

General Information and Procedures

Access to and from the building

There are two main entrances to the building. The first is on the ground floor, off Gallowgate. This entrance is available both to our people and visitors and brings you to the main security desk. An alternative entrance is available on the mezzanine level from the rear boulevard and is for use by our people only. At certain times of the day and particularly outside normal working hours, you will be required to use your photo-id card to open the doors. Please make sure that you carry your card at all times when in Time Central.

Security in the building

The building has 24 hour security and is manned continuously by security guards who will operate on a rota basis. A security guard will be resident in the Time Central foyer from 7am to 6pm each day. Outside of these hours the security guard on duty will be instructed to conduct periodic patrols of the building and will not therefore, always be at the security desk. You should be vigilant to ensure that strangers do not follow you through the door. Each entrance and exit door is monitored by CCTV 24 hours per day.

The building is fully alarmed. The alarms are timer controlled; on at 12.00 midnight and off at 7.00am, Monday to Friday and on at all times at weekends. When the alarms are on, access may be gained to each of our floors through designated doors off the central core by presenting your id card to an electronic card reader. This will disable the alarm for 30 seconds, which is long enough to allow one person to pass through and then close the door. It is important to ensure the door is fully closed before the 30 second timer expires to prevent the alarm being activated. If you accidentally set the alarm off, you should contact the security guard. Our alarm service provider will be notified automatically whenever alarms are activated.

Fire alarm

The fire alarm will be regularly tested, once a week on Tuesdays at 11.45am. This alarm is easily distinguished from the burglar alarm. For evacuation procedures, please refer to the evacuation procedure which can be found on the intranet.

Identity Cards

You will be provided with a photographic id card which enables access to, and movement around the building. Certain areas within the building are authorised access only (i.e IT server room) and each team member's card will be appropriately programmed. In addition to providing access to the car park for authorised users, the card also temporarily disables alarms outside of our set core hours. To enter or exit a door, present your id card to the electronic card reader next to each door.

You may, from time to time, be asked to show your id card to a security guard. You will hopefully understand that this is a necessary security procedure which is not designed to inconvenience you. Please therefore carry your id card with you at all times. Anyone unable to produce their card will be asked to sign in as a visitor.

If you lose your id card then one additional card will be provided free of charge. Any subsequent cards will be replaced but you will be asked to pay a replacement fee of £7. You can request an additional card by emailing centralline@muckle-llp.com.

Facilities

Time Out

There's a bright, airy café area on floor 4 which is available for use by all team members. The space in *Time Out* can be used flexibly and everyone is encouraged to use this throughout the day. *Time Out* is the social hub of the business and is an important part of retaining our culture and identity.

In addition to free hot drinks vending, there is a dual purpose tap located next to the main sink which dispenses both boiling water and cold filtered water with which to make other drinks. Microwave, dishwasher and fridge facilities are provided for you to use. For the comfort of other team members, hot food should not be eaten at your desk, but in *Time Out*.

Time Out is an excellent environment in which to take a break at any time of the day. There is a range of soft and café style seating, a plasma TV and table football. *Time Out* may also be used for informal internal meetings, but please be aware that other people may be using the space at the same time.

All Muckle team members share the responsibility for keeping *Time Out* clean and tidy. Please be courteous to your colleagues by keeping the area as clean and tidy as possible.

There is a "colour wall" available for you to set the ambience of the café to match your mood. The six lights can be independently changed to show an infinite range of colours.

Resource Pods

Each half floor has a resource pod containing a photocopier, printer, free hot drinks vending, chilled filtered water and a perch bar. Behind each pod, in the store wall, is a paper recycling point and a stationary cupboard.

Vending

A range of quality fresh brew hot drinks is available from the free vending machine in each pod, together with chilled, filtered water. You have been provided with a white china mug for hot drinks and a glass for water. Your cup and glass will be collected each evening by the cleaners to be washed and will be available for collection from the pod each morning. The cleaners will not be responsible for washing any other items of personal crockery.

Bicycle Bays

We have bicycle bays located in the car park. There are 2 parking spaces for motor cycles located in the lower basement car park, which are available on a first come first served basis, for use by the Muckle team. Bicycles and motor cycle bays do not need to be booked, but users must secure their bicycle/motor cycle with a suitable padlock and chain.

