individual's employment with nicenstripy concerning business, accounts or finances of the company or any associated company or customers of the company, unless expressly authorised by nicenstripy Gardencare Limited Board of Directors to so do.

### Disclosure Of Information

1. Employee's Responsibilities

Every employee who wishes to comment through any means such as books, journals, lectures or through the press, radio, television, or matters connected with nicenstripy on matters concerned with the individual's profession, which may have a bearing on the company's interests, the employee must first obtain the written approval of nicenstripy Gardencare Limited Central Office.

### Handling of Money

From time to time, you will be required to collect money from customers. Any and all money (either cash or cheque) must be placed in the pouch provided and hidden safely in the van until your return to base. The worksheet must be completed correctly, to identify who paid, together with the total amount paid.

Any shortfall in cash will be replaced by the employee and will be deducted from their monthly pay, which you agree to these terms as an employee.

### Smoking

i) Smoking is not allowed anywhere on customers premises.

1. Smoking is not allowed in any vehicle operated by the company.

### Alcohol And Drugs

Being under the influence of alcohol or drugs, or being in unauthorised possession of illegal drugs on any customers’ premises, in company vehicles or during the normal working day is a disciplinary offence and may result in immediate dismissal.

### Music and Mobiles

The use of portable entertainment gadgets or any device that uses headphones is prohibited (such as music, video or game players etc.) together with radios, music players and any entertainment equipment that can distract workers when they need to concentrate on the work at hand and could be a risk to Health & Safety.

Any and all electrical devices brought to work are solely at the employee’s risk and nicenstripy do not accept any responsibility for loss or damage.

### Risk Assessments and Method Statements

nicenstripy are required to provide relevant written Risk Assessments and Method Statements for all work. They will be required in advance of any work commencing, so that the personnel carrying out the work can be made aware of any particular dangers.

### Awareness of Health and Safety Systems – Advice to Workers

Risk Assessments and Method Statements are of no value unless our staff are fully aware of their contents. They will tell you what risks are involved in your work and the control measures you will need to have in place. This will help you carry out work without risks to you or anyone else.

The answer to the following questions should be **YES**!

* + Have you seen the risk assessments and method statements for your work?
  + Do you understand the task and the hazards with the job?
  + Have all the people who may be affected been identified & notified?
  + Are you happy that all the measures to stop you being injured have been taken?
  + Do you know what to do and whom to contact if the job goes wrong?

If you have answered **NO** to any of the above then seek clarification from your nicenstripy manager before commencing any works.

If you find that your risk assessments or method statements do not match the work you are carrying out, stop work immediately, or as soon as it is safe to do so, and advise your nicenstripy manager.

### Personal Protection Equipment (PPE)

You have a legal duty to wear any PPE you have been provided with. Your Risk Assessment will identify all of the PPE you will require to carry out your job and work safely.

If you have not been provided with any PPE and believe you may require certain items, ask your nicenstripy Manager to supply the current PPE for your use.

### Absence From Work

1. Employee's Responsibilities

Any employee absent from work without authorisation should notify their nicenstripy manager between 6.30am and 7.00 am on the day of absence by telephone. Texting or emailing is not sufficient. Failure to do this without good and sufficient reason or if a pattern of single day absences from work develop, may lead to disciplinary action.

Evidence of incapacity will be required for all absences other than those days that are known and agreed in advance, i.e. annual holidays, maternity or prior approved absence. The self‑certification form will suffice for periods of absence up to seven days. Thereafter a doctor's certificate must be supplied and for every seven days of continuing absence.

Where there is a lengthy period of absence for sickness or injury or where several periods of absence for sickness or injury cause concern, we reserve the right to review the situation in the light of medical evidence.

### Health And Safety At Work

nicenstripy places great importance on health, safety and welfare of employees at work. At all times, employees are to follow Health & Safety guidelines and lack of knowledge is not considered to be a viable excuse.

1. Policy

It is nicenstripy’s general policy that an environment is created and maintained which is both safe and healthy for the benefit of all employees, temporary employees, sub-contractors and third parties. The prevention of all accidents, particularly those involving injury or damage to equipment and property is recognised as being essential to an efficient operation as well as avoiding hardship and suffering.

