Employee Handbook

Ashford Business Services Ltd

For all employees of **Ashford Business Services Ltd**. Please read this handbook, keep a copy, and ask **Sarah Mitchell** if anything is unclear.

Handbook details	Entry
Company	**Ashford Business Services Ltd**
Version	**Version number**
Effective from	**9 November 2026**
Next review date	**9 November 2027**
Handbook owner	**Helen Morris**
Applies to	**10:30 am**

This handbook is a guide to working at **Ashford Business Services Ltd**. It sets out what you can expect from us and what we expect from you. It is not a contract, and it does not replace your employment contract or any written agreement you have signed. If this handbook and your contract disagree, your contract applies, unless this handbook says otherwise in writing. **Ashford Business Services Ltd** may update this handbook from time to time. When we do, we will tell you what has changed and give you the updated version.

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1. Welcome and about Ashford Business Services Ltd

Welcome to **Ashford Business Services Ltd**. We are glad you have joined us, and we want your time here to be clear, fair, and rewarding. This handbook is your first point of reference for how we work, what support is available, and where to go for help.

Purpose of this handbook

This handbook explains the main terms, policies, and day-to-day expectations that apply to everyone who works here. It covers your employment, pay, leave, conduct, safety, and what happens if something goes wrong. Read it when you start, and keep it somewhere you can find it again.

Who it applies to

This handbook applies to **10:30 am**. It does not apply to **contractors, agency workers, volunteers, and interns, unless their agreement says so**. If you are unsure whether a section applies to you, ask **James Patel** or **Sarah Mitchell**.

How to use it

Use the contents page to find the section you need. Each section starts with the main rule and then gives the detail. Bracketed items such as **001** are for **Ashford Business Services Ltd** to fill in before the handbook is issued, so the copy you receive should have your company details already in place. If you find a bracketed item that has not been filled in, please tell **Sarah Mitchell**.

About Ashford Business Services Ltd

Ashford Business Services Ltd is **a short description of what the company does, where it is based, and who it serves**. We employ **001** people across **Boardroom, 12 Church Street, Birmingham**. Our work is guided by **values or principles of the company, for example honesty, quality, and respect for customers and colleagues**. Your manager will explain how your role fits into the wider team during your first week.

Your first weeks

During your first **001** weeks, **James Patel** will agree your induction plan with you. This usually includes meeting your team, learning the systems you will use, completing any required training, and agreeing your first objectives. At the end of your induction, your manager will check in with you to see how you are settling in and what support you still need.

Who to ask for help

Your first point of contact for day-to-day questions is your manager, **James Patel**. For pay, leave, and employment questions, contact **Sarah Mitchell**. For health and safety concerns, contact **Sarah Mitchell**. Contact details are in the staff directory at **Where to find contact details as agreed at the meeting**.

Updates to this handbook

Ashford Business Services Ltd will review this handbook at least every **001** months and update it when our policies or working arrangements change. We will tell you about any change that affects you, normally by **9**

November 2026, and we will give you a copy of the updated section. The latest version is kept at **where the latest version is kept**.

2. Employment basics

Your contract

You will receive a written employment contract before, or on, your first day. It sets out your job title, start date, place of work, working hours, salary, notice period, and any other terms agreed with you. Please read it carefully and keep a signed copy. If anything in your contract is unclear, ask **Sarah Mitchell** before you sign.

Your job title is **Office Manager** and your manager is **James Patel**. Your main duties are set out in your job description at **where the job description is kept**. Your duties may change reasonably over time as the needs of the business change. We will discuss any significant change with you first.

Probation

Your employment is subject to a probation period of **001** months from your start date. During probation, we will meet with you regularly to review your progress and give you feedback. At the end of probation, we will confirm in writing whether you have passed, whether probation is extended, or whether your employment will end. The notice period during probation is **001** weeks. Your full notice period after probation is set out in your contract and in section 10.

Working hours

Your normal working hours are **001** hours per week, normally worked between **10:30 am** and **10:30 am** on **working days**. Your lunch break is **length of break** and is **paid or unpaid**. You are expected to start and finish on time and to tell your manager promptly if you are going to be late. Any change to your normal hours must be agreed with your manager in advance.

