

Employees' Handbook

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INTRODUCTION TO BOMBARDIER TRANSPORTATION

Being reviewed by Heidi Lee

Serving a diversified customer base around the world, Bombardier Transportation is a global leader in the design and manufacturing of rail vehicles.

Transportation operates a network of manufacturing facilities in the United States, Canada, Mexico, including Austria, Belgium, the Czech republic, France, Germany, Switzerland and the United Kingdom, as well as in the People's Republic of China.

Bombardier Transportation entered the mass transit market in 1974 and subsequently embarked on a dynamic growth strategy, which combines internal development as well as focused expansion with the acquisition of other companies that have proven designs, know-how and technologies.

Going the Distance

Going the distance, exerting extra effort and striving constantly to provide the sort of innovative, rail-transport solutions that will ensure our customers reach their goals. That's our way of doing business at Bombardier Transportation.

KEY CORPORATE VALUES

To be inserted

SECTION ONE –HEALTH, SAFETY & ENVIRONMENT (H,SE)

1.1 Introduction

The company is committed to attaining and sustaining the highest standards in its management of environmental, health and safety practices and for these to form an integral part of its day to day business operations, products and services.

The manner by which these commitments are to be achieved company wide are defined within the Company EH&S policy statement and the related Company Directives

Best Practices are ultimately defined within local operating procedures that provide information to staff on the safe and effective way tasks are to be carried out. Thereby ensuring any risks to health, safety and the environment have been either eliminated or reduced to an acceptable level.

The following statements outline some of the main points associated with the prevention and protection against occupational ill health and work related accidents, including employee and employer responsibilities.

A more detailed explanation is available to all employees through local business procedures, which can be obtained from line managers/HSE advisors.

1.2 Employers responsibilities

The Company has a duty to provide for the health and safety of people whilst at work or visiting the premises and to ensure a suitable safe working environment, as appropriate. In general these duties include:

- Making the workplace safe and without risks to health;
- Ensuring plant and machinery are safe and safe systems of work are established and followed;
- Providing adequate welfare facilities;
- Providing employees with appropriate information, instruction and supervision on health and safety matters.

In particular the company has responsibilities to:

- Assess the risks to health and safety and implement measures aimed at eliminating or reducing these to an acceptable level;
- Establish a health and safety policy statement, informing and consulting staff accordingly;
- Provide competent people to assist with health and safety responsibilities;
- Establish emergency procedures;

- Consult on matters of health and safety;
- Provide adequate first aid facilities;
- Ensure workplace facilities meet requirements in respect of ventilation, temperature, lighting, sanitary and washing facilities;
- Ensure work equipment is suitable for the intended purpose and well maintained;
- Take precautions against exposure to substances or dangers from fire or explosion;
- Avoid any hazardous manual handling;
- Provide suitable protective clothing or equipment, where appropriate;
- Report certain injuries, diseases and dangerous occurrences to the appropriate health and safety authority.

1.3 Employees responsibilities

The Company believes in the involvement and co-operative effort of everyone within the organisation to help bring about continuous improvement in all aspects of the Business. People are therefore required to accept levels of responsibility and play an active part in the business HSE matters

All our employees have legal responsibilities not only to take care of their own wellbeing and safety, but also that of others including people who, either directly or indirectly, use our products and services or visit our Sites.

Employees are required not to interfere with, misuse or abuse anything that provides for the health, safety, welfare of people and the environment.

Employees have a responsibility to inform managers of any potential faults, including aspects associated with products, services, equipment, premises or processes, that could give rise to a dangerous or hazardous situation

1.4 The way Environmental, Health and Safety is Managed

As a means of complying with our legal responsibilities and as a way of communicating across the organisation, the Company has established formal management systems and controls for environmental, health and safety matters.

How these processes operate are defined within Company Risk Manual, Company Directives and local EH&S procedures. Local managers and EHS advisors will explain these directives and procedures to employees as appropriate to the tasks they are required to undertake.

An example of the type of issues covered by the Management Systems would be:

- Hazard identification and risk assessment;
- Investigating and reporting accidents; and contractors/Visitors on site

Other specific controls include:

- Personal protective equipment;
- Company drugs and alcohol policy;

Company standards, as laid down in the HSE Directives, will be explained to staff at Induction and during attendance at the basic HSE training courses. The directives are also available via the computerised database systems. If you have any queries or want to know more then please ask either your local manager / supervisor, HSE advisors or Trade Union Representative (where applicable).

1.5 The Environment

The Company is committed to help safeguard the environment from pollution and reduce any global environmental threats, such as global warming.

Our aim is to demonstrate good environmental practices and management techniques both in respect of its products and manufacturing processes.

All employees are encouraged to participate towards:

- Reducing greenhouse gas emissions;
- Avoiding the pollution of rivers and water courses;
- Adopting energy saving practices;
- Reducing the impact of waste on the environment;
- Promoting the opportunity for viable means of recycling.

Details are available on how staff can contribute in helping to protect the environment, from local managers or HSE advisors.

1.6 HSE Training

In addition to establishing management systems, the Company recognises that it will only bring about improvement in its health, safety and environmental practices through education and training at all levels.

Hence from the time a person first becomes an employee of Bombardier Transportation their specific EH&S training needs will be continually reviewed and extended to align with best practice and working safely. Attendance on a basic EHS course will be required in the first few months.

Details of current HSE training courses are available from your local manager / supervisor or Training Officer.

