

Monsoon Accessorize

Employee Handbook

Head Office

WELCOME TO MONSOON ACCESSORIZE

It is a pleasure to have you join as a member of the large team of people who make up our company. In whatever role you have joined us, we believe that you can make a valuable contribution to our continuing success.

We hope your employment with us will be successful and that both you and the Company will benefit from your time with us.

We wish you a long, happy and successful career at Monsoon Accessorize (also referred to in this handbook as “the Company”).

This handbook is divided into five sections:

Section 1 welcomes you to the Company and tells you about our history and culture - what defines us a company.

Section 2 sets out some generally applicable terms and conditions of employment. These form part of your contract of employment with the Company, unless they conflict with anything in the individual set of Terms and Conditions of Employment already provided to you, in which case the individual Terms and Conditions take precedence.

Section 3 sets out some guidance about our absence policies and procedures.

Section 4 sets out our short-term policies and procedures. These do not form part of your contract of employment and may be varied by the Company from time to time. New policies may be added, and old ones changed or removed in their entirety. Nonetheless these policies are important. Please take time to familiarise yourselves with them. Breaches of policy are taken seriously by the Company and may result in disciplinary action being taken. The policies in our handbook are intended to act as an overview of the relevant area. Most of the short form policies are described in more detailed policies in the HR section on the Company’s intranet, for Head Office employees and on the Insight system for Retail employees, which you should familiarise yourself with and adhere to, although, like the short form policies, they do not form part of your contract of employment.

Section 5 contains information on your eligibility to contractual and discretionary benefits and information on our training and development activities.

Please ask your manager or a member of the HR team if you require more information or have any questions about the contents of this handbook, or the detailed policies in the HR section on the Company's intranet.

N.B. Employees who join the Company from another employer under TUPE, may have different terms and conditions of employment to those outlined in section 2 of the Handbook and for clarification, they should speak to a member of the HR team.

Once you have read through the handbook, please complete and return the declaration form issued with your handbook to the HR department. This constitutes a record that you have read and understood the handbook, accept the contractual terms in section 2 of the handbook and provides your consent to the Company's Data Protection policy and to the monitoring of communications and use of CCTV set out under the heading "Use of Telephones, Computers, Email and the Internet in section 4 of the handbook.

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SECTION 1 - WELCOME TO MONSOON ACCESSORIZE

OUR COMPANY, OUR CULTURE

Monsoon Accessorize has grown and matured since we opened our first store in 1973.

The Company's success should not just be measured by increased profitability and sales, but by our other achievements as well; our people, the charity, our head office, distribution centre and our stores.

We pride ourselves on the impact our individuals and their contribution to our success, no matter what their role within the Company. All ideas should be listened to and communication is key at all levels. We actively encourage our people to develop their talents, be innovative, take responsibility for decisions and put into practice the Company's commitment to the highest standards of Customer Service.

Monsoon Accessorize is a considerate employer, we work in partnership with our suppliers and we make a positive contribution to the community, particularly with the Monsoon Trust. We do our best to be environmentally friendly and strive to create products adhering to our ethical standards as well as the Ethical Trade Initiative.

It is important that we take time to reflect on what we have achieved. We believe the spirit of Monsoon Accessorize has been fundamental in the success of the Company over the years and will remain instrumental in maintaining our unique position in the marketplace.

AN INTRODUCTION TO OUR BACKGROUND & HISTORY

The perfect storm

Back in 1973, a quiet and beautiful storm was gathering on the horizon. It would blow through the British fashion industry, bringing with it the exotic allure of fabrics, colours and prints handpicked from across the globe.

East goes west

Newly returned from an Ibiza hippy commune, Peter Simon founder of Monsoon Accessorize, was selling shaggy woolen coats on a Notting Hill market stall when he met someone making clothes out of saris. "I was blown away by these handblock printed fabrics that were made in Indian villages using vegetable dyes and pure hand-loomed cotton or silk" he remembers. That these fabrics went on to inspire and become the international fashion chain that is Monsoon Accessorize, shows the genuine passion that Peter still feels today for such skilled handcrafting.

Time to Accessorize

Slowly, Peter built up his offering of clothing, personally travelling to villages throughout India to make relationships with new suppliers and he opened his first store in Knightsbridge in 1973. Gradually the label grew and diversified to become the household name it is today. "However all along, we've always tried to hold true to our heritage of colour, texture and print" says Peter. "And also with natural fibres, which seems strange now that the whole thing has become very green and organic, because we were doing it way back then."

Then, in Covent Garden in 1984, the first Accessorize shop opened. Its unique self-service concept to buying accessories, alongside striking, colourful and co-ordinated displays made it an instant success.

Family Matters

In 1995, Monsoon launched Monsoon Girl, followed by Monsoon Baby in 2001. The range was an instant success and two years later, the range evolved into the Monsoon Children's wear brand. The range which now consists of girls wear, babywear, boys wear, footwear and accessories extended the Monsoon look and philosophy to the whole family, creating an innovative and creative product for both day and special occasions. Anchored by Monsoon heritage prints, vibrant colour palettes and signature handcrafted and embellished products, the range is a fusion of global

influence and offers a brilliant selection of contemporary clothes with a unique style.

Always authentic

Monsoon Accessorize has spent over four decades working with local craftspeople and has never lost sight of these roots. We continue to work with many of our original suppliers often supporting and initiating projects to benefit local communities.

Monsoon Accessorize is also founder member of the Ethical Trading Initiative (ETI) which ensures that suppliers uphold standards relating to working conditions, pay and employment rights.

Made with care

We are also committed to being an environmentally responsible retailer. While our product range has expanded, we remain committed to managing and reducing our environmental impacts across the business.

We are minimising our carbon footprint by reducing the energy used in our branches, warehouses and head office, and keeping air miles used in transporting our product to a minimum. We are also continually taking steps to reduce waste and to recycle wherever possible.

Handcraft has always been at the heart of what we do. Helping to sustain age old hand crafting techniques and traditions. Our beautiful Artisan collection showcases truly wonderful work by skilled crafts people across Asia.

THE MONSOON ACCESSORIZE TRUST

One of our proudest achievements is the creation of the Monsoon Accessorize Trust set up in 1994 to mark Monsoon's twenty first birthday.

It aims to help improve the lives of disadvantaged children, young people and women in South Asia with projects focusing on education, healthcare and income generation.

Projects supported by the Monsoon Accessorize Trust include:

- **Aashiana** is a project in Delhi helping women and girls affected by HIV/AIDS. Ashiana provides counselling and practical support in one of Delhi's slum areas.
- Turquoise Mountain is an apprentice programme to inspire a younger generation and provide them quality jobs and opportunities for their future, as well as ensuring this art form continues for generations to come.
- **Radico** is a community school for children from a developing background, primary aged. The school also offers remedial classes outside of school hours, varying from hygiene to self-defense.
- **Magic Bus** - 2000 children have the opportunity, space and material/equipment to play, learn and be actively supported to attend school regular and continue their education. They also can supplement in-classroom learning with remedial classes, held outside of school hours.