If your role involves working outside normal hours, on call, or on a rota, your rota and any additional pay are set out in **your contract or rota policy**. We will give you as much notice as reasonably possible of any change to your rota. If you need a change to your working pattern, for example to work different hours for a period, speak to your manager. Requests are considered under the flexible working arrangements in **Where flexible working is described as agreed at the meeting**.

Place of work

Your normal place of work is **14 Oakfield Road, Birmingham B17 9JH**. You may be asked to work at another **Ashford Business Services Ltd** site, a client site, or from home from time to time, where your role allows it. We will give you reasonable notice of any such change and will cover any reasonable additional travel costs under the expenses policy in section 3. If your place of work changes permanently, we will confirm the change in writing.

Dress code

We expect you to dress in a way that is clean, tidy, and suitable for your role and for the people you meet during the day. **Ashford Business Services Ltd** does not require a formal uniform, unless your role description says so. If your role needs protective clothing, a uniform, or safety equipment, we will provide it and tell you when to

wear it. If you are unsure what is suitable, ask your manager. Any dress requirement will be applied fairly and will take account of **religious, cultural, and health needs**.

Identity and right to work checks

Before you start, we will ask you to show documents that confirm your identity and your right to work, as required by the rules that apply where you work. We will keep a copy in line with the data protection rules in section 9. Please tell **Sarah Mitchell** promptly if anything changes that affects your right to work.

Changes to your employment

If your role, hours, pay, or place of work needs to change, we will discuss it with you first and confirm any agreed change in writing. You should also tell us promptly if your personal details change, for example your address, telephone number, emergency contact, or bank details, so our records and your pay stay correct.

3. Pay and benefits

Salary

Your salary is **£45.00** per **year or month**, paid in **001** equal instalments. Your salary is reviewed **£45.00**. A review does not guarantee an increase. Any increase will be confirmed in writing and will take effect from **9 November 2026**.

Pay date and payslip

You are paid on **9 November 2026** by bank transfer to the account you have given us. If the pay date falls on a non-working day, you will be paid on **9 November 2026**. You will receive a payslip each pay period showing your gross pay, deductions, and net pay. Check your payslip when you receive it and tell **£45.00** straight away if you think there is a mistake.

Pay item	Detail
Pay date	**9 November 2026**
Pay method	**Bank transfer to the account you have given us**
Payslip	**£45.00**
Salary review	**£45.00**
Payroll contact	**£850.00**

Overtime

Overtime is only worked when your manager has agreed it in advance. Overtime is **10:30 am**. Overtime is recorded on **10:30 am** and must be approved by your manager before it is paid. If your contract says your salary already covers a reasonable amount of extra hours, no separate overtime payment is due for those hours.

Deductions

We will only deduct money from your pay where your contract allows it, where you have agreed in writing, or where the law requires it, for example tax and any required social contributions. We will explain any deduction on your payslip. If you think a deduction is wrong, contact **£120.00** and we will check it promptly.

Expenses

You may claim back reasonable expenses that you incur for work, such as travel, meals while travelling for work, and other costs agreed in advance with your manager. Claims must be submitted on **expense claim form or system** within **001** days, with receipts attached. Claims without receipts may not be paid. Expenses are normally paid with your next salary payment. Do not claim for personal costs, and do not claim the same cost twice.

- Travel: **£45.00**.
- Meals while travelling for work: **daily limit or arrangement**.
- Other work costs: **£45.00**.

Benefits summary

The benefits below are a summary only. The full terms of each benefit are set out in **where benefit terms are kept**. Benefits may change from time to time, and we will tell you if a change affects you.

Benefit	Summary
Pension or retirement saving	**Summary of the pension or retirement arrangement, including any company contribution as agreed at the meeting.**
Health cover	**Summary of any health cover provided, or state that none is provided as agreed at the meeting.**
Life cover	**Summary of any life cover provided, or state that none is provided as agreed at the meeting.**
Staff discount	**Summary of any staff discount, or state that none is provided as agreed at the meeting.**
Other benefits	**Any other benefits, for example training support, or state that none apply**

Some benefits may be taxable or may depend on your length of service. Ask **Sarah Mitchell** if you are unsure whether a benefit applies to you.

