

# Employee Handbook



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## WELCOME!

Welcome to Gateway HR Limited! This introduction aims to give you an insight in to the history of our business from its beginnings at my kitchen table, to a well-established team of HR and Training specialists working with clients across the UK. My belief has always been that people management and development should be at the core of any successful business and have made it Gateway's mission to help businesses to do this. It is hoped that by having an understanding of this you will start to get a feeling for the values of Gateway HR Limited and how you can help to develop these during your time with us.

I have always had a passion for working with people and in particular helping people develop. From my first career choice which was primary school teaching, through to lecturing in HR at the University of Northampton and for the CIPD, through to developing a suite of training programmes for our clients. As an HR Manager I was always disappointed when HR was viewed as "the Police" of an organization or the department you only went to when things went wrong, I genuinely saw HR as partnering with managers to help them have high performing, engaged teams. This is how we have built and continue to build our client base by helping them to see HR as an enabler, not just a problem solver – although we are very good at that too!

In 2007 whilst deciding on my options as I prepared to return back to work as an HR Manager after maternity leave, I really felt I was ready for a new challenge. I felt that I had spent too much time in the "dark side" of HR, which to me is the disciplinaries, grievances and absence issues – and wanted to move more in to how we can make these processes a rarity in business rather than the norm. By this I meant looking at why these issues occur, training managers how to manage better and working on employee engagement. To do this I needed to start my own business to spread the word – so that is what I did. To support this, I went the whole hog and did an MA in HR with a dissertation on Employee Engagement that I completed as a research project with one of our clients to see what makes an SME a great place to work.

Since then I have been growing a fantastic team that helps me to do this and working with clients from all sectors and industries; and I love it. You'll be glad to hear that we do what we advise others to do in terms of having a culture of engaged and involved team members, that are fully supported and developed; and we are delighted you have joined us.

Everyone at Gateway HR Limited shares this passion for what great people management and development can do for both individuals and the business they work for, and this will continue as we expand and take on new employees and continue to work with new clients. I sincerely hope that you enjoy your time working at Gateway HR Limited and continue to develop your own skills and passions.

With very best wishes



Emma Wynne

## GENERAL

This Handbook is designed to provide employees with an overview of the Company's policies and procedures. All employees should ensure that they make themselves familiar with the full policies which can be easily accessed on the Shared Drive. Individual copies of full policies are not issued to all employees because they can change on a regular basis, depending on changes in the Company and regulatory changes such as employment law; all employees must ensure that they regularly read the main copies. Having one location means that when the employee wants to access it, they can be sure that it is the most up to date version.

This Handbook is meant as a guidance document and employees are encouraged to ask a Manager if they need anything clarifying. In some sections, relevant forms are referred to: these can also be found on the Shared Drive or by asking a Manager.

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