Fund Raising

All employees have an opportunity to be involved with the Monsoon Accessorize Trust. Fundraising takes place throughout the year.

Should you wish to, you can make a personal contribution to the Trust through Payroll Giving.

Payroll Giving: a tax efficient way to make a regular contribution to the Monsoon Accessorize Trust, or any other charity, from your salary. This ensures that your donation receives a tax concession; for a basic rate tax payer, every 80p you donate will be made up to £1 by the taxman.

Gift Aid: another tax-effective way of making a donation, again enabling the Monsoon Accessorize Trust to claim back the income tax you have already paid on your contribution.

For more information on how to make a donation, please call the Charity and Fundraising team at Head Office or email monsoontrust@monsoon.co.uk

KEY ADDRESSES AND TELEPHONE NUMBERS

Head Office

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W11 6NB

Telephone: 0203 372 3000

Wealth Wizards

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Email: benefits@wealthwizards.com

**The Monsoon
Accessorize Trust**

Charity Manger, C/O Head Office
Monsoon Accessorize Ltd
1 Nicholas Road
London
W11 6NB
Email: monsoontrust@monsoon.co.uk

SECTION 2 - OUR TERMS AND CONDITIONS OF EMPLOYMENT

JOINING MONSOON ACCESSORIZE – OUR WORKING PRACTICES

Your contract of employment

Your contract of employment comprises your individual Terms and Conditions of Employment and the generally applicable terms and conditions in section 2 of the handbook. However, if there is any conflict between any part of section 2 and your individual Terms and Conditions, the latter take precedence.

Eligibility to work in the UK

Under the terms of the Immigration, Asylum and Nationality Act 2006 (UK) and Employment Permits Act 2006 (ROI) prior to commencing your employment you will have been asked to provide original documentation that proves your eligibility to work lawfully in the UK. It is a condition of your employment that you are able to produce such documentation and if you are unable to do so, your employment will simply not take effect.

For employees with limited leave to remain in the UK, your right to work in the UK will be checked on a regular basis throughout your employment as required by law. If there are any doubts over the validity of your documentation, or you cease to have the right to work lawfully in the UK, the Company reserves the right to terminate your employment with the statutory minimum period of notice or a payment of salary in lieu of the same, less tax and employee national insurance contributions.

Your place of work

Your place of work is detailed in your Statement of Terms and Conditions of Employment or Offer Letter.

We reserve the right to change your place of work (on a permanent or temporary basis) from one business location to another, within a reasonable

travelling distance from your place of work. In this event, your employment will remain continuous with no loss of benefits. Where the transfer is permanent, every effort will be made to give you reasonable advance notice (not normally less than two weeks).

If your role is mobile, we will agree with you where your base store will be. This will not necessarily be the store closest to your home.

Hours of work

Your normal weekly hours and days of work can be found in your Statement of Terms and Conditions of Employment or Offer Letter.

Due to the nature of our business, from time to time, you may be required to work additional hours in line with business needs. There may also be additional overtime requests made of you due to unforeseen circumstances e.g. covering another colleague who is unwell.

We realise that such requests may not always be convenient for you but hope that you will support your colleagues whenever possible. Your Manager will advise you when overtime is available or necessary.

We will make every effort to discuss with you in advance, any change to your work pattern. It may also be necessary to ring you at home regarding your hours of work.

Your working week should not exceed the limits set out in the Working Time Regulations 1998. However, if you work in excess of 48 hours in any week, you are obliged to notify your Manager.

References

Before or when you join us, we will ask you to provide details of your previous employer or educational establishment. This is for the purpose of taking up references.

If you have not been employed for some time you will be asked to give the name and address of one professional person (not including a relative), such as a doctor or bank manager, who has known you for at least two years.

All job offers are conditional upon the Company receiving references which we consider to be satisfactory. Usually references will be taken up before you start work and if not satisfactory to the Company, your employment will not take effect. However, if you are permitted to start work and then we receive an unsatisfactory reference, we reserve the right to terminate your employment-with the statutory minimum period.

Probationary period

All employees are subject to a probationary period of up to six months, the details of which will be outlined in your Statement of Terms and Conditions of Employment or Offer Letter.

You will have a series of probationary reviews, that will support you throughout this time. Your Manager will agree these dates with you.

Providing that your performance and conduct have met our standards, your employment will be confirmed at the end of your probationary period.

If you are unsuccessful during your probationary period, your employment with the Company may be terminated within or at the end of this period. In some circumstances the probationary period may be extended up to a further twelve weeks.

During your probationary period the Company's capability and disciplinary procedures will not apply.

Time keeping and signing in and out

An essential part of your role is your ability to maintain an acceptable level of time keeping. Time keeping can mean a variety of things for example getting to work on time, returning promptly from breaks and lunch or only leaving once your contracted hours have finished. Your start and finish times refer to your period of work. Therefore, getting ready to start work and to leave the premises after work, should be done in your own time.

Time keeping can also mean adhering to deadlines and responding quickly and positively on the telephone, email and in person.

You must sign in and out to ensure that an accurate record is made of your

working time. This includes lunch breaks. You must never sign in or out for someone else or allow someone to sign in or out for you.

Any breach of these rules will be treated as gross misconduct

If you know that you are going to be late for work, you must telephone your Manager to explain why and when you expect to arrive at work. It is your responsibility to ensure you have the contact numbers of your place of work and your Manager.

Poor time keeping is not acceptable and may lead to deductions from your pay for time not worked and/or disciplinary action.

Changes to Personal Details

If you change your bank or building society or personal details (e.g. marital status, address), you must notify the HR department who will make the changes directly on the system. Failure to do this may affect the payment of your salary.

Personal behaviour

The Company expects all its employees to be professional and display the highest standards of conduct and behaviour at all times. Whilst this obviously covers times when you are at work, the same behaviours are also expected at any Company sanctioned or arranged activities out of work.

Business wear & personal appearance

As a leading fashion retailer, high standards of personal appearance are essential at all times.

Will I have to wear Monsoon Accessorize product?

We encourage you to wear Monsoon Accessorize clothing.

We offer you staff discount to allow you to purchase clothing. Your manager will advise you about appropriate business wear requirements.

You represent the Company and the brand image, therefore it is important that you always look neat and tidy and reinforce the brand image of Monsoon Accessorize at all times. As part of your induction, your Manager will talk to you about what is acceptable in matters of appearance whilst you are at work.

Sunday working

Your Statement of Terms and Conditions of Employment or Offer Letter will inform you if your days of work include weekend working.

Unless you are only employed to work on a Sunday, you may opt out of Sunday working, giving three months written notice, which should be signed and dated, to your Manager. Likewise, you are required to serve an opting – in notice, should you change your mind and want to resume working on Sundays.

When making the decision to opt out of Sunday working, please note that we may not be able to provide additional working hours during the week to compensate and therefore your pay may be reduced in proportion to your working hours.