Training and development

We will provide the training you need to do your job safely and well, including induction training and any refresher training your role requires. We will also discuss your development with you at your regular review meetings. If you would like training that is not part of your role, speak to your manager. We may agree to support it where it helps you and the business. Any agreement about training costs will be confirmed in writing before the training starts.

4. Leave

Leave at a glance

Leave type	Entitlement
Annual leave	**001** days per year, plus **public holidays, if applicable**
Sick leave	**Entitlement, for example number days of paid sick leave per year as agreed at the meeting.**
Parental leave	**Entitlement, for example number weeks for a new parent, as set out below as agreed at the meeting.**
Other leave	**See below: compassionate, study, and other leave**

Annual leave

Your annual leave entitlement is **001** days per year, **including or excluding public holidays**. The leave year runs from **9 November 2026** to **9 November 2026**. If you start or leave part-way through the leave year, your entitlement is worked out in proportion to the part of the year you work. Part-time employees receive a proportionate entitlement based on the hours they work.

You may carry over up to **001** days of unused annual leave into the next leave year, and any carried-over leave must be taken by **9 November 2026**. Any other unused leave at the end of the leave year is lost, unless your manager agrees otherwise in writing or the rules that apply where you work say otherwise. On leaving, you will be paid for any unused annual leave you have earned, and any leave taken in excess of your earned entitlement will be deducted from your final pay, as set out in your contract.

How to request leave

Request annual leave as early as possible, and at least **001** days before the leave you want, using **leave request form or system**. Your manager will normally reply within **001** working days. Leave is subject to business needs, and we may ask you to take leave at a different time if too many people in your team are away at once. Do not book travel or make other firm plans until your leave has been approved. If you need to cancel approved leave, tell your manager as soon as possible.

Sick leave

If you are unwell and cannot work, tell your manager by **10:30 am** on the first day of absence, by **01632 960 123**. Tell your manager how long you expect to be away, if you can, and keep in touch during a longer absence. For absences of up to **001** days, you should complete **Self-certification form or note as agreed at the meeting.** on your return. For longer absences, we may ask you for a note from **a doctor or health professional**.

Sick pay is **£45.00**. We will tell you what sick pay applies in your case. If you are absent for a long period, we will keep in touch with you and discuss with you what support and any phased return to work may help. We will handle health information sensitively and only share it where necessary, as set out in section 9.

If you are unwell during a period of annual leave, tell your manager as soon as you can. We may treat the days you were unwell as sick leave instead of annual leave if you provide the evidence set out above.

Parental leave

If you are expecting a child, adopting a child, or becoming a parent in another way, tell **Sarah Mitchell** as early as possible and no later than **001** weeks before the expected date. Parental leave is **£45.00**. Your manager will discuss with you when your leave starts and ends, any keeping-in-touch arrangements, and your return to work. We will confirm the agreed arrangements in writing.

You may also be entitled to time off for antenatal or adoption appointments, as set out in **Where appointment leave is described as agreed at the meeting**. Tell your manager in advance and provide evidence of the appointment if asked.

Other leave

- **Compassionate leave:** up to **001** days of paid leave if a close family member dies or is seriously ill. Tell your manager as soon as you can, and we will agree the time you need.
- **Emergency leave:** reasonable unpaid time off to deal with an unexpected emergency involving a dependant, for example a child or a person you care for. Tell your manager as soon as you can and keep us updated.
- **Study leave:** time off for study or exams may be agreed with your manager where it relates to your role. Any agreement will be confirmed in writing.
- **Other leave: any other leave the company offers, for example jury service, public duties, or religious observance leave**. If you need time off for another reason, speak to your manager and we will consider it fairly.

Public holidays

Public holidays are **Included in your annual leave entitlement or given in addition to it as agreed at the meeting**. The list of public holidays observed by **Ashford Business Services Ltd** is published at **where the holiday list is kept**. If you are required to work on a public holiday, you will receive **10:30 am**.