The safety of the individual is important and must be considered along with the needs of the business. All members of management will ensure that reasonably practicable, safe methods and conditions of working are maintained and that they comply with statutory regulations and employer's duties.

The observation of the Health & Safety Regulations is a condition of employment for all employees and it is made clear that failure to adhere to these regulations may result in disciplinary action. This can lead to dismissal for serious cases, which jeopardise the health and safety of employees, temporary staff, sub-contractors or other persons.

It is nicenstripy’s intention to operate wherever possible using substances and plant that will not damage the environment.

Employee’s Responsibilities

To comply with the Health and Safety rules operating within a nicenstripy unit and with all rules laid down by the Health and Safety at Work Act, the Factories Act, the Offices, Shops and Railways Premises Act. Failure to comply with such rules may lead to disciplinary action.

All employees are further required to take such steps as are reasonably practical to ensure that the health and safety of themselves and of others is not affected by their work.

All protective clothing and equipment (PPE) should be worn at all times and employees should co-operate with management in all respects for the full implementation of the Health and Safety Policies in force. In particular, steel toecap boots must be worn at all times.

### Record Of Attendance

1. Employee's Responsibilities

All employees are required to follow the procedures that are in force for recording attendance.

This is in compliance with the Health and Safety at Work legislation and failure to follow correct procedure could result in disciplinary action.

### Accidents

If anyone is involved in any accident, however minor, this must be reported to a member of management as soon as possible. This includes any accident involving any other person on or off nicenstripy premises and it is your personal responsibility to ensure that all accidents are recorded in the accident documentation.

The designated qualified First Aider should be requested to attend to any person who has suffered an injury of any kind whilst on site and take the appropriate action to remedy the situation, including, but not limited to, calling the emergency services for assistance.

### Payment

Employees will be allocated an employee number and will be paid through PAYE on a monthly basis, on the 7th of the calendar month following.

Any deductions due will be taken from your wages as agreed.

### Change Of Address And Notices

All changes of address, landline and mobile telephone numbers, status and other relevant circumstances must be notified to your manager immediately upon change.

### Return Of Company Property

On leaving nicenstripy’s employment all uniform, property, documents and correspondence relating to the company's affairs must be returned, including books of instruction and reference and all effects etc. within a period of 5 working days. Final wages will not be calculated until all items are returned within the above period.

Failure to comply will result in the costs of such items being deducted from employee’s final pay.

### Safeguarding

nicenstripy is committed to a zero-tolerance policy against any kind of abuse, towards anyone and to safeguarding and promoting the health, safety and welfare of our staff, temporary employees, sub-contractors, customers and third parties. Everybody has the right to be safe no matter who they are or what their circumstances.

Safeguarding means protecting a person’s right to live in safety, free from abuse and neglect and involves 6 key concepts – *empowerment, protection, prevention, proportionate responses, partnership and accountability*.

As an organisation we work collaboratively with others to ensure that as far as possible our staff, customers and third parties are:

* + **\_Safe and able to protect themselves from abuse and neglect**
  + **\_Treated fairly and with dignity and respect**
  + **\_Protected when they need to be**
  + **\_Able to get support, protection and the services they need.**

Everyone who works with nicenstripy is in a position of trust and has a responsibility to report any concerns, suspicions or disclosures of abuse with regard to staff, customers or others they may come into contact with. We all have a responsibility to prevent, recognise and act on abuse and neglect in a timely method. Anyone raising a safeguarding alert or concern will always be listened to, taken seriously and assured that we will act on their concern immediately.

Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any social-economic group, gender or culture and can take a number of forms including but not limited to;

***Physical abuse, sexual abuse, psychological/emotional abuse, neglect, financial/material abuse, bullying, and hate crime.***

At nicenstripy our approach to safeguarding our staff, temporary employees, sub-contractors, customers and third parties also includes considering wider issues that are or may be putting them into some kind of abuse.