REWARD

My Pay

Zellis our payroll management company, manages the payroll for Monsoon Accessorize. Payday is on or around the last Friday of every month. Please refer to the Payroll Calendar in the HR Section on the intranet for further details. Your salary will be paid directly into your bank or building society account. Full details of how your salary is made up are shown on your payslip which is available on My View. You should check your pay slip carefully every month.

What do I do if I have any queries about my pay?

Please talk to your Manager who will endeavour to explain anything you are unsure of. If your manager is unable to provide an answer, your manager

should contact the HR Shared Services team and get back to you.

You are obliged to report any discrepancies to the HR department immediately.

In what circumstances can deductions be made from my pay?

The Company reserves the right to make deductions from your pay or other monies due to you by the Company or require you to repay money to the Company in relation to:

- Any money due to the Company from you
- Excess of holiday pay over your entitlement
- Excess of sick pay over your entitlement
- Excess of expenses claimed by you or paid to you over your entitlement
- Excess of any other payment made to you by the Company
- Any money requested by you in writing to be deducted

The Company will notify you in advance of any deductions due to be made.

Will my salary be reviewed?

Salaries are normally reviewed annually. The outcome of the review does not guarantee you will receive a salary increase. The Company is under no obligation to review or increase your salary at any time.

Overtime

If I work overtime, how will this be recognised?

- Level 5, 4 and 3 employees are not entitled to paid overtime.
- Level 2 and 1 employees are entitled to paid overtime for weekend working. This will be either paid at a rate of time and a half, or time off in lieu for each additional day worked.

Overseas Travel Overtime

- When working over a weekend, time in lieu will be given (one day worked equals one day off)
- In exceptional circumstances, and only where time cannot be given for business reasons, a Divisional Director may authorise payment.

- For more details, please refer to the Company's Travel policy.

All overtime must be authorised in advance by your Divisional Director. Any lieu time earned must be recorded and taken within one month of accrual. Lieu time cannot be taken in advance.

TIME OFF WORK

Holiday

Our holiday year runs from 1st January to 31st December.

What holiday am I entitled to?

All employees are entitled to paid holiday.

The number of days holiday you are entitled to can be found in your Offer Letter or in your individual Terms and Conditions of Employment.

What happens if I join part way through the holiday year?

You will receive a proportion of your full year's entitlement. This will be calculated on a pro rata basis according to the period remaining in the holiday year.

Will I get more holidays the longer I work for the Company?

Yes. Your holiday entitlement will increase with service. Please see the table below:

Your Length of Service	Level	Entitlement
Less than 5 years bank/public holidays	1&2	23 days plus
Less than 5 years bank/public holidays	3&4	25 days plus
More than 5 years bank/public holidays	1,2,3,4 &5	25 days plus

If you are part time, the above table will be pro-rata.

When can I take holiday?

You are expected to spread your holiday evenly over the year. Normally a maximum of two weeks holiday may be taken at any one time. Exceptions to this rule are at the discretion of your Manager.

Holiday requests must be made at least four weeks in advance and always before finalising holiday arrangements. Holiday cannot be taken for periods which are less than half a day.

All holidays must be authorised by your Manager and will be allocated on a first come, first served basis. Wherever possible your Manager will agree your holiday dates; however we reserve the right to refuse any dates that we think will cause problems for the business. Holiday taken without prior authorisation will not be paid and may result in disciplinary action being taken against you for unauthorised absence.

Due to the nature of our business, there are peak times when holiday will be restricted, for example in July, November and December i.e. Summer Sale and Christmas period.

What if I do not use up all of my holiday entitlement?

It is important that you take your full entitlement during the holiday year. Any annual leave not taken during the holiday year will be lost. Only in exceptional circumstances may up to five days be carried forward into the next holiday year. This must be approved by your Divisional Director and taken by the end of February that year.

What will happen if I leave and still have holidays left?

If you leave the Company, your holiday entitlement will be re-calculated at your leaving date.

If you have taken less than your entitlement, up to the last day of work, the remaining days will be paid to you in your final pay. This will be subject to normal tax and NI deductions.

If you have taken more holiday than your entitlement, the balance will be deducted from your final pay and you will be required to repay any excess still owed.

Normally, outstanding annual leave cannot be taken during your notice period. However in exceptional circumstances this may be authorised by your Manager and may be required in accordance with your Terms and Conditions of Employment.

Unpaid holiday

There is no entitlement to unpaid holiday unless the circumstances are in the Company's view wholly exceptional and not covered in the policies for other absences contained in this handbook.

Bank/Public holidays

Given the nature of our business, it will be necessary on some occasions for you to work on bank/public holidays.

BREAKS

Your working hours and days are detailed in your statement of Terms and Conditions of Employment or Offer Letter. You must be ready to begin work at your designated start time.

You are entitled to an unpaid break depending on the hours you work each day. Your Manager will advise you of these and breaks must be agreed with your Manager before you take them.

Here is a table showing unpaid break entitlements:

4 hours or less	No break
Over 4 hours	15 minutes
Over 6 hours	30 minutes
Over 7 hours	1 hour

Your break may be broken down into shorter segments to allow for your meal/cigarette breaks. No additional time is given for cigarette breaks, therefore any additional time taken for cigarette breaks must be made up during the course of the day.

For health and safety reasons it is not acceptable for you to work through

your breaks and leave work early. If you are not allowed to take your break, you are obliged to report this to your Manager in the first instance.

If you are under 18 years of age, you are entitled to take a thirty-minute unpaid break if your working day is over four and a half hours.

You are entitled to spend breaks away from your workplace. Bag searches may be carried out whenever you leave Company premises.

PROTECTING COMPANY INTERESTS

Confidential Company Information

During your employment with us, you may have access to Company confidential information about our business and its people. For example; sales and profit information, other financial information, product promotions and security arrangements.

Your individual Terms and Conditions of Employment contain a detailed confidentiality clause which restricts the use or disclosure of this information and you need to read it carefully. This is an important term of your employment.

If you are approached by someone outside the Company and asked to provide information about the Company, you should advise your Manager immediately.

If you are in any doubt about what information you can or cannot disclose, please seek advice from your Manager. It is illegal to use confidential Company information that is not available to the public generally to trade in securities. This is insider trading.

If you are aware of any employee who you believe may be involved in such activities, please call the Confidential Helpline.

Relationships at work

If you are in an intimate relationship or related to another member of staff, we would ask you to disclose it to your Manager.

We reserve the right to take appropriate action if there is any reason to believe the relationship will have a detrimental effect on the business area you are working in. For example a manager romantically involved with a member of their team, may be deemed to be in a compromising position or there may be a perception of favoritism which adversely affects staff relations.

Appropriate action in such circumstances may involve transferring either the manager or the team member to another role, location, or part of the business.

EMPLOYMENT OF RELATIVES

Can a member of my family work in the same department as me?

Relatives may not be allowed to work in the same department for example Managers are not allowed to manage a relative. Relatives must go through the same recruitment and selection process as any other applicant.