SECTION TWO - CONDITIONS OF EMPLOYMENT

2. Conditions of Employment

Apart from staff on personal contracts, the terms and conditions of employment of all staff are governed by agreements between the company and the recognised trade unions. Each member of staff is issued with the relevant agreement on Terms and Conditions of Employment. Regular updates are also issued to staff. If you do not have a copy of the agreement you can obtain one from your local Human Resources Department. You are also issued with a personal Statement of Terms and Conditions, as required by the Employment Rights Act, 1996.

SECTION THREE - EMPLOYMENT POLICIES

3.1 Employment Framework

The Employment Framework was developed in order to provide the company with a distinctive set of principles which would establish Bombardier Transportation as a high quality progressive employer. These principles are explained below

The Employment Framework		
Best Practice Benefits	Encouragement for Personal Development	Working Together
<p>Principles</p> <ul style="list-style-type: none"> √ We will provide best practice benefits √ We will provide people with the opportunity to choose the benefits they value √ We will not unnecessarily differentiate between people in the benefits provided 	<p>Principle</p> <ul style="list-style-type: none"> √ We will provide the opportunity for all employees to develop their skills and knowledge in order to maximise their contribution to the business and increase their employability 	<p>Principles</p> <ul style="list-style-type: none"> √ We will provide a good quality working environment for all √ We will harmonise into a single status employer √ We will provide opportunities to be involved in decision-making about work

A number of the key initiatives which have been introduced in the majority of our sites are explained below:

Employee Development Support (EDS)

This is a three step process designed to encourage people back into learning. At Steps One and Two, employees can take knowledge or skill based courses through local colleges, paid for by the company. This learning need not be related to your job. At Step Three we provide support for work and career based learning.

Private Medical Care

We recognise the importance of healthcare to our employee's and therefore offer to pay for employee's to be covered by a leading private medical care scheme. Employees can also choose to cover their families at competitive rates.

Flexible Benefits

'Bombardier Transportation Flex' provides employees with the opportunity to choose the benefits they value. The scheme recognises that we are all individuals with different personal circumstances and that we have different needs when it comes to benefits. It is completely voluntary and our aim is straightforward; to provide choice.

Share Purchase Plan

All permanent employees are eligible to participate in the Share Purchase plan in the UK where it is offered. Participation is optional and you may join the plan at any time. For more information please contact you local Human Resources office

The development of our Employment Framework will continue and we will seek to incorporate the aspirations and needs of all our employees, in positioning Bombardier Transportation amongst the best employers in Britain.

3.2 Part-time and Job Sharing Policies

The company is committed to providing a flexible approach to employment. Part-time working and job-sharing reinforce our employment strategy and enable certain individual circumstances to be met, while providing the company the opportunity of motivating, recruiting and retaining highly skilled and competent employees.

The policies apply to both permanent and temporary Bombardier Transportation employees. For more information please ask for a copy of the policies from your local Human Resources office.

3.3 Parental Leave Policy

The company has introduced a parental leave policy in line with the requirements of the Employment Relations Act 1999.

The policy allows employees who have the responsibility for a child to have up to 13 weeks unpaid parental leave before the child reaches a maximum age of 5. The leave must be taken in minimum blocks of 5 working days duration and the maximum amount of leave to be taken in any 12 month period is four weeks.

For more information please ask for a copy of the policy from your local Human Resources office.

3.4 Recruitment and Promotion Policy

“The overriding principle in the company's recruitment policy is to appoint at every level in the organisation high quality staff selected on the basis of capability and merit. To assist in this objective candidates may be required to take part in selection programmes in which assessments and tests form part of the process.

The main aim of good recruitment and selection is meeting job performance requirements.

All selection decisions are made in accordance with the company's Equal Opportunity Policy.

To encourage employee development, suitable vacancies are advertised internally. Any employee may apply for any vacancy for which he/she meets the advertised requirements.”

3.5 Equal Opportunities and Harassment Policy

“The company is committed to the principle of equality of opportunity and diversity in employment.

The company recognises its obligations under the Race Relations Acts, sex discrimination legislation, the Disability Discrimination Act and the associated Codes of Practice. The company supports the spirit and intent of the legislation through its policies and practices.

The company will take action to ensure that employees and job applicants are not accorded less favourable treatment on the grounds of race, nationality, ethnic origin, religion, sex, marital status, disability, membership/non-membership of a trade union or on any other legally or socially prohibited basis.

The company will ensure that no employee or job applicant is placed at a disadvantage by requirements or conditions which cannot be shown to be necessary to the satisfactory performance of the job. Everyone is to be treated fairly and with respect, and is entitled to work in an environment free from harassment, victimisation and bullying due to their race, nationality, religion, sex, marital status, disability, health, employment status, age or membership or non-membership of a trade union.

The company is willing to make reasonable adjustments to the physical features of premises and/or employment arrangements to help accommodate employees with disabilities and will make every reasonable effort to retain employees who acquire a disability or health problem within the course of their employment.

All employees will have equal access to training and development opportunities irrespective of race, nationality, ethnic origin, religion, sex, marital status, disability or membership/non-membership of a trade union.

Any employee who feels that he/she has been discriminated against should raise his/her grievance through the company's formal discrimination/harassment procedure. If, for any reason, an employee feels unable to raise the matter in this way, he/she should contact the local Human Resources Department. Alternatively an employee may seek the assistance of his/her trade union.

Employees are required to act in accordance with the spirit of the Equal Opportunities policy and the anti-discrimination legislation. Failure to do so will result in disciplinary action.

Our aim is to eliminate harassment, victimisation, bullying and unfair dismissal.”

3.6 Communications

The company's policy is to use the consultative procedures agreed with its staff and elected representatives to ensure information and views are exchanged.

The company also communicates through team briefing sessions and internal newspapers.