It is not the employee’s responsibility to determine whether abuse is taking place, however, it is the employees responsibility to pass on any concerns they may have. The following is the procedure that an employee should follow:

* ***Report concerns to the nicenstripy Manager as soon as possible. If the nicenstripy Manager isn’t available or if you suspect that the nicenstripy Manager is involved in the abuse, contact nicenstripy Central Office on 0800 014 2420 immediately and ask to speak with one of the Directors.***
* ***\_If someone is in immediate danger, and the nicenstripy Manager is unavailable, call the emergency services (do not jeopardise your own safety). Try to remain calm.***
* ***\_Remember you may be at a crime scene; be aware of the need to preserve evidence. Do not clean up, do not wash the victim, do not touch anything you do not have to. If you have to clarify what happened keep it to a minimum, ask open questions – what, when, how. Do not probe further.***
* ***\_If a person discloses abuse, listen carefully to what you are being told - you will need to remember names, dates, places and descriptions of what happened etc. as this will need to be reported to the nicenstripy Manager, when notes must be taken and possibly passed to law enforcement officers.***
* ***\_Even if the person who has been abused, or tells you about abuse says they don’t want you to do anything, you must report to the nicenstripy Manager.***

All employees are expected to have considered safeguarding risks both in their general operations and HR procedures and in relation to the work being undertaken.

### General Responsibilities

1. Franchisee’s Responsibilities

To ensure employees are issued with and briefed on their Terms and Conditions of Employment on commencement of employment, Employees should be issued a nicenstripy Employee Handbook.

To ensure that any queries with regards to an employee's Terms and Conditions are answered to the employee's satisfaction.

To keep employees fully briefed on their Terms and any variations, which may be issued/available to them from time to time.

To issue Terms and Conditions of Employment to all new employees within the legislated period.

1. Employee's Responsibilities

To read the Terms and Conditions of Employment with a view to abiding by them with regard to their employment.

To sign and return as acceptance the employer's copy of the written statement of Terms of Employment to you.

### Job Description

Job Title:

Grass Cutter/Driver

Responsible To:

Franchisee/Supervisor/Team Leader

Overall Objectives:

Working as a team member to achieve the maximum coverage of lawn cuttings to nicenstripy standards and providing an excellent standard of customer service.

Main Responsibilities:

1. To maintain sufficient product knowledge, enabling confident communication with potential and existing customers.
2. To gain knowledge of new service developments, proposing changes when necessary.
3. To meet and arrive at the customer premises at the appointed time.
4. To work under the direction of your supervisor carrying out any duties requested in a cheerful and polite manner.
5. To provide a courteous and efficient service to customers, treating each customer in a pleasant and helpful manner, using discretion when necessary.
6. To communicate, clearly and concisely, with customers, whilst work is being carried out, keeping them informed as to the progress of their job at all times.
7. To offer advice and recommend products/services to customers, when required, in an effort to maximise sales and improve customers lawn areas.
8. To advise customers on the range of services/products on offer from time to time.
9. To maintain a high standard of personal hygiene, presenting a neat and well‑groomed appearance, adhering to nicenstripy standards of appearance including the use of corporate apparel each and every day.
10. To ensure compliance with all nicenstripy rules, regulations and procedures.
11. To ensure compliance with all legal and statutory requirements with particular reference to Health and Safety regulations. In particular the use of safety glasses provided by your Employer must be worn at all times when cutting or strimming grass.
12. To learn and observe the correct method of handling all equipment within the business, to ensure all Health & Safety regulations are met.
13. To keep proper records of all customer visits completed without your supervisor and be totally accountable for all monies collected from customers, including issuing signed receipts, and ensuring that the required confirmation of payment is provided to your supervisor in an efficient manner. You accept that you become personally liable for any monies that are mislaid or stolen.
14. To promote the nicenstripy name at all times in a professional manner and to attract new customers whenever the opportunity occurs.
15. To assist in all marketing activities your supervisor requests from time to time.
16. To maintain any vehicle provided by nicenstripy, from time to time, in a clean and tidy condition at all times both inside and out.
17. To check and maintain all equipment on a daily basis, tools and vehicles to ensure they are kept in good working order (minimum 3 times each week). Of particular importance is to check oil in mowers on a daily basis before leaving your yard and oil in your vehicle no less than once each week by completing the documentary evidence provided.
18. To work as a team member to maximise the quality of service delivery to each and every customer.
19. Provide correct and proper records of all transactions where the £5.00 float is used, providing your franchisee/supervisor with VAT receipts and balanced accounts at the end of each and every week.
20. NEVER argue with a customer. The customer is KING in nicenstripy. Listen to the customer fully before making **any** comments. **Remember you NEVER win an argument with a customer!**