5. Conduct and behaviour

Expected standards

We expect every employee to act honestly, treat colleagues and customers with respect, and do their work to a good standard. This means being punctual, following reasonable instructions from your manager, working safely, and taking care of company property. We expect you to tell your manager promptly if you cannot do something you have been asked to do, or if you see a problem that needs attention.

- Treat everyone with respect, and do not bully, harass, or discriminate against anyone.
- Do your work carefully and follow the procedures that apply to your role.
- Be honest about your hours, expenses, and any mistakes you make.
- Keep company and customer information confidential, as set out in section 9.
- Tell your manager if you have a conflict of interest, for example a second job or a business interest that could affect your work here.

Attendance and timekeeping

You are expected to attend work on your agreed working days and to start and finish at your agreed times. If you are going to be late or cannot attend, tell your manager as soon as possible and explain why. Repeated lateness or unauthorised absence will be dealt with under the disciplinary procedure in section 8. If you need to leave work early, agree it with your manager first.

Use of company property

Company property, including computers, telephones, vehicles, tools, and keys, is for work use. Look after it, keep it secure, and report any loss, damage, or fault to your manager promptly. Do not lend company property to anyone outside **Ashford Business Services Ltd** without your manager's agreement. You must return all company property when you leave, as set out in section 10. You may be asked to pay for loss or damage caused by carelessness or misuse, where your contract allows it.

IT and email use

Company computers, email, and internet access are provided for work. Limited personal use is allowed if it does not interfere with your work and does not break any rule in this handbook. Do not use company systems to access, send, or store material that is offensive, illegal, or unrelated to work in a way that could harm **Ashford Business Services Ltd**. Do not install software without permission, and do not share your passwords with anyone. If you receive a suspicious email or message, do not open any attachment or link, and report it to **Sarah Mitchell**.

We may monitor use of company systems to keep them secure and to check that they are used properly. We will do so fairly and in line with the data protection rules in section 9. Do not assume that personal messages sent on company systems are private.

Social media

If you use social media, do not post anything that identifies **Ashford Business Services Ltd**, its customers, or your colleagues in a way that could harm them or the company. Do not share confidential information, and do not post on behalf of **Ashford Business Services Ltd** unless you are authorised to do so. If you are unsure whether something is suitable to post, ask **James Patel** first. These rules apply whether you post during work time or in your own time, where the post relates to your work.

Conflicts of interest, gifts, and hospitality

Tell your manager if you have any outside interest that could conflict with your work, for example a second job, a family connection with a supplier or customer, or a personal interest in a company decision. Do not accept gifts, hospitality, or favours from customers or suppliers that could influence, or appear to influence, your decisions at work. Small seasonal or courtesy gifts of low value may be accepted if your manager agrees, but you must record them at **where gifts are recorded**. If you are offered anything of significant value, decline it and tell your manager.

Alcohol and drugs

You must not be under the influence of alcohol or illegal drugs while at work, and you must not bring them onto company premises. If you take prescribed medication that could affect your ability to work safely, tell your

manager so that we can agree any temporary adjustments. If you need support with an alcohol or drug issue, speak to your manager or **Sarah Mitchell** in confidence. We will treat the matter sensitively and discuss what support is available.

Bullying, harassment, and equal treatment

Everyone at **Ashford Business Services Ltd** deserves to be treated fairly and with respect. We do not tolerate bullying, harassment, or unfair treatment for any reason, including **age, disability, gender, marital or family status, pregnancy, race, religion or belief, or sexual orientation, as applicable to the rules where you work**. If you feel you have been treated unfairly, or if you see someone else being treated unfairly, you can raise it under the grievance procedure in section 7. Complaints are taken seriously and dealt with fairly and confidentially as far as possible.

6. Health and safety

Our commitment

Ashford Business Services Ltd is committed to providing a safe and healthy place to work. We will provide safe equipment, training, and information, and we will take reasonable steps to prevent accidents and work-related ill health. This section is a summary. The full health and safety policy is kept at **where the health and safety policy is kept**.