Any contact with the media on company matters must be directed through the Communications Department. Under no circumstances should employees speak to the press on the company's business without prior authorisation from either the Communications Manager or the divisional director.

3.7 Quality Policy

“We are committed to satisfying the expectations of our customers and to dedicate all operations towards maintaining our position as a world class company.

To deliver the above aspirations we will ensure that:

- *We fully understand customers' requirements and expectations;*
- *We communicate these aspirations to all personnel involved, and give guidance to them;*
- *Documented procedures and work instructions are in place to define roles, responsibilities and requirements for all personnel;*
- *We train our staff to ensure that they are competent to undertake their roles;*
- *We establish business objectives, which include meeting customers' expectations;*
- *We plan all activities and allocate sufficient resources to achieve customers' expectations;*
- *We measure, monitor and analyse all aspects of business performance, service levels and product reliability, and set objectives for continual improvement;*
- *Our management systems comply with national and international standards BS 8800, ISO 9001, ISO 14001 and OHSAS 18001;*
- *We protect our customers' and our own assets, be they premises, information or products.*

3.8 Data Processing Policy

“The company has introduced a Data processing policy in line with the requirements of the Data Protection Act 1998.

Bombardier Transportation UK Ltd will keep information about employees for purposes connected with employment, including recruitment and termination of employment. The records may include;

- *Information gathered from individuals and any references obtained*
- *Details of terms of employment*
- *Payroll, tax and national insurance information*
- *Information about performance*
- *Details of grade and job duties*
- *Health records*
- *Absence records including holiday records and self-certification forms*
- *Disciplinary investigations and proceedings*
- *Training records*
- *Contact names and addresses*

The information the company holds will be for management and administrative use only. It may be necessary from time to time to disclose some information we hold about employees to relevant third parties (e.g., where legally obliged to do so by the Inland Revenue or where requested by an individual for the purposes of giving a reference).

We may also transfer information about employees to another Group Company/Head Office solely for purposes connected with career or the management of Bombardier Transportation's business

The Company may hold the following information about employees, for which disclosure to any person will only be made when strictly necessary for the purposes set out below:

1) Health for the purposes of;

- *compliance with Health & Safety and Occupational Health obligations*
- *personnel management, for example, to consider how an employees health may affect ability*
- *if an employee is disabled, whether any reasonable adjustments would be required to assist at work*
- *in relation to the administration and management of insurance, pension, sick pay and any other related benefits in force from time to time.*

2) In connection with unspent convictions to assess suitability for employment

3) Ethnic or racial origin, for monitoring purposes and to comply with Equal Opportunities legislation “

3.9 Business Ethics Policy

Bombardier Transportation has a Code of Ethics which outlines its principles of integrity and standards for ethical behaviour.

The policy covers the following: use of privileged information; insider trading; business conduct; agents and consultants; management philosophy; equal opportunity employment policy; intellectual property; and employees and the environment.

A full copy of the policy is available from your HR department.

3.10 Public Interest Disclosure Policy ('Whistleblowing')

“Bombardier Transportation recognises that its employees are often the first to know when something is going seriously wrong at their workplace, whether it is fraud, workplace harassment or danger to fellow colleagues.

This policy has therefore been established to:-

- *Reinforce the company's policy of encouraging staff to report all forms of malpractice.*
- *Provide guidance to staff contemplating such disclosures as to how to proceed.*
- *Confirm that issues raised by staff will be investigated properly with the identity of the relevant employee kept confidential.*
- *Make it clear that victimisation of employees who make such disclosures or deterring them from raising a concern will not be tolerated and any such victimisation will be treated as a serious breach of discipline.*

Process for Disclosing Information

In order for a disclosure to qualify for legal protection, employees must have a reasonable belief that it relates to one or more of the following actions:-

- *a criminal offence*
- *a failure to comply with a legal obligation*
- *a miscarriage of justice*
- *the endangering of an individual's health and safety*
- *damage to the environment*
- *deliberate concealment of information relating to any of the above*

Such disclosures should normally be made to the employees line manager. It is recognised, however, that in some circumstances it may not be appropriate to make disclosures through this route. In such cases the employee should make their concerns known to the level of management above those to whom they would normally report.

In more serious circumstances where, for particular reasons, an employee believes that they are not able to report their concerns even to the highest level of line management, they should feel free to contact another member of the company's senior management team.

Members of the management team notified of a concern:

- *have a responsibility to ensure that concerns raised are taken seriously and are handled confidentially*

- *where appropriate, should investigate properly and make an objective assessment of the concern*
- *should keep the employee advised of progress*
- *have a responsibility to ensure that the action necessary to resolve a concern is taken*

Employees should be aware that they would have no legal protection in respect of allegations made that are later found to be malicious lies and any such allegation will be considered as a serious breach of discipline.

Even with the commitment to confidentiality of the employees, noted above, circumstances may arise where an individual believes that they are being victimised in the workplace as a result of a disclosure made or being contemplated. In this case they should bring the matter to the attention of their employing manager, or another member of the senior management team. Any such victimisation is considered by Bombardier Transportation as a serious matter, and will be dealt with appropriately by taking disciplinary action. Victimisation of an employee constitutes Gross Misconduct and if proven will usually result in dismissal without notice.”

3.10 IS Usage & E-Mail Policy

“ This policy sets out Bombardier Transportation’s policy of IS Usage and electronic mail, (e-mail), which applies to all users of IS equipment and e-mail facilities. The policy has been introduced to ensure that e-mail, whether corporate or internet is used as an effective modern business tool.