Driving licence

The firm has two "pool" cars which are available for use by Muckle team members for business purposes. If you are able to drive please let HR have your driving licence so a photocopy can be taken. A copy will be kept on your personnel file. You will not be permitted to drive any of the firm's cars if you do not produce your driving licence.

No Smoking Policy

All areas of the building, including the terraces and the car park, are designated no smoking areas. This applies to both visitors and Muckle team members. If you do wish to smoke, please exit the building at the rear. The smoking bin is sited around to the side of the building adjacent to the east escape staircase. Do not smoke at the front of the building.

Office hours

Normal office hours are 9.00am to 5.00pm with one hour for lunch. However, the nature of our work means people working longer hours and you may be required to attend early morning group meetings or evening training sessions.

Lunch

Lunch which will normally be taken between the hours of 12.00noon and 2.00pm. We operate this flexible policy to ensure that we do not have everyone out of the office at the same time which would have a detrimental effect on client service. Communication and consideration for work colleagues are key to the success of flexible policies such as this and each team has the autonomy to manage their lunch cover to best suit clients' and colleagues' work needs. Lawyers should also remember to notify their PA (where appropriate) and to divert their phone.

Lunch Cover

The telephones have to be covered at all times during the day, including lunch hours. Each legal, client and business service team must ensure that calls can be taken quickly and efficiently between 12.00noon and 2.00pm and is responsible for the management of its lunch cover rota.

Dress Guidelines

We have a separate dress guideline policy on the intranet.

Dress-down day

The last Friday of every month is dress-down day.

Salaries

Salaries are paid monthly, in arrears, by direct transfer to a bank/building society account of your choice on the 28th of each month (or the Friday before if it falls on a weekend or Bank Holiday weekend).

Holidays

Please note normal policy is that no more than two PAs in each team are permitted to be away from the office at the same time. Also, wherever possible at least one week's notice should be given when requesting holidays in order that resource can be re-allocated if necessary to cover your duties.

When you wish to book holidays you must first check your team's holiday planner to ensure the dates required are available, complete your holiday request via the HR system (Cascade). Your request will be automatically forwarded to your team head/team leader, who will double check the dates are available and the holiday will be authorised (or otherwise). Once actioned by your team head/team leader, a response will be sent to you via e-mail. Do not book holidays before checking the dates are available and they have been authorised otherwise you could be disappointed!

Employee Sickness

In the event of sickness you (or someone on your behalf) should telephone your team head/team leader at the earliest possible time on your first day of sickness, at least 30 minutes before you are due to start work. You should telephone the office on each subsequent day of sickness to keep us informed of the situation. When you are not in the office your work needs to be reallocated elsewhere and therefore when reporting in sick, it is not acceptable to text or leave a message with the switchboard staff.

When you return to the office, if your absence is less than 7 days, you should complete a self certification sickness form which will be automatically sent to you via our HR system (Cascade). When

completed the form will be reviewed by the HR team and a copy will be retained on your personnel file.

For any period of sickness absence lasting more than 7 days (including a weekend) you will be required, as soon as reasonably possible, to provide the firm with a doctor's certificate stating the reason for the absence and to thereafter provide a similar certificate at regular intervals to cover any subsequent period of absence.

Notifying absences for doctors, hospital, dentist appointments

There is no problem with taking a reasonable amount of time away from work to attend appointments when it is not possible to make your arrangements either before or after normal working hours. However, you should try to minimise the disruption to your work by trying to get an appointment as soon as possible in the morning or as late as possible at night.

When you have to attend a personal appointment you must inform your team head/team leader as they have responsibility for ensuring that there is sufficient cover in the team. It is also very important to inform them about these appointments as it can have an impact on whether authorisation can be given for holiday requests for other members of the team.

Your co-operation with this is essential to ensure that we can maintain this flexibility for everyone's benefit whilst ensuring that there is always sufficient cover to provide an excellent quality of service to our clients.

Change of Details

Any change in your circumstances, i.e. change of name, address, telephone number or bank can be updated directly via the HR system (Cascade). Any changes will be highlighted to the HR team, who will ensure that Stuart Arnott in the finance team is informed for payroll purposes.

Any change in personal details must be updated at the earliest possible time.

The firm's intranet contains a full set of policies and procedures and these can be accessed via the homepage.