Your responsibilities

- Take reasonable care of your own health and safety and that of others who may be affected by your work.
- Follow safety instructions, use safety equipment provided, and use equipment only as you have been trained to do.
- Report any hazard, accident, near miss, or concern to your manager or **Sarah Mitchell** straight away.
- Do not interfere with or misuse anything provided for your safety.
- Tell your manager if you have a health condition or need that affects your safety at work, so we can agree any adjustments.

Reporting hazards and accidents

If you see something unsafe, report it to your manager or **Sarah Mitchell** on the same day if you can. If an accident happens, however minor, report it and record it in **accident book or reporting system** on the same day. We will investigate accidents and near misses so we can learn from them and prevent them happening again. You will not be treated unfairly for reporting a hazard or an accident in good faith.

First aid

First aid kits are kept at **where first aid kits are kept**. The trained first aiders are **Sarah Mitchell**. If someone is injured or becomes unwell at work, call a first aider and, if needed, call the emergency services. Do not move a seriously injured person unless it is necessary to keep them safe. Record any first aid given in **accident book or reporting system**.

Fire procedure

On discovering a fire, raise the alarm at **how to raise the alarm**, call the emergency services if it is safe to do so, and leave the building by the nearest safe exit. Do not use lifts. Do not stop to collect personal belongings. Go to the assembly point at **Boardroom, 12 Church Street, Birmingham** and report to **Sarah Mitchell**. Do not re-enter the building until you are told it is safe. Fire exits and escape routes must be kept clear at all times. Take part in fire drills when they are held, and make sure you know the exits from your normal place of work.

Working safely

Use only equipment you have been trained to use. Wear any protective clothing or equipment provided for your role. If equipment is faulty, stop using it, label it if you can, and report it to your manager. If your role involves lifting, working at height, driving, or using hazardous substances, follow the specific instructions and training for that task. If you work alone, follow the lone working arrangements at **Where lone working arrangements are described as agreed at the meeting**. If you work from home, follow the home working safety guidance at **where home working guidance is kept** and tell your manager about any safety concern.

Wellbeing

We want work to support your wellbeing. If work is affecting your health, or if you are finding things difficult, speak to your manager or **Sarah Mitchell**. We can discuss workload, working arrangements, and what support is available, including **support available, for example an employee assistance service, if provided**. Conversations about your health will be handled sensitively and confidentially as far as possible.

7. Grievance

A grievance is a concern, problem, or complaint you have about your work, your working conditions, or the way you have been treated. We want you to be able to raise concerns openly and without fear of unfair treatment. You will not be treated unfairly for raising a grievance in good faith.

Informal route

In most cases, the quickest way to resolve a concern is to talk about it informally. Speak to your manager first, or to **Sarah Mitchell** if your concern is about your manager. Explain what has happened, how it has affected you, and what outcome you would like. Your manager will listen, look into the matter, and tell you what will happen next, normally within **001** working days. Many concerns are resolved at this stage.

Formal route

If the informal route has not resolved the matter, or if the matter is serious, you may raise a formal grievance in writing. Write to **James Patel** and include:

- What has happened, with dates and details where you can give them.
- Who was involved, if anyone else was involved.
- What you have already tried to resolve it.
- What outcome you would like.

We will acknowledge your grievance within **001** working days and arrange a meeting with you to discuss it. You may bring a colleague or a representative to the meeting, as set out below. After the meeting, we will look into the matter, which may include speaking to other people involved, and we will write to you with our

decision and the reasons for it, normally within **001** working days of the meeting. If the matter is complex, we will tell you if we need more time.

Right to be accompanied

You may be accompanied at any formal grievance meeting by a colleague from **Ashford Business Services Ltd** or by **a representative, as set out in your contract or the rules that apply where you work**. Tell us in advance who will accompany you. The person accompanying you may speak on your behalf and ask questions, but they may not answer questions on your behalf unless we agree.

Appeals

If you are not satisfied with the outcome of a formal grievance, you may appeal in writing to **Sarah Mitchell** within **001** working days of receiving the decision. Explain why you disagree with the decision. We will arrange an appeal meeting, normally with a manager who was not involved in the original decision, and we will write to you with the final decision, normally within **001** working days of the appeal meeting.