In this policy:

- *E-mail means corporate e-mail conducted within Bombardier Transportation or internet e-mail conducted on the worldwide web.*
- *Users means Bombardier employees, contractors, agents, agency staff and consultants who use Bombardier Transportation’s e-mail facilities.*

The Bombardier Transportation e-mail system is a company system not a personal one, and is specifically for use on Bombardier Transportation business.

Employees should be aware that e-mails may be read, copied or monitored by Bombardier Transportation for legitimate business reasons.

Inappropriate e-mail messages are strictly prohibited including those which are sexually harassing or offensive to others on the grounds of race, religion, gender or disability. Equally defamatory messages which criticise individuals or organisations should not be sent by e-mail.

Employees should not access, transmit or store inappropriate material. Examples of inappropriate material would be:-

- *Photographs, cartoons or videos of a pornographic or non-work related nature.*
- *Malicious programmes or other material that may cause offence to a recipient.*
- *Unlicensed software*
- *E-mail that is specifically designed to flood e-mail systems with multiple copies of useless data.*

Employees should not infringe copyright when downloading material including software, pictures etc.

Employees should ensure that the e-mail system is maintained effectively by deleting or archiving messages on a regular basis.

When using the internet, employees must not:-

- *Establish or use a separate e-mail account for personal use or for use in the duties of their job without prior written consent.*
- *Make any unauthorised connection to the internet using a modem or any other device, other than the approved connections granted by the IS department.*
- *Establish a web site, home page or other capability to make information available for browsing or posting by persons who are not employees, consultants or representatives of the company without prior written consent of IS.*
- *Disclose any passwords and encryption keys to any other person than the IS department.*
- *Spend a disproportionate amount of time on the internet that it effects the duties of their job and their responsibilities to the company.*

Only data related to the company's business may be processed, stored or transmitted on company IS systems. The following are examples of forms of unacceptable data:

- *Games*
- *Personal Video Clips*
- *Personal Scanned Images*
- *Personal Sound Recordings*
- *Pornographic material in any format*
- *Information from sources outside Bombardier Transportation (e.g. downloaded from the Internet) unless directly applicable to the users work.*

IS system users must not install any programs on to Bombardier IS systems unless previously agreed with Bombardier Transportation Information Services Department.

Routine checks will be made for non-compliant data and programs. Any breach of the above requirements, will be dealt with under the company's disciplinary procedure, and will result in an employee's dismissal in the most serious of circumstances.

Breaches of Company Policy

Any employee who is found to be in breach of this policy will render themselves liable to disciplinary action, which may in the most severe of cases, lead to an employee's dismissal from the company."

SECTION FOUR - COMPANY RULES AND DISCIPLINARY PROCEDURE

4.1 Company Rules

4.1.1 Introduction

The purpose of these rules is to maintain standards and discipline in the workplace and to promote the highest standards of health, safety and security.

4.1.2 Awareness of Company Rules

All employees are required to be familiar with the company rules. Failure to comply with them will render an employee liable to disciplinary action.

4.1.3 Health and Safety

4.1.3.1 Employees must take all necessary steps to protect the health and safety of themselves and others who may be affected by their acts or omissions.

4.1.3.2 Employees must, where required, make proper use of personal protective equipment provided by the company. Employees are required to wear the overalls or workwear provided by the company.

4.1.3.3 Employees must make proper use of the plant and equipment provided to protect their health and safety.

4.1.3.4 Employees must comply with the company's health and safety arrangements.

4.1.3.5 Employees must not interfere with any electrical equipment or services or any other works services. In the case of difficulty employees must notify their immediate supervisor/manager who will make the necessary arrangements for action to be taken.

4.1.3.6 Employees must not use electrical appliances other than those provided by the company unless their use has been authorised by the supervisor/manager, who will arrange for the appliance(s) to be checked by an appropriately qualified person.

4.1.3.7 An employee must not interfere with or misuse any equipment provided in the interests of health and safety. In the event of such equipment becoming defective it must be reported to the supervisor/manager as soon as is reasonably practicable.

4.1.3.8 Employees must not smoke in any area where smoking is prohibited.

4.1.3.9 All injuries, however minor, must be notified to the supervisor/manager and the appropriate accident form completed.

4.1.3.10 No employee, unless trained and authorised to do so by the company, may drive company vehicles or operate mobile powered equipment.

4.1.4 Fire

- 4.1.4.1 Employees must be familiar with the fire precautions to be observed and the actions to be taken in the event of fire.
- 4.1.4.2 Employees must co-operate by participating in evacuation drills and fire fighting training.
- 4.1.4.3 In the event of an outbreak of fire, the employee first observing it must ensure that the fire alarm is raised in accordance with local arrangements. If the employee has been trained in the use of fire fighting appliances, and it is safe to do so, the employee should attack the fire using the appliances provided. Under no circumstances must an employee risk personal injury. All other employees, except those tackling the fire, must evacuate the area in an orderly manner through the nearest fire exit. Employees must not re-enter an evacuated building for any reason until told it is safe to do so by an authorised person.

4.1.5 **Security**

- 4.1.5.1 Whilst at work, employees issued with a company identity card must display it.
- 4.1.5.2 Employees, other than in the course of their duties, must not remain on or enter company premises outside working hours unless authorised to do so by their supervisor/manager.
- 4.1.5.3 An employee must not during the course of his/her employment or thereafter divulge confidential information about the company or any of its associated companies without the company's previous consent in writing; nor must an employee use or attempt to use any information of a confidential nature which may be acquired in the course of employment. Confidential information includes customer/supplier lists, staff lists and staff details, including salaries and benefits, project notes, details of negotiations for prospective contracts, terms of existing contracts.
- 4.1.5.4 Employees must not access information held on computer, or in any way interfere with a computer and its operation, unless authorised to do so by their manager/supervisor.