A relative includes:

- Any close relative (e.g. parent/step parent, grandparent, aunt, uncle, brother, sister, niece, nephew etc.)
- Any distant relative (e.g. half cousin)
- Any person related to you through marriage (e.g. son-in-law or step daughter)

The Company reserves the right to refuse the employment of a relative if this may compromise the business operation.

GIFTS FROM CUSTOMERS OR SUPPLIERS

Monsoon has a reputation for honesty and integrity in its business dealings and that is a reputation the Board is determined to maintain. Very modest gifts of nominal value from customers and suppliers may be an innocent thank you, but there is also the potential for gifts, particularly larger or lavish ones or small, regularly repeated ones, to be or be seen as bribes: given in return for some kind of favour or benefit. The UK Bribery Act 2010 makes it a criminal offence not only to offer, promise or give a bribe, but also to request, agree, receive or accept one. Therefore employees who

receive bribes are themselves committing a criminal offence and the Company may also be criminally liable, even if senior management are unaware of the facts. Therefore we take a very conservative line when it comes to the giving or receiving of gifts.

What should I do if I receive a gift?

In general, we do not believe it aids a healthy business relationship to receive gifts from suppliers or customers or to give out gifts. If you receive a gift, please speak to your Manager who will advise you about what to do. In some circumstances it may well be necessary to return gifts, particularly if there is any inference of an improper motive behind the gift, or in the Company's view, it is disproportionate. Likewise if you feel it is necessary to make a modest gift, for example a token at Christmas, this should be discussed with your manager. The gift should be made in the Company's name, should be made openly and not made with the intention of influencing the recipient to obtain any kind of business advantage either for the employee or the Company.

The Company regards this area as so important that it has developed a separate anti-bribery policy with the backing of the Board, a copy of which is mandatory reading and which can be found on the intranet.

Any breach of this policy or the anti-bribery policy may well be considered to amount to gross misconduct and may result in the summary termination of your employment.

OTHER EMPLOYMENT

Unless otherwise agreed with the Company in writing, you are required to devote the whole of your working time to your duties for the Company.

Involvement in any other employment or business outside of your normal working time, requires the consent of your Manager. Consent will not normally be given if the work adversely affects your work performance, or conflicts with the Company's interests, reputation or credibility.

If in the Company's reasonable view, work outside of the Company detracts you from your work with us, we reserve the right to require you to desist from that external work.

Whilst employed by the Company, you must never knowingly compete with Monsoon Accessorize. This would include working for our competitors, soliciting employees to leave the Company, or exclusive suppliers to stop supplying the Company and disclosing confidential information to a competitor. A breach of this rule will be considered gross misconduct and will result in disciplinary action being taken against you.

EXPENSES

You are entitled to claim certain expenses properly incurred-on the business of the Company. You must agree any anticipated expenses with your Manager before expenditure is incurred.

For full details on allowances and the claims process, please refer to the Company Expenses Policy in the HR section on the intranet.

DATA PROTECTION / GDPR

What is data protection?

The Data Protection Act 1998 protects privacy by regulating the processing of personal data held on computers and paper-based files that are structured in a particular way.

We hold and process a variety of different types of data about you. More detail appears in your individual Terms and Conditions of Employment and in the Company's Data Protection policy in the HR section of the intranet.

What happens to this information?

The type of data we hold includes sensitive personal data about your health, your nationality, ethnic origin and criminal sanctions if DBR checks are conducted on you as part of the recruitment process. We need to process and transfer this and other data about you for staff administration purposes to comply with certain procedures, laws and regulations and for various other reasons, such as carrying out performance reviews, maintaining staff records, carrying out internal company investigations and procedures and staff planning purposes. This processing of data includes transferring data to third parties such as our payroll and benefits providers.

How can I be sure this information is secure?

The Company and all company and third-party employees who process personal and sensitive personal data in the context of the Company's business must take adequate procedures to ensure the confidentiality and the security of the data. These measures are important as part of the Company's duty to comply with the Data Protection Act 1998 and to protect the Company and its employees from prosecution for breach of the Act and to prevent the wrongful disclosure of the personal data of present, former or potential employees and customers or suppliers of-the Company.

Can I see the information you hold about me? How do I go about this?

You have the right to make a subject access request and to receive copies of the data the company holds about you. We would ask that such requests are kept proportionate and that you focus your requests in a way designed to reveal relevant data and to avoid time being wasted on unnecessary searches. Ask your Manager or the HR department who will be able to help you. The Company would normally have 40 days to respond to a subject access request and is entitled to charge a small administration fee.

All data will be treated with the utmost confidentiality and security measures to protect the data will be taken at all times.

SAMPLES

The Company purchases and receives samples for use within the business. All samples must remain within the business and may not be converted for personal use unless purchased in an official sample sale. Sample sale purchases must not be sold on to third parties. For more detail on Sample Sales, please see the Sample Sale policy on the intranet.

USE OF TELEPHONES, COMPUTERS, E-MAIL & THE INTERNET

The following sets out the Company's position with regard to the use of telephones, computers, e-mail and the internet.

Failure to comply with this may result in disciplinary proceedings being taken against you, and in appropriate cases may result in dismissal or even summary dismissal.

Monitoring of communications

All communications, whether by telephone, email, fax, or any other means, which are transmitted, undertaken or received using company equipment, or on company premises, will be treated by the Company as work related and are subject to occasional interception, recording and monitoring without further notice. This includes your accessing the internet and social media sites using company issued equipment. You should not regard any such communications or use as private.

Interception, recording and monitoring of communications is intended to protect the Company's business interests, for example but without limitation, for the purposes of quality control, security of communication and IT systems, record-keeping and evidential requirements, detection and prevention of criminal activity or misconduct and to assist the Company to comply with relevant legal requirements. Monitoring may also be required if you are absent from work, or after you have left the Company's employment, so that your work can be properly attended to. Such interception, recording and monitoring will not be undertaken for prurient interest. Intercepted communications may be used as evidence in disciplinary or legal proceedings, including in any such action against you. By transmitting, undertaking or receiving communications using Company property or on Company premises you consent to the above terms.

Personal telephone calls

The Company telephone system is intended for business use only. Incoming private telephone calls are therefore prohibited unless they are urgent.

If you need to make a personal call during work time, ask your Manager if you can make the call. Your Manager will allow you to use the company telephone in an emergency or for another serious reason.

Can I use my mobile phone when at work?

The use of mobile phones on work premises for personal reasons should be kept to a minimum and mobile phones must be on silent mode to avoid disrupting work processes and your colleagues.

COMPUTERS

No computer programme may be copied and no unauthorised software may be used on any company computer.

You should change your password regularly to ensure your system and work is protected. You should also take the utmost care not to introduce or transmit computer viruses within the business. If you need to download programmes or material from the internet, in connection with your duties, you should consult a member of the IT team to ensure that it is done safely.

What should I do if a third party asks for access to our systems?