Confidentiality and no retaliation

We will handle grievances as confidentially as possible, and we will only share information with those who need to know in order to resolve the matter. You will not be treated unfairly for raising a grievance in good faith, and we will not tolerate retaliation against anyone who raises a concern or supports someone who has done so.

8. Disciplinary

This procedure sets out how we deal with conduct or performance that does not meet the standards expected at **Ashford Business Services Ltd**. Our aim is to be fair, consistent, and to give you a clear opportunity to improve. Minor issues are usually dealt with informally. More serious issues, or repeated issues, are dealt with formally.

Principles

- We will tell you clearly what the concern is and give you the evidence we rely on.
- We will give you a chance to explain your side before any decision is made.
- We will act without unreasonable delay and keep the matter as confidential as possible.
- You have the right to be accompanied at formal meetings, as set out below.
- You have the right to appeal against a formal disciplinary decision.

Informal discussion

For a minor issue, your manager will normally speak to you informally first. They will explain the concern, listen to your explanation, and agree with you what needs to change and by when. An informal discussion is not a formal warning, but your manager will keep a brief note of it. If the issue is resolved, no further action is needed. If the issue continues or becomes more serious, we will move to the formal procedure.

Formal process

If a matter is dealt with formally, we will write to you to explain the concern, the evidence, and the possible outcomes, and we will invite you to a meeting. The meeting will be held by **James Patel**. At the meeting, you

will be given a chance to explain your side, present evidence, and ask questions. After the meeting, we will write to you with the decision and the reasons for it.

Stage	What it means
Verbal warning	**November 2026**
First written warning	**November 2026**
Final written warning	**A final written warning, kept on your file for number months, setting out that further issues may lead to dismissal as agreed at the meeting.**
Dismissal	**Dismissal with notice, or dismissal without notice in cases of gross misconduct, as set out below**

We will normally start at the stage that fits the seriousness of the matter, and we may skip a stage where the matter is serious enough. Warnings are kept on your file for the period set out in the table above, after which they are normally removed, unless there is a good reason to keep them for longer. We will tell you if a warning is kept for longer than the period shown.

Right to be accompanied

You may be accompanied at any formal disciplinary meeting by a colleague from **Ashford Business Services Ltd** or by **a representative, as set out in your contract or the rules that apply where you work**. Tell us in advance who will accompany you. If your companion cannot attend on the date proposed, we will agree a new date within **001** working days where reasonably possible.

Gross misconduct

Gross misconduct is behaviour so serious that it may justify dismissal without notice. Examples include, but are not limited to:

- Theft, fraud, or dishonesty at work.
- Violence, serious bullying, or harassment.
- Serious damage to company property or serious misuse of company systems.
- Being under the influence of alcohol or illegal drugs at work.
- Serious breach of confidentiality or of health and safety rules.
- A serious breach of the rules in this handbook.

This list is not exhaustive. If gross misconduct is alleged, we may suspend you on full pay while the matter is investigated. Suspension is not a punishment and does not mean a decision has already been made. We will explain the reason for the suspension and keep it as short as reasonably possible.

Appeals

If you disagree with a formal disciplinary decision, you may appeal in writing to **Sarah Mitchell** within **001** working days of receiving the decision. Explain why you disagree. We will arrange an appeal meeting, normally with a manager who was not involved in the original decision, and we will write to you with the final decision, normally within **001** working days of the appeal meeting. The appeal decision is final.

Performance

If your work is not meeting the standard expected, your manager will discuss it with you, agree what needs to improve, and give you support and a reasonable time to improve. If your performance does not improve, we will follow a fair process, which may include a formal performance review meeting, a written improvement plan, and, if there is still no improvement, a formal disciplinary process as set out above. We will confirm each step in writing.

9. Data protection and confidentiality

Personal data we hold

Ashford Business Services Ltd holds personal data about you that we need to employ you and to run the business, for example your name, address, contact details, bank details, employment history, pay and leave records, and training records. We may also hold sensitive information, for example health information, where it is needed to manage your employment and where we have a proper basis for holding it.