Employees who have access to personal data must comply with the Code of Practice for Data Protection.

- 4.1.5.5 Photography, video or audio recording is not allowed on company premises without prior authorisation from the Site Manager.
- 4.1.5.6 The company reserves the right to examine any parcel/bag/package brought onto or taken from its premises; to inspect personal lockers, cupboards, desks, tool boxes etc. and to search people and vehicles entering or leaving company premises.
- 4.1.5.7 Employees must enter and leave company premises only through authorised entrances/exits. Employees must comply with local restrictions on the movement of people and vehicles.

- 4.1.5.8 Tools, appliances or equipment issued to employees must be returned to the company, either on request or when leaving the company.
- 4.1.5.9 Employees must not bring visitors on to company premises unless authorised to do so by their supervisor/manager.
- 4.1.5.10 Responsibility for ensuring visitors comply with safety and security requirements whilst on company premises lies with the employee hosting the visit.
- 4.1.5.11 No material of any kind or value may be taken off company premises unless the appropriate procedure has been followed, details of which are available from your supervisor/manager.

4.1.6. **Wearing of Suitable Personal Clothing and Footwear**

Employees must attend for work in clothing and footwear suitable for their work activities.

4.1.7 **Discrimination**

The company is unreservedly opposed to any form of unlawful discrimination and other negative attitudes and actions which are harmful to the interests of the business.

Employees are required to act in accordance with the spirit of the law and the company's Equal Opportunities Policy. Any employee who discriminates on the grounds of race, sex, marital status, disability or other socially unacceptable reason will be liable to disciplinary action.

4.1.8 **Gambling etc.**

Gambling, betting, money lending, as a commercial venture, or the promotion of private draws or sweepstakes is not permitted on any part of the company's premises.

4.1.9 **Private Trade**

The selling of goods or services on company premises and the carrying out of any private trade is prohibited.

4.1.10 **Collections**

Employees must not make money collections or organise raffles and draws on company premises without prior permission from the Departmental Manager.

4.1.11 **Horseplay**

Employees must not engage in any form of horseplay or disorderly conduct.

4.1.12 **Public and Customer Relations**

Employees must not make any statements to the public or any section of the public (or communicate with the press, radio, television or film companies either orally or in writing) on any subject relating to the work, operations or business of the company without prior written approval of the Communications Manager.

4.1.13 **Observance of Another Company's Rules**

Company employees working on the premises of another company must observe its rules.

4.1.14 **Defective Work**

It is the employee's duty to bring to the attention of his/her supervisor/manager any material or component which is defective. Employees must not knowingly complete or use defective work.

4.1.15 **Good Housekeeping**

Employees must keep their workstations in a clean and orderly condition. Scrap material, rubbish and litter must be deposited in the receptacles provided for that purpose.

It is the responsibility of every employee to tidy his/her workplace at the end of each working day.

Employees must not obstruct gangways, entrances, exits, fire fighting equipment or electrical distribution switchgear.

4.1.16 **Procedure for Staff Access to Other Areas**

Employees wishing to enter a shop or office other than in the normal course of their employment, must obtain permission from their supervisor/manager and the supervisor/manager of the shop or office they wish to visit.

4.1.17 **Notice Boards**

Important information issued by the company is posted on noticeboards. Employees are required to read company notices.

4.1.18 **Posting of Notices**

No signs, bills or notices may be posted on company premises, or any papers distributed, unless prior authority for doing so has been received from the manager of the area concerned or the Human Resources Manager. Employees must not remove or deface any properly authorised notices.

4.1.19 **Display of Calendars, Photographs or Posters**

Employees must not display any calendars, photographs or posters which show naked or half-naked women or men, which may cause offence.

4.1.20 **Use of Company Telephones/Mail Service**

The use of company telephones or mail service for private purposes is prohibited unless authorised by the Departmental Manager.

4.1.21 **Business Ethics**

Employees must comply with Bombardier's Code of Ethics which states the company's principles of integrity and standards for ethical behaviour. A full copy of the policy is available from your HR department.

4.1.22 **Prime Employment**

In all cases, employment with the company must be an employee's prime employment. External activities must not interfere with an employee's attendance, efficiency or jeopardise the company's business in any way.

4.1.23 **Conflict of Interest**

All employees must declare in confidence to their Human Resources Manager any financial interest or investments held by them, or their immediate family, which could possibly result in a conflict of interest with the company.

4.1.24 **IT Systems**

Employees must comply with the IT Usage and E Mail Policy. A copy of the policy is available from your HR department and is outlined in the policy section of this handbook.

4.1.25 **Employees' Inventions**

Inventions made by employees in the course of their normal duties with the company belong to the company and will be dealt with in accordance with, and subject to, the Patents Act 1977.

4.1.26 **Gifts, Hospitality or Benefits**

It is a criminal offence to accept or solicit any gift or consideration from anyone as an inducement or reward for showing favour in connection with their employer's business. In order to protect themselves employees should decline or return any such gifts. Small gifts such as calendars or diaries may be accepted.

Any employee with any doubts about accepting benefits or hospitality should consult his/her supervisor/manager for guidance. In situations where this is not feasible, for example during overseas visits, the gift should be declared on return.

4.1.27 **Personal Belongings**

The company does not accept, unless negligent, any liability for any loss of, or damage to, employees' clothing, personal effects, vehicles, tools or property brought onto the company's premises.

4.1.28 **Lost Property**

All lost property found on the company's premises must be handed in to the Human Resources Department.

4.1.29 **Meetings**

Meetings held on company premises without the prior consent of Management are strictly prohibited.