You must contact the IT Helpdesk for further advice and authorisation.

SOCIAL NETWORKING SITES, E-MAIL AND THE INTERNET

The Company's computer systems are intended for business use only. All employees are expected to use the Internet in a responsible manner and only in the proper course of their duties.

Social networking sites and e-mail are often seen as an informal means of communication but they are not; any information you publish could be misinterpreted. Think carefully before publishing any information.

Please note that even if you are accessing social media sites outside of work hours and using your own computer equipment, you are expected to abide by the following rules and you may be subject to disciplinary proceedings up to and including dismissal if you do not:

- You should avoid any public criticism of the Company or its officers, employees and investors. If you have concerns about matters going on at work, we have policies and procedures in place for bringing grievances or dealing with whistleblowing concerns. Social media sites are not the right forum.
- You should not suggest or imply that your tweets, blogs, or posts represent the Company's view. It should always be clear that you are expressing a personal opinion.
- On no account disclose or make use of the Company's confidential information or confidential information of any third party.
- Act responsibly: If in doubt, ask yourself if you would share the

content directly with a work colleague, superior or associate, or if you would be professionally embarrassed if someone drew any posting, blog or comment you had made to the attention of senior management. If you would feel embarrassed, it is a strong signal that the posting, blog or comment is inappropriate.

- Treat others with respect. Comply with applicable laws. Do not defame third parties.

If you come across posts, blogs, tweets or other content which is negative about the Company, please report this to your Manager.

Social networking sites and e-mail are not confidential. They are subject to legal disclosure and even deleted messages can be retrieved. You should not disclose any sensitive or confidential information, particularly information relating to the company or its employees, customers and suppliers.

You should be aware that evidence of serious misuse of Internet systems may result in disciplinary action up to and including dismissal.

What is classed as unacceptable use of e-mail?

Unacceptable use includes (this list is not exhaustive):

- Sending offensive, harassing, obscene or threatening material;
- this includes jokes at a colleague's expense
- Creating and exchanging advertisements, solicitations, chain letters and other unsolicited e-mail
- Creating or exchanging information which breaches any copyright laws
- Forwarding confidential messages, proprietary information, trade secrets or other sensitive information
- Subscribing to any Internet based mailing lists without authorization
- Participating in Internet chat rooms
- Downloading or forwarding any software e.g. games, screen savers etc. without authorization
- Sending video clips or executable files (e.g. games) as attachments

What should I do if I receive an inappropriate e-mail?

You should inform your Manager immediately.

BUSINESS MOBILE PHONES

If the Company for business purposes has provided you with a mobile phone, you may use this for limited personal calls.

However you must reimburse the Company for all personal calls made on a company paid mobile phone.

For further information please refer to the Company Property Policy on the intranet.

COMPANY PROPERTY

We expect you to take care of any company property issued to you as if it were your own. Company property includes:

- Staff discount card, keys, training materials, badges, security pass, mobile phones, laptop, iPad, company car.

This is not an exhaustive list.

You may only remove company property from the Company's premises where you are working, with the written permission of the person to whom you report. Breach of this provision is a serious disciplinary offence, which may result in termination of employment and where there appears to be a dishonest motive, may result in summary termination for gross misconduct.

The Company reserves the right to carry out searches. Please also refer to your statement of Terms and Conditions of Employment, which sets out provisions relating to searches for company property, which the Company may carry out from time to time. For further information, please refer to the Company Property Policy on the intranet.

LEAVING THE COMPANY

If you decide to leave Monsoon Accessorize, please inform your Manager in writing as soon as possible.

How much notice do I need to give and how much notice must the Company give me?

You are entitled to give, and receive, notice according to your length-of service and as stated in your Terms and Conditions of Employment or Offer Letter.

Holiday Pay on Leaving

If you leave us, your holiday entitlement will be recalculated at your leaving date, taking in to account the amount of holiday remaining. If you have taken less than your entitlement, the balance remaining will be paid to you in your final pay.

If you have taken more than your entitlement, the balance will be deducted from your final pay.

Garden Leave

There are a few points you should be aware of which could arise, depending on your position or location.

Once either party has given notice, the Company reserves the right at its absolute discretion not to provide you with work and to exclude you from your workplace or any other premises of or operated by the Company. Alternatively, you may also be asked to carry out duties that are different from your normal duties.-During such period, known as "garden leave," the Company will continue to pay your salary and provide your contractual benefits, but you will not be eligible for bonus or incentive payments. You must not contact the Company's suppliers, employees or customers unless instructed to do so by your Manager. During this period, even if you are required to stop carrying out your normal duties, your implied obligations or loyalty and good faith continue to apply and you may not undertake work for any third party, or trade on your own account without your Manager's written permission.

Pay In Lieu of Notice

The Company also reserves the right at its absolute discretion to pay your basic salary in lieu of notice, less normal payroll deductions.

What should I do with any Company property in my possession?

When you leave the Company, any company property which you have in your possession must be returned to the Company on or before your last day in the business. This includes your staff discount card, keys/passes where applicable—and any equipment, computer hardware or software and all documents and records relating the Company's business. No copies of any of this property may be retained by you.

Will the Company provide a reference after I have left?

Generally we will be pleased to provide your future potential employer with a statement confirming your position, place of work and dates of employment. We do not provide character or performance references for individuals. Any requests for a reference should be referred to the HR department. The Company retains a discretion whether or not to provide a reference.

Are there any other restrictions I need to be aware of?

Your Terms and Conditions of employment contain restrictions on the use and disclosure of the Company's confidential information and for a period of six months from your termination of employment, however this is caused, you may not approach in any way, another Monsoon Accessorize employee with a view to inducing or persuading that person to leave Monsoon Accessorize's employment. Please refer to your Terms and Conditions to see if you are subject to any other post termination restrictions.

SECTION 3 – OUR ABSENCE POLICIES

ILLNESS OR UNPLANNED ABSENCE FROM WORK

There may be occasions when you will be unable to attend work due to illness. In such circumstances there is a procedure we need you to follow. This ensures we record your absence correctly and that, if applicable, you qualify for sickness benefit.

Full details can be found in the Attendance Management Policy, in the HR section of the Company Intranet. The following is a summary of some of the main points.

If I am ill or unable to attend work for any other reason, who do I contact?

You must personally telephone your Manager before 9.00 a.m. or one hour before your start time if this is before 9.00 a.m. In their absence, speak to another senior member of your management team.

You may ask someone else to contact your Manager on your behalf only in cases where, due to a medical condition or an emergency, you cannot telephone your Manager personally. You will be expected to follow this up with a personal phone call to your Manager as soon as you are able.

Please note that a text message or email is unacceptable and absence notified in such a way may be viewed as unauthorised absence and could be subject to disciplinary action being taken.

What information will I need to give when I telephone my Manager?

You will be required to provide the following information:

- The nature of your illness or the reason for your absence
- How long you think you will be absent from work
- Whether or not you are seeking medical attention
- When you will telephone next; this will be daily unless you agree otherwise with your Manager.