### Standards Of Job Performance

1. Punctuality and reliability, ensuring a good attendance record.
2. A consistently keen attitude towards work.
3. A high standard of customer service is maintained.
4. All documentation neatly and accurately completed.
5. High standards of cleanliness are maintained, including personal grooming and hygiene.
6. No breach of Health and Safety or other regulations, which may result in formal action from a statutory authority.
7. Carry out any and all duties as requested by your supervisor from time to time in a cheerful and polite manner at all times.
8. No smoking on customer premises at any time.
9. No smoking in company vehicles at any time.
10. No smoking in company buildings at any time.
11. No alcoholic beverages or other substances taken during the working day.
12. Equipment must be maintained in good order, stored safely and be secure from opportunist thieves at all times. Ensure vehicle is locked whenever you leave the vehicle unattended, even on customers’ premises.
13. Equipment servicing, maintenance will be carried before you leave your yard in the morning or immediately upon your return in the evening. If for any reason your equipment is unsafe you must report it immediately to your supervisor and stop using it until repairs can be made.

### Items Received

#### Uniform

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Size** | **Quantity** | **Received By** |
| **Trousers** |  |  |  |
| **nicenstripy Polo Shirt** |  |  |  |
| **nicenstripy Sweatshirt** |  |  |  |
| **nicenstripy Fleece** |  |  |  |
| **nicenstripy Heavy Duty Jacket** |  |  |  |
| **nicenstripy Waterproofs** |  |  |  |

#### Safety Equipment

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Size** | **Quantity** | **Received By** |
| **Safety Goggles** |  |  |  |
| **Ear Plugs/Defenders** |  |  |  |
| **Protective Gloves** |  |  |  |

### Confirmation

|  |  |  |
| --- | --- | --- |
| ***Please tick the boxes to confirm that you have seen/received the following:*** | | |
| **Contract of Employment** | Yes | No |
| **Health & Safety Procedures** | Yes | No |
| **Designated First Aider** | Yes | No |
| **Accident Reporting Sheets** | Yes | No |
| **Company Procedures** | Yes | No |
| **Personal Protection Policy and associated Risk Assessments** | Yes | No |
| **COVID 19 Risk Assessment and Procedure** | Yes | No |
| **Reporting Faulty Equipment Procedures** | Yes | No |

### Training Completed

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Date Commenced** | **Date Completed** | **Passed** |
| **Safe Use of a Pedestrian Lawn Mower** |  |  |  |
| **Safe use of a Ride-on Lawn Mower** |  |  |  |
| **Safe Use of a Strimmer** |  |  |  |
| **Safe use of a Blower** |  |  |  |
| **Safe Use of a Hedge Cutter** |  |  |  |
| **Safe Use of a Chipper** |  |  |  |
| **Safe Use of Electrical Handheld Tools** |  |  |  |
| **Correct Lifting of Equipment Procedures** |  |  |  |
| **Working at Height Safely** |  |  |  |
| **Chain Saw Safety** |  |  |  |
| **Chain Saw Maintenance** |  |  |  |
| **Chain Saw Felling** |  |  |  |
| **Other Training Attended**  **(Please Specify)** |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Undertaking

I have read the nicenstripy Handbook and fully understand the contents and agree to abide by this document.

Furthermore, I confirm that personal information provided is true and correct

I further confirm that I will provide my own steel toe capped boots each day and abide by the Health and Safety Policy and Procedures of nicenstripy

**Received By;**

**Signed: ………………………………………………………….**

**Name (Block Capitals): …………………………………………...**

**Date: …………………………………………………………...**