4.1.30 **Use of Radios, Televisions etc.**

Employees must not use radios, televisions, or similar audio/visual equipment whilst at work unless specifically authorised to do so by their supervisor/ manager.

4.1.31 **Vehicles**

Cars, cycles, motor cycles or other vehicles must be parked only in authorised places. Parking will be at the employees own risk. The company does not accept any liability for damage to vehicles.

All vehicles on company premises must be driven with regard to the safety of others and the speed limit operating on site.

Where company locations have a policy with regard to the application for and display of car parking permits, employees are required to comply with such arrangements.

4.1.32 **Change of Address**

Employees must notify the Human Resources Department of any change of address or telephone number.

4.1.33 **Gross Misconduct**

Any employee who is found to have committed an act of gross misconduct will be liable to dismissal. The following list, though not exhaustive, provides examples of offences which are normally regarded as gross misconduct:

theft, wilful damage, fraud;

disregard of company or statutory safety precautions likely to endanger the perpetrator or other people;

falsifying timekeeping records for self or others;

leaving company premises during working hours without permission;

prolonged unauthorised absence;

gaining unauthorised access to or unauthorised disclosure of company confidential information or trade secrets;

fighting, discrimination - including racial/sexual harassment and unjustifiable treatment of disabled people, threatening, intimidating, or similar behaviour;

reporting or endeavouring to report for work on any occasion when unfit due to the influence of alcohol or drugs;

failing an alcohol test with an alcohol breath level in excess of 13 micrograms of alcohol in 100 millilitres of breath (or equivalent in blood or urine) whilst on duty;
failing an alcohol test with a level in excess of that defined by a customer whilst working on the customers premises;

failing an alcohol test under the Road Traffic Acts whilst on duty;

screening positive for drugs of abuse;

refusing, without good cause to undertake screening for alcohol or drugs of abuse or deliberately avoiding a screening test;

consuming alcohol or drugs of abuse whilst on duty;

being in possession of drugs of abuse or open containers of alcohol on company or customer premises;

declining to undertake a course of treatment approved by the company's Occupational Health Advisor for an alcohol or drug related problem or discontinuing treatment before satisfactory completion;

refusal to obey a reasonable and authorised instruction;

deliberate involvement in activities incompatible with work (e.g. sleeping, playing cards etc.) during working hours;

abuse of travel facilities;

criminal acts not associated with the company which demonstrate the employee is unsuitable for his/her type of work.

4.2 Disciplinary Procedure

4.2.1 Introduction

It is recognised that most disciplinary issues can be effectively and speedily resolved on an informal basis and wherever possible this is the preferred method. However, there will be occasions when, because the informal method has not worked, or when the alleged offence is sufficiently serious, a more formal procedure will be used. The aim of this procedure is to ensure consistency and fair treatment and to help employees achieve the required standards.

4.2.2 Scope

This procedure applies to all staff who have completed their probationary period.

4.2.3 Principles

- 4.2.3.1 No disciplinary action will be taken against an employee until the case has been fully investigated.
- 4.2.3.2 The employee will be given the opportunity to state his/her case (including calling witnesses, where a relevant contribution can be made) and any extenuating circumstances at the disciplinary hearing.
- 4.2.3.3 An employee will be given the opportunity of being accompanied by his/her recognised staff representative or a departmental colleague at disciplinary hearings including appeals. An employee may, alternatively, be represented by a full-time trade union officer from a signatory union, in which case it is the employee's responsibility to make arrangements for the officer to be available at the disciplinary hearing.
- 4.2.3.4 Although normal disciplinary standards apply to staff representatives, no disciplinary action beyond verbal warning will be taken until the situation has been discussed with a senior trade union representative or a full time official of the representative's union.
- 4.2.3.5 In reaching a disciplinary decision, the manager or supervisor must consider the need to satisfy the test of reasonableness in all the circumstances and, in determining a disciplinary penalty, take account of the employee's previous record.
- 4.2.3.6 Except for gross misconduct, no employee will be dismissed for a first offence.
- 4.2.3.7 A manager or supervisor who has conducted a preliminary enquiry into a disciplinary incident will not conduct the disciplinary interview.

4.2.3.8 Only a Manager, Senior Manager or Director may make a dismissal decision.

4.2.4 **Procedure**

4.2.4.1 If it appears that a disciplinary offence has taken place the employee involved will be informed verbally prior to any disciplinary enquiry of the suspected disciplinary offence.

4.2.4.2 If the alleged incident potentially constitutes gross misconduct the employee will be suspended on full pay pending the outcome of the disciplinary hearing.

4.2.4.3 If appropriate, a preliminary enquiry will be conducted by the immediate supervisor or other authorised company official. This may include questioning those involved in the incident and any witnesses. Anyone suspected of a disciplinary offence may be accompanied by his/her recognised staff representative or a departmental colleague. This inquiry must be conducted promptly.

4.2.4.4 If it is decided that disciplinary action is appropriate, the employee will be given three days notice in writing. Such notice will be issued at the end of the employee's shift. A formal hearing will be held by an authorised company official. At this hearing, the employee may be accompanied by a representative and will be advised of the relevant evidence. (Copies of any witness statements will normally be made available on request). The employee involved will be allowed to state his/her case and any mitigating circumstances with the assistance of his/her representative.

4.2.4.5 Following full consideration of the evidence, mitigating circumstances and the employee's previous record, a disciplinary penalty, if any, will be determined. Written confirmation of all disciplinary penalties other than formal verbal warnings will be given to the employee and his/her representative.

4.2.5 **Disciplinary Penalties**

4.2.5.1 In the case of minor offences disciplinary action will follow the stages shown below. However, in the case of more serious offences it may be appropriate for higher level penalties to be applied.