How we use your data

We use your data to pay you, manage your leave and benefits, keep you safe at work, and meet our obligations as your employer. We will only use your data for the purposes set out in **where the privacy notice is kept**, and we will not share it with anyone outside **Ashford Business Services Ltd** unless we need to do so to employ you, to meet a legal requirement, or where you have agreed. We keep your data secure and only allow access to people who need it for their work.

Your rights and responsibilities

You may ask to see the personal data we hold about you, and you may ask us to correct it if it is wrong. Contact **Sarah Mitchell** to make a request. You should keep your own personal details up to date and tell us promptly if they change. You should also keep any personal data you handle at work secure, follow our data handling guidance, and not share it with anyone who does not need it.

If you lose personal data, or if you think personal data has been shared with the wrong person, tell **Sarah Mitchell** straight away so we can deal with it promptly.

Confidentiality

During your employment, and after it ends, you must keep confidential any information that belongs to **Ashford Business Services Ltd** or its customers and that is not public, for example customer lists, prices, business plans, and internal discussions. Do not share confidential information with anyone outside **Ashford Business Services Ltd**, and do not use it for your own benefit or for the benefit of anyone else. If you are unsure whether information is confidential, treat it as confidential and ask your manager.

This duty continues after your employment ends. When you leave, you must return all confidential information and not keep copies, as set out in section 10.

10. Leaving **Ashford Business Services Ltd**

Notice

If you decide to leave, you must give notice in writing to your manager. The notice you must give is set out in your contract and summarised below. We may also end your employment by giving you the notice set out in your contract. During your notice period, you are expected to continue working normally unless we agree otherwise.

Length of service	Notice you must give
During probation	**001** weeks
After probation	**001** weeks or months, as set out in your contract]
After **001** years of service	**November 2026**

Handover

During your notice period, your manager will agree with you what handover is needed. This normally includes completing outstanding work, updating records and files, telling colleagues and customers who will take over your work, and noting any passwords or access details that need to be handed over securely. Please complete your handover as fully as you can before your last day.

Return of property

On or before your last day, return all company property, including keys, access cards, computers, telephones, documents, and any other items belonging to **Ashford Business Services Ltd**. If you work from home, return any company equipment provided for home working. We will confirm in writing what has been returned. Any outstanding costs owed to **Ashford Business Services Ltd**, for example for unreturned property or excess leave taken, may be deducted from your final pay where your contract allows it.

Final pay

Your final pay will include your salary up to your last day, payment for any unused annual leave you have earned, and any other amounts due under your contract. It will be paid on **9 November 2026** by bank transfer. You will receive a final payslip showing the amounts paid and any deductions.

Exit interview

We will normally invite you to an exit interview with **James Patel** before you leave. This is a chance for you to tell us about your experience of working at **Ashford Business Services Ltd**, what worked well, and what could be improved. What you say will be treated confidentially as far as possible and will be used to improve how we work. Taking part is voluntary, but we would welcome your views.

References

If you need a reference, ask **Sarah Mitchell**. References are normally provided as **JOB-1042**. We will only provide a reference where you have given your consent for us to do so.

11. Acknowledgement

Please read this handbook carefully, then sign below to confirm that you have received a copy, that you have read it, and that you understand it. If there is anything you do not understand, ask **James Patel** or **Sarah Mitchell** before you sign. A signed copy will be kept on your personnel file, and you will be given a copy for your own records.

By signing, you confirm that you have received and read the Employee Handbook for **Ashford Business Services Ltd**, version **Version number**, effective from **9 November 2026**, and that you agree to follow the policies and procedures set out in it. If a policy in this handbook changes, we will tell you, and you will be asked to confirm the updated version where appropriate.

Acknowledgement	Details
Employee name	**David Okafor**
Job title	**Office Manager**
Department or team	**Operations**
Start date	**9 November 2026**
Employee signature	**Sarah Mitchell**
Date signed	**9 November 2026**
Manager name	**James Patel**
Manager signature	**Sarah Mitchell**
Date signed	**9 November 2026**

Please return this signed page to **Sarah Mitchell** within **001** working days of receiving the handbook. Thank you for reading this handbook, and welcome to **Ashford Business Services Ltd**.