What else do I need to be aware of?

In the case of prolonged illness, you are expected to maintain regular contact with your Manager.

Also, the Company reserves the right to maintain reasonable contact with you at home to check on your wellbeing and to keep up to date on when you expect return to work.

Failure to follow these procedures will be dealt with under the Company’s disciplinary procedure.

Do I get paid when I am off sick?

When you have completed six months service you may qualify for Company sick pay, which is a discretionary payment. Company Sick Pay will only be paid when the Company Absence Reporting Procedure has been complied with.

The following schedule details the maximum Company Sick Pay the Company would normally pay, having regard to your length of service.

Your length of service	The maximum company sick pay you are eligible for in any rolling period of 12 months
Less than six months	None
6 months but less than 1 year	1 week
1 year but less than 3 years	2 weeks
3 years plus	3 weeks

Do I need a medical certificate if I am off sick for seven days or less?

Not usually. When you return to work, you must complete an Absence Declaration. The Company may however occasionally required a medical certificate/Fit for Work note to substantiate absence of less than seven days, but in such cases, will reimburse any fee payable to the doctor.

The Absence Declaration is found at the end of the Return to Work Conversation Form, available in the HR section of the Company Intranet. Your Manager will be using this form during their conversation with you upon your return to work.

If I am off sick for more than seven consecutive calendar days (i.e. one week), do I need to provide a medical certificate?

Yes. A medical certificate/Fit for Work note from your doctor is required. This applies to all employees regardless of their contracted hours.

This must be dated to cover you from the eighth day of absence. A new certificate/Fit for Work note must be supplied on or before the date the previous one expires.

In other circumstances, the Company reserves the right to request a medical certificate/Fit for Work note for an absence of less than seven days. In this instance the Company will reimburse any fee payable to the doctor.

When will the Company need me to provide further medical information or have a medical examination?

Sometimes illness may result in a longer period of absence from work. In such circumstances, (e.g. you are off sick for four weeks or longer, or you have a history of persistent absence), we reserve the right to:

- Request that you provide a full report from your doctor regarding your capability to work
- Have you examined by a an independent occupational medical consultant appointed by and paid for by the Company

This information will be treated confidentially as far as reasonably practicable and will allow the Company to reach a fair decision about your employment.

What happens if I am sick on or before a public holiday?

If you are ill the day before, the day after or on a public holiday, you will not be paid unless a medical certificate from your doctor is provided.

What do I do if I have a doctor, dentist or optician appointment?

Routine appointments should be made outside your working hours. Exceptions to this must be agreed with your Manager and arranged as near as possible to your start or finish time. You will be asked to provide proof of the appointment and the Company reserves the right to ask you to make up any time taken.

MATERNITY LEAVE

What should I do when I know I am pregnant?

Once your pregnancy has been confirmed please inform your Manager.

Your Manager will arrange an informal meeting with you to discuss how you can best be supported during your pregnancy, make plans for your maternity leave and answer any queries you may have.

They will also conduct a New and Expectant Mother's Risk Assessment with you to ensure that you are working in a safe environment whilst you are pregnant. The New and Expectant Mother's Risk Assessment can be found in the HR section of the Company Intranet.

What are my maternity rights and entitlements?

Legislation has provided certain rights for a woman in employment who is expecting a baby.

There are four important rights, subject to various conditions:

- Time off for ante natal care
- Maternity leave
- Maternity pay
- The facility to return to work after maternity leave

The Maternity section on the Company Intranet sets out the key activities you must complete in order to qualify for and benefit from the entitlements that may be available to you, including paid time off for antenatal appointments and maternity pay.

SHARED PARENTAL LEAVE

You may also qualify for Shared Parental Leave, which allows the mother to step out of the Maternity Leave regime and instead share her leave with her partner. Please refer to the Company's Shared Parental Leave policy in the HR section of the Company Intranet for further details.

PATERNITY LEAVE

How do I qualify for Paternity Leave?

If you have completed twenty-six weeks service with the Company at the fifteenth week before your baby is due, you may be entitled to a period of two weeks "ordinary" paid paternity leave. You can choose to take one or two consecutive weeks of leave but not odd days or two non-consecutive weeks. For more details, please refer to the Company's Paternity Leave policy in the HR section of the Company Intranet.

ADOPTION LEAVE

What is adoption leave?

If you are adopting a child or children, you may be eligible for adoption leave and pay.

Once you have been notified of being matched with a child, please inform your Manager and refer to the Company's Adoptions Leave policy in the HR section of the Company Intranet, which details the key activities you must complete and the benefits you may be entitled to.

How do I qualify for Adoption Leave?

Further details of entitlements can be found in the Adoption Leave Policy in the HR section of the Company Intranet. You must have worked with the Company for at least twenty-six weeks ending with the week in which you are notified of a match by an approved agency to qualify for Statutory Adoption pay.

PARENTAL LEAVE

What is Parental Leave and how do I qualify?

Individuals with a minimum of one year's continuous service may apply for up to eighteen weeks unpaid Parental Leave to take care of their child or adopted child, subject to fulfilling certain criteria.

Parental Leave may be taken in blocks of one week up to (and no more than) 4 weeks in any given year, although parents of disabled children may take leave in single days.

Applications for unpaid Parental Leave must be made as far in advance as possible and this leave must be authorised before it is taken.

Further details of entitlements can be found in the Parental Leave Policy in the HR section of the Company Intranet.

DOMESTIC EMERGENCIES

In cases of family illness or emergency, we recognise that you may need to request time off at short notice to make arrangements for the care of a dependent. This is called Dependent's Leave.

Should such a situation arise, contact your Manager as soon as is reasonably practicable, to arrange reasonable time off work. This time off will be unpaid, however you may be able to book holiday for this purpose.

It is important to appreciate that this leave is intended for very short periods, typically one or two days, to deal with the immediate emergency. If for example a child falls ill, time off would be given to deal with the immediate care of the child, visit the doctor and made arrangements for someone to look after the child. Employees would not be entitled to two weeks off work to look after the child themselves.

COMPASSIONATE LEAVE

In the unfortunate situation when you need to take time off to deal with bereavement of an immediate family member Compassionate Leave will be granted. For the purposes of this policy 'immediate family member' means parents (including step parents), grandparents, siblings, spouse/partner and children (including step children and adopted children).

How much time off am I entitled to?

Each situation will be considered on an individual basis (e.g. geographic location or closeness of the relationship) however the normal amount of leave granted is one week's paid leave.

Parents who suffer the devastating loss of a child will be entitled to 2 weeks Parental Bereavement leave.

Compassionate Leave of a longer period must be authorised by your Divisional Director.

What will happen if I need to go to a funeral of a relative who is not included in the definition of immediate family?

Paid leave may be granted at the discretion of your Manager.

What if I need to attend the funeral of a friend?

Unpaid time off may be authorised at the discretion of your Manager.

JURY SERVICE

What should I do if I get called up for jury service?