4.2.5.2 Disciplinary penalties will not be taken into account for progressing to the next stage disciplinary penalty, if the disregard period shown below has expired.

Stage	Penalty	Disregard Period
1	Formal verbal warning	6 months
2	Written warning	12 months
3	Final written warning/ suspension without pay/ transfer and/or reduction in grade and pay/ withdrawal of travel facilities	18 months
4	Dismissal	

4.2.6 Appeals

4.2.6.1 All employees have the right to appeal against disciplinary penalties imposed against them.

4.2.6.2 Any employee wishing to appeal should notify the Human Resources Manager in writing indicating the grounds for the appeal within 7 calendar days of the penalty being advised to him/her.

4.2.6.3 Appeals will normally be heard within 5 working days of the appeal being made. An appeal against dismissal or a Stage 3 warning will be heard by the appropriate senior manager in conjunction with the Human Resources Manager (or his/her nominated deputy). Appeals against Stage 1 & 2 warnings will be heard by a manager senior to the one who held the disciplinary hearing.

4.2.6.4 At the appeal the disciplinary penalty decided will be reviewed but cannot be increased.

4.2.6.5 A dismissal will not be deferred pending an appeal but an employee will be reinstated without loss of pay if the appeal is successful or an alternative disciplinary penalty imposed.

4.3 Punctuality and Attendance Requirements

Employees are required to attend work on a regular and punctual basis and thus maintain attendance records which are satisfactory to the company. Employees who fail to do so will render themselves liable to disciplinary action which ultimately may result in their dismissal from company employment.

It is essential for employees to present themselves fully prepared at their work station at the start of their shift/day. Certain categories of staff are granted allowances for work preparation (e.g. application of barrier creams, wearing of protective clothing) and these will be detailed to you, if applicable, on your departmental induction.

Employees are required to use all working time as productively as possible.

4.4 Retention of Employees Who Become Disabled

Employees who are unable to perform the essential requirements of their contract due to physical or mental impairment shall be given every reasonable consideration in terms of retention i.e. provision of equipment, counselling, retraining and redeployment to help them perform to a satisfactory standard.

The company does however recognise that it will not always be possible or practicable to put into place effective measures which can substantially reduce the effects of a work related impairment, and in some cases the service of an employee may have to be terminated on the grounds of physical or mental incapacity. Subject to certain conditions, employees who are considered incapable of continuing in the employment of the company may apply to the trustees of their pension plan for an ill-health retirement.

4.5 Security

Security Staff are responsible for the overall security of the company's property, and for controlling site entry and exit. Employees must co-operate fully with Security Staff in the carrying out of company security, detection and investigation procedures.

If you work in or near to high security areas, you are particularly reminded of your responsibilities for challenging and identifying strangers entering the workplace.

4.6 Requirements after leaving the company

An employee shall not after termination of employment howsoever arising:-

For eighteen months solicit or interfere with or endeavour to entice away from the company any person, firm or company who at any time during the twelve months prior to the said termination was a customer/supplier of, or in the habit of, dealing with the company and with whom the employee shall have had personal contact.

For eighteen months induce or seek to induce any employee of the company to leave its service.

For such time thereafter, until such information shall come into the public domain, use or disclose confidential matters relating to the business of the company as specified in Section 4.1.5.3. of this booklet.

SECTION FIVE - GRIEVANCE PROCEDURE

5. Grievance Procedure

If you have a grievance relating to your employment you should raise it in the first instance with your supervisor. Failing a satisfactory resolution, your grievance may be pursued in accordance with the Procedure Agreement, details of which are available from your local Human Resources Department.

SECTION SIX - TRAINING AND DEVELOPMENT

6.1 Training and Development Policy

6.1.1 Scope

This Policy applies to all company employees. Training and learning opportunities are available to all employees in line with the company's equal opportunities policies.

6.1.2 Philosophy

Training and Development is an integral part of work. It is a process which assists the company in its efforts to achieve its vision. The company also recognises that, as it is unable to offer long-term job security, it must support each employee's efforts to enhance his/her long-term employability.

6.1.3 Objectives

The objectives of training and development within the company are to:-

- ensure all employees have the knowledge, understanding and skill required for them to perform their duties and activities effectively
- ensure that all employees are able to adapt to change through the continuous acquisition of new skills and knowledge
- to ensure that the company possesses the skills and knowledge it needs for the future
- to encourage employees to accept responsibility for their own actions and to constantly strive to improve their ways of work, to the benefit of themselves, the customer and the company.

6.1.4 Responsibility

Responsibility for Training and Development activities is shared between three parties: The individual involved, the Company (as represented by the individual's manager) and the training provider (normally acting through the Human Resources function). Training and Development activities will only be effective with the commitment and support of all three parties.

Employees must ultimately take responsibility for their own development, within the framework provided by the company, by

- participating fully in all training and development activities
- ensuring that they raise any training needs arising from their current role with their manager / supervisor
- raise any long-term training needs, and openly review their progress, at personal reviews, or other appropriate forums.

Managers and Supervisors must actively support and encourage their teams in their acquisition of knowledge and new skills through:

- regular reviews of performance and development
- taking specific and deliberate steps to involve, stimulate and encourage their staff, both as individuals and as team workers in their own training and development actions
- providing the support necessary, for example through ensuring time is available, to ensure that development actions are successfully completed.

