**POLICIES**

These policies are to help you know your obligations and for the company to set out our expectations. The policies included or referenced in this manual apply to all Gryphon Research employees and associates unless specifically stated otherwise in each policy.

Gryphon Research reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all affected by the change.

**ABSENCE AND SICKNESS**

*last updated October 2014*

If you are unable to work due to illness or injury, please contact the office as soon as possible on the first day of absence. Notification should be made by you personally unless impossible due to the nature of the illness. Associates are not covered by statutory sickness pay as they are technically self employed.

If you require an extended period of time off from work or to take a leave of absence, please talk to one of the directors. Employees/associates may take intermittent leave or reduce their work schedule if he/she has a serious health condition, needs an altered schedule to provide a family member with medical care or for the birth of a child. We are happy to accommodate work around your needs.

**BILLABLE TIME**

*last updated October 2014*

Clients are charged billable time. Billable time is any time that you spend working directly on client projects generating revenue.

Any time spent on day to day admin, maintenance, PR, accounting, marketing etc. unless specified in the client contract is unbillable and is not chargeable.

Gryphon Research measures billable time in quarter days in order to be able to break down invoices for the client. There is a sample timesheet available to download for personal use to help you keep track of work.

If you find that you are generating a lot of unbillable time, please discuss with a Director so that project diameters or workload can be reviewed.

**ELECTRONIC COMMUNICATIONS POLICY**

*last updated October 2014*

All employees and associates of Gryphon Research are expected to use electronic communications in a legal, ethical and responsible manner.

**Social Media**

Use of social media is growing, for the purposes of this policy we include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

Employees/associates should be aware of the effect their actions may have on their images, as well as Gryphon Research's image. The information that employees/associates post or publish may be public information for a long time. Employees/associates should be aware that Gryphon Research may observe content and information made available by employees/associates through social media. Please use your best judgment in posting material that is either inappropriate or harmful to Gryphon Research, its employees, associates and clients.

It is highly recommended that employees keep company related social media accounts separate from personal accounts, if practical.

**EMPLOYEE CONDUCT**

*last updated October 2014*

You are expected to follow the highest standards of professional conduct. During any client meetings men are required to wear business suits and ties where appropriate, and women to wear appropriate business attire.

**ENVIRONMENTAL POLICY**

*last updated October 2014*

Gryphon Research is committed to using environmental and sustainable business practices. We are striving to achieve a paperless office and will continually work towards identifying our negative environmental effects and reducing them through: waste reduction, purchasing – with consideration of environmental factors, energy and water reduction and minimising travel.

**ETHICAL & PRACTICE GUIDELINES**

*last updated October 2014*

You are bound by the ethical codes of practice of the Institute of Fundraising and accept that you will act in accordance with those guidelines.

**EXPENSES**

All expenses for project work are paid for by our Clients, keeping in mind that they are fundraising charities; please consider if there is an alternative that will save them money. For example video conferencing and maximising travel trips to include multiple meetings.

We will reimburse any costs which are necessary and additional to normal daily expenditure. All claims should be receipted and will be subject to approval, only actual costs will be reimbursed.

**Travel**

Rail tickets ate more cost effective if booked in advance, especially travelling off peak and on timed trains. Claims should be made as soon as possible on completion of the travel and always within two months. Claims should include a clear business reason where travel is other than standard class is used. Exceptionally first class travel can be booked if the following apply:

1. your train journey is longer than three hours. This does not include any time spent

waiting for, or changing, trains or getting to the train station, even if this is from

your home;

1. where there are no standard class facilities to accommodate disabled or other

special needs requirements under reasonable adjustment guidelines;

1. where there are serious security concerns; and
2. where the overall cost of the first class ticket is less than the overall cheapest ticket

for standard class. Evidence (such as a screen shot from the booking page) must be

retained for audit purposes.

When travelling by Eurostar you are encouraged to book standard/economy tickets in advance. As the journey time to Brussels is normally under two hours, Associates are expected to travel standard class. Remember to book a seat in carriages 4 or 15 where there are plug points for your laptop.

Taxi fares will only be reimbursed for official trips e.g. between the station to the client meeting. Taxis for personal use will not be reimbursed.

**Subsistence**

We do not usually claim subsistence from our clients, if there are exceptions these will be project specific and within the terms of the project contract.

Failure to action a claim within 60 days will result in auto-deletion of the claim from the system. Any claims submitted after two months may be declined for payment and will, in all cases, require an explanation for delay in submission.

**GRIEVANCE POLICY**

*last updated October 2014*

Situations may occur where employees or associates believe that the fair and consistent application of a policy affecting him or her has not been followed. In the unlikely event that you have a complaint; in the first instance you will normally wish to discuss the matter with one of the company directors. No one raising a grievance shall be subjected to discrimination or adverse treatments for participating in the grievance procedure. In many cases, disputes over the application or interpretation of policy can be resolved through communication. As such, the first step in the grievance process is a discussion between the employee/associate and the supervising director.

If the informal procedure fails to resolve the grievance, and the employee/associate wishes to continue the matter, the employee/associate must begin the steps of the formal procedure no later than 14 calendar days after the receipt of the supervising director's response.

To begin the formal procedure a written statement should be submitted to the firm's senior partner Chai Patel. This statement should outline the relevant facts that form the basis of the employee’s grievance, indicating the policy that has allegedly been violated, and stating the resolution sought. We undertake to look into any complaint carefully and promptly. Upon receipt of the employee's written statement, the senior partner will schedule a meeting with the employee/associate, the supervising director and an external arbitrator; who will act as chairperson and hear both sides of the dispute. A written decision following the meeting will be provided to both parties with a final decision.

**HEALTH AND SAFETY**

*last updated October 2014*

Gryphon Research places a high priority on providing a safe working environment and will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. All activities should be carried out with the highest regard for the health and safety of employees, associates, visitors and the public. Our aim is excellence in health and safety, by means of continuous improvement of standards, and the comprehensive use of risk assessments so as to systematically remove the causes of accidents/incidents and ill-health.

**INVOICING POLICY**

*last updated October 2014*

Invoice payments to Associates are normally issued monthly as work progresses and then on completion of a particular project. Your payment arrangements are outlined in your letter of association. Any subsequent amendments will be notified to you in writing by the Company. We will endeavour to settle invoices promptly. Please let us know as soon as possible if a query arises on any particular invoice.

Gryphon Research does not take responsibility for any Associate tax or National Insurance contributions, however if you need help, we are happy to provide what advice we can.

**OFFICE HOURS AND HOLIDAYS**

Office hours are 9am - 5pm weekdays. However if you need to speak to a Director urgently, they can be contacted via mobiles outside these hours. The office is closed during all UK bank and public holidays. Associates are not entitled to statutory leave as they are technically self employed.

**WORKPLACE PENSIONS**

*last updated October 2014*

Currently Gryphon Research does not offer a pension plan, however we hope to launch our scheme soon and open it to associates as an opt in scheme.