You must notify your Manager as soon as possible after receiving the summons.

How will I be compensated for any loss of earnings?

You should advise the court that you wish to claim compensation for loss of earnings. The court will issue you with an Earnings Statement Form. Head Office employees must give this to the Reward team in the HR department.

You will then receive full basic pay for your jury service. Any monies received from the court will be deducted from your pay on submission of the court invoice to Zellis, our payroll management company.

What can I do if the dates I am required to be out of the business may cause problems in my department?

Where your jury service is going to cause significant problems, the Company will help you to appeal to the court for a deferment of dates, in order to meet the needs of the business.

What should I do if the court is adjourned?

You must return to work on those days.

COURT ATTENDANCE

What should I do if I get called up to attend court as a witness?

You must notify your Manager as soon as possible after receiving the summons.

How will I be compensated for any loss of earnings?

If you are involved in a court or tribunal case not involving the Company, you should speak to your Manager who may agree a period of unpaid time off work to enable you to attend or, depending on the circumstances, you may be permitted to take the time off as paid holiday.

If you are attending court to support a company related case, you will be paid your normal basic salary and this will not count towards annual leave.

If in either of the above cases your attendance in court conflicts with important work commitments e.g. Christmas trade or Sale, you will use your best endeavors to contact the lawyers involved and or the court, to try and schedule your appearance as a witness at a time convenient to the Company.

RELIGIOUS FESTIVALS

We recognise that you may require additional time off for religious festivals that fall outside of public holidays. In these situations, your annual holiday entitlement should be used. Where this is not possible, unpaid leave may be considered in the Company's absolute discretion and having regard to the needs of the business at the time.

Any such leave requests must be agreed with your Manager as far in advance as possible.

PUBLIC SERVICE

The Company will respect reasonable requests for unpaid time off to undertake voluntary public duties for example local authority council member, magistrate or school governor etc.

WEDDING/CIVIL PARTNERSHIP LEAVE

All individuals qualify for an additional one day's paid leave the week before their wedding or civil partnership ceremony.

SABBATICAL LEAVE

We want to recognise the loyalty of our long serving employees and support their requests to take sabbatical leave.

If you have five years' service or more, you are entitled to take up to thirteen weeks unpaid sabbatical leave. This leave must be requested a minimum of three months in advance and must be authorised by your Divisional Director.

RESERVE FORCES

Individuals who are members of the Reserve Forces are entitled to a period of two weeks special leave per year to attend courses. Individuals must make their request in writing and provide documentary evidence to support their required attendance.

Acting as a representative

When an employee is elected to act as a representative on behalf of the Company e.g. as an elected employee representative or as a companion for a colleague e.g. in a disciplinary or grievance hearing, paid time off is permitted to carry out these duties.

FERTILITY TREATMENT

Employees wishing to take time off to attend fertility treatment appointments should use their holiday entitlement.

ELECTIVE SURGERY

Elective surgery is surgery not considered to be medically necessary e.g. cosmetic surgery, laser eye treatment or vasectomies. Employees wishing to undergo such treatment should use their holiday entitlement. Any additional unpaid leave is at the discretion of the Manager and will be subject to the needs of the business.

STUDY LEAVE & TIME OFF FOR EXAMS

Paid time off to sit exams will only be permitted where the qualification is considered relevant to the employee's job or part of a company approved further education programme.

Please refer to the Professional Qualifications and Fees Policy in the HR section of the Company Intranet, for further information.

MANAGING PRESSURE

We believe that you will work best when working at a level you feel comfortable with.

Should you be suffering from stress for personal or work-related reasons, you are encouraged to make your Manager aware of these circumstances, so that they can provide the appropriate level of support and assistance.

OTHER UNPAID ABSENCE

Should you need to take some unpaid time off work for reasons other than those identified in the handbook, this unpaid leave will only be authorised in exceptional circumstances and must be approved by your Divisional Director.

UNAUTHORISED ABSENCE

Any unauthorised absence will be dealt with under the Company's Disciplinary procedure. This means you may be liable to disciplinary action up to and including dismissal.

Examples of unauthorised absence include:

- Any absence where the reporting procedures for sickness absence have not been adhered to
- A period of absence taken which has not been authorised by your Manager
- Lateness
- Leaving early without permission

This list is not exhaustive.

SECTION 4 – OUR POLICIES ON THE WAY WE WORK

CAPABILITY PROCEDURE

The capability procedure is normally invoked when an individual is incapable of performing their duties or fails to perform to a satisfactory standard due to physical or mental illness. In other cases of poor performance or misconduct, the Company would normally invoke the Disciplinary procedure. Details of the company's Capability and Disciplinary procedures are available on the Company Intranet, or from the HR department.

FLEXIBLE WORKING

The Company welcomes all flexible working requests from individuals who meet the eligibility criteria and will consider any request for a permanent alteration to your contract.

The Company is not obliged to accept your request but will give all proposals serious consideration and will follow any procedure required by law.

If you have been employed continuously for at least twenty-six weeks and have not made a request under the relevant regulations, to work flexibly in the past 12 months, you can make a flexible working request. Please speak to HR before making a request to work flexibly, as the request needs to include specific information.

You may only apply for flexible working once in a twelve month period and if a change is agreed, it will mean a permanent change to the employee's terms and conditions of employment unless you and the Company agree to try out a changed pattern on a trial basis. In that case, if the trial is not successful from either party's point of view, you will continue on your old working pattern. If the trial is successful, then the changed working pattern would become permanent on the satisfactory completion of the trial. If you wish to apply, then please discuss this in the first instance with your Manager.

For more information, please refer to the Flexible Working Policy in the HR section on the Company Intranet.

BUSINESS MOBILE PHONES

If the Company for business purposes has provided you with a mobile phone, you may use this for limited personal calls.

However you must reimburse the Company for all personal calls made on a company paid mobile phone.

For further information please refer to the Company Property Policy on the Company Intranet.

USE OF COMPANY CARS

If you are eligible for a company car on the basis of the job you carry out, you will be notified separately, and details of the Company's Car Policy can be found in the HR section of the Company Intranet. Further details may also appear in your Statement of Terms and Conditions of Employment, if you are provided with a company car.

USE OF PRIVATE CARS

If you have to use your own car on company business, your expenses will be reimbursed at the appropriate mileage rate as detailed in the Business Travel & Expenses Policy which is available on the Company Intranet.

Prior to travelling, you must ensure that your vehicle is adequately insured (including for use on business), maintained, and fit for purpose. Evidence of this should be provided when requested by the Company.

The Company cannot accept liability for damage to the car, injury to third parties or any other claims that might be made as a result of the inadequacy of your car insurance cover.

Individuals must not drive a vehicle on company business in an unfit state due to the influence of drugs, alcohol or substance abuse. Driving a vehicle for company business whilst under the influence of drugs, alcohol or substance abuse is considered to be an act of gross misconduct.

Further information on this subject can be found in the Company Car Policy in the HR section on the Company Intranet.