Training Providers and the Human Resources function must ensure that training is delivered in a cost-effective way by:

- developing appropriate training plans to ensure that training and development activities support the company's business strategy
- resource appropriately training and development activities, ensuring maximum return on the company's investment of time and money
- ensure proper and complete evaluation of training and development activities is undertaken

6.2 Investors in People

The company is committed to developing best practice in training and development activities. To this end, all sites are working towards, or have achieved, the Investor in People standard.

6.3 Employee Development Support

We all recognise it is important to develop new skills to prepare ourselves for the continuing changes in our working environment. It is now rare for any employee to have a single job role. For many of us our roles have to be broadened to meet our customers' needs. To ensure all employees can invest in their own future Bombardier Transportation provides financial support for personal development. In an industry that can no longer guarantee employees a job for life, skills development enhances each individual's long term employability.

Employee Development Support (EDS) is a 3 step process designed to encourage and build confidence amongst all staff at each stage of the learning process. For further details, contact your local Human Resources Department.

6.4 Company Training Schemes

Bombardier Transportation operates both Apprentice and Graduate Development Programmes, providing a key source for its future workforce. Further details are available from your local Human Resources Department.

6.5 Study Support Policy

The following provides the company's approach to supporting employees who are undertaking company sponsored further education programmes. The policy emphasises that there is a responsibility on both the individual and the company in making this process a success.

6.5.1 Programme Enrolment Fees

Where the company has agreed to an employee undertaking a further education programme, the enrolment fee will be paid by the company.

6.5.2 Study Leave

- One days study leave is regarded as a minimum that cannot be refused by line managers.
- A maximum of five days study leave can be taken which can be matched by the employee taking five days holiday per annum.
- Study leave including the matching days holiday can be taken up to a maximum of two weeks prior to the day of the examination. Study leave cannot be taken adjacent to an employees annual holiday. Employees wishing to take study leave should give 3 months notice of their intention and agree specific dates with their line manager.
- Revision courses can be company funded, however, if conducted during the week, the days off are to be included as a part of the entitlement from this policy.
- Within these guidelines, study leave will be granted at the discretion of the HR Manager, in consultation with the line manager or team leader.
- In the event of an employee failing and having to re-sit an examination, further study leave will only be granted at the discretion of the HR Manager.

6.5.3 Travel Costs

Employees undertaking company sponsored education programmes shall be responsible for their travel costs to and from their place of study. This shall include car parking costs.

6.5.4 Book Costs

The cost of any books purchased during the course of study shall be the responsibility of each employee.

6.5.5 Upgrading of Professional Membership

The company shall reimburse the cost of employees upgrading their membership to recognised professional institutions.

6.6 Management and Professional Development Framework

To ensure the future success of Bombardier Transportation, a Management and Professional Development framework forms a key part in the development of current and future managers. The framework encompasses management development programmes, a range of skills modules and personal mentoring on an individual needs basis, to develop the necessary skills to lead the organisation, in the ever-changing business environment in which we work.

For more information, contact either your Line Manager, Human Resources department or the Company Management Development Manager.

SECTION SEVEN - EMPLOYEE SERVICES

7.1 First Aid Organisation

The company has established its own First Aid Organisation which will endeavour to meet both company and statutory requirements.

It has fully qualified instructors who run both statutory and non-statutory courses which are approved by the Health and Safety Executive.

On completion of these courses the successful candidate receives a certificate and an annual allowance as negotiated with the Trade Unions.

Statutory First Aid at Work courses are 4 days initial training with 2 days retraining every 3 years. This course is run in company time by the company's instructors.

Apprentices will be given basic first aid training during their induction period and if they wish to become members of the First Aid Organisation they will be eligible for the Voluntary First Aid allowance on successful completion of their first annual re-examination.

Voluntary First Aid classes are open to any member of staff; these classes teach basic first aid and life saving techniques and are run by qualified instructors outside working hours.

Information regarding all first aid courses can be obtained from the Occupational Health Department or the secretary of the Public First Aid Association.

First aid courses are a valuable source of knowledge and teach basic skills in dealing with accidents and illnesses which may occur both at work and in the home environment, and all staff are encouraged to take the opportunity to join the First Aid Organisation.

7.2 Occupational Health Service

The Company has a first class Occupational Health Service (OHS) which deals with all health and medical matters related to your job.

However, the OHS also offers Health Screening to all staff (Medical MOTs); this is available by appointment.

Self referral for discussion of any health concerns is also encouraged, and the Company have signed up to the BACUP Information Scheme for any worker (or his/her family) who are concerned about any aspect of Cancer care or treatment.

7.3 Pensions

All new employees under 60 years of age are eligible to join the appropriate company pension scheme.

The schemes not only provide lump sum and pension benefits on normal retirement but also include ill-health pension provisions and substantial death benefits, including pensions for adult dependants and children.

An explanatory booklet about your pension plan is available from your Human Resources Department.

It is possible to increase your pension benefits by paying Additional Voluntary Contributions (AVCs). This facility is of particular advantage to employees who cannot complete the maximum period of pensionable employment. If you are interested ask your Human Resources Department for an AVC leaflet.

7.4 Welfare Facilities

If you have a personal or family problem which you need help to resolve, please contact your local Human Resources Department where staff trained in employee welfare will do their best to help you.

7.5 Catering and Vending

Catering and food & drinks vending facilities have been developed on a site basis subject to the requirements and facilities available.

In certain situations, eating and drinking may be prohibited for health and safety reasons in the workplace.

7.6 Preparation for Retirement Courses

A course is available which is designed to encompass aspects of life which are the essential elements of a long, happy and contented retirement. The course is available in the year prior to retirement and details are available from your local Human Resources Department.

7.7 Long Service Awards

After completing 25 and 40 years' service staff are presented with a commemorative gift. The gift will be presented at an event organised by the company.