USE OF A MOBILE PHONE WHILST DRIVING

On no account may you use a handheld mobile device whilst driving on the business of the Company. This is a criminal offence.

We do not endorse the use of mobile phones whilst driving even if you are using a hands-free kit. The phone can be distracting and you can lose concentration thereby putting yourself and other road-users at risk. It is better to pull over in a safe spot and then to use the phone.

Further information on this subject can be found in the Company Car policy in the HR section of the Company Intranet..

EQUAL OPPORTUNITIES & DISCRIMINATION

We are an equal opportunities employer and committed to the principle of equal opportunity and diversity at work.

It is Company policy that no employee should receive less favourable treatment on the grounds of or related to their sex, race, colour, nationality or ethnic origin, religion or belief, pregnancy, gender reassignment, sexual orientation, disability, marital or civil partnership status, trade union membership, age, political affiliation or on the basis of being an ex-offender with a spent sentence. Less favourable treatment would include failing to promote them, denying them access to training opportunities, giving them lower grade work and/or terminating their employment on these grounds. It is likewise contrary to Company policy for anyone to be treated less favourably because they associate with someone in one of these protected groups, or because they are wrongly believed to be a member of such a group.

All employees must follow our equal opportunities policy and practices, further details of which are available on the Company Intranet.

Any complaint of such discrimination will be treated with the utmost seriousness and will be the subject of a full investigation.

Failure to observe Company policy and practice will result in disciplinary action being taken.

All our employment policies and practices are designed and intended to be fair and equitable to build a culture that values openness, fairness and transparency. Everyone has equal access to promotion, training and development opportunities.

We aim to ensure that as a company, we have access to the widest labour market and secure the best individuals for our needs, whatever their background.

Wherever possible we aim to fill vacancies internally either by transfer or promotion. However sometimes it is necessary to recruit externally to bring in specialist skills or experience. All vacancies will normally be advertised.

You are required to familiarise yourself with the Company's detailed equal opportunities policies, which appear on the Company Intranet and which provide further guidance on this most important topic. Breaches of the detailed policies may well result in disciplinary action up to and including summary termination of employment.

BULLYING & WORKPLACE HARASSMENT

Bullying and harassment is defined as behaviour that is unwelcome and which has the purpose or effect of violating the victim's dignity, or creating a threatening, humiliating or offensive environment.

Sometimes it may be based on discriminatory factors i.e. the conduct is based on the victim's sex, sexual orientation, age, race, religion, the fact they are disabled etc. but sometimes it may have nothing to do with these factors.

It should be remembered that behaviour that appears to be harmless fun to one individual might be offensive to another, even at events such as team Christmas parties or other such work-related events. In determining whether the behaviour is offensive or not, in large measure the issue is whether the recipient of the conduct finds it offensive or threatening. Therefore, if you are in any doubt as to whether or not the conduct is unwanted or unwelcome, refrain from that conduct immediately.

Bullying and harassing behaviour can manifest itself in many ways ranging from threats of violence to more subtle methods of creating discomfort such as offensive jokes or literature, belittling or dressing down an employee in public, ganging up on someone and repeated comments or other conduct affecting a person's dignity.

Sexual harassment may include unwelcome physical contact such as deliberately touching, patting or pinching another employee, making sexually suggestive remarks or advances, or sexually based remarks based on someone's appearance, pestering someone for dates, or displaying pornographic or sexually suggestive images.

It is important to remember that someone can complain of harassment not only by having offensive behaviour targeted at them but also by being exposed to offensive behaviour directed at another employee.

Also, bear in mind that, as in the case of discrimination, it is possible to harass someone on grounds of sex, race, age, sexual orientation etc. where you direct discriminatory conduct towards them in the mistaken belief that they are gay, disabled or otherwise part of the group you are targeting, or because they associate with someone in the group you are targeting.

If you feel you are being treated in a way that you find unacceptable, please contact your Manager or the HR department without delay. We will investigate every incident promptly and in the strictest confidence.

You are required to familiarise yourself with the Company's detailed workplace harassment policy which appears on the Company Intranet and which provides further guidance on this most important topic. Breaches of the detailed policy may well result in disciplinary action up to and including summary termination of employment.

GRIEVANCE PROCEDURE

Why do we have a grievance procedure?

It is in everyone's interest that we have the means to raise any issues or problems affecting us at work in an atmosphere of mutual trust and confidence.

The purpose of our grievance procedure is to provide you with a forum and process to raise and address any issues or problems you may be experiencing at work.

If the nature of your complaint is such that you do not wish to discuss it with your manager or if it in some way involves your manager, please contact the HR department in the first instance.

It is our hope that most workplace issues can be resolved quickly, fairly and informally by your Manager. This is the purpose of stage 1 of our grievance procedure below. If, however the manager cannot resolve your concerns informally, you have the opportunity to raise them at a more senior level.

How does it work?

There are three stages to the process. If you want to ask for guidance and advice regarding your situation, you can contact the HR department.

What should I do at Stage 1?

- Raise the issue informally with your Manager or, if the matter concerns your manager, to the person to whom your manager reports. You do not have to do this in writing. The idea is to see if it can be resolved without formal process.
- If a solution is not found, move to the second stage.

What should I do at Stage 2?

- Raise the issue in writing to the next level of management. The grievance letter should set out the grievance and the basis for it including all the facts and copies of any supporting documentation
- The Manager handling the grievance will then invite you to attend a meeting within fourteen working days wherever possible, in order to hear your grievance and attempt to resolve the issue. A letter confirming the outcome of the meeting will be sent to you once all investigations into the matter are complete.
- If the matter is not resolved to your satisfaction, move on to the third stage - the appeal.

What should I do at Stage 3?

- Raise the issue in writing with the HR Department, stating your detailed grounds for appeal. The HR Department will appoint a more senior manager to hear the appeal unless a more senior manager

has already been identified to you in the grievance outcome letter. That more senior manager will write to invite you to attend a grievance appeal hearing, usually within fourteen working days. Your appeal must be made within seven days of the first manager's decision being communicated to you at stage 2.

- The appeal is the final level of the grievance procedure and as such, the decision reached at this stage will be considered final.

Can I be accompanied at a grievance hearing?

Yes. You have the right to be accompanied by a co-worker of Monsoon Accessorize or a certified trade union representative or union official at any grievance hearing.

However even if you are accompanied, you will be expected to speak for yourself in response to questions put to you.

What should I do if I become involved in a grievance investigation?

All employees are required to co-operate with management investigations relating to grievances. All investigations will be conducted in line with company procedures.

You must give a full and honest account of matters within your knowledge when investigations are in progress.

Is it ok for me to accompany a co-worker to their grievance hearing?

If you are asked by a co-worker to be a companion at a grievance hearing we are happy for you to agree. You are helping us make sure that matters are dealt with fairly and we appreciate your assistance.

Your role will be to help your co-worker present their argument as well as possible.

You will be free to make notes and to participate in discussions where you have relevant input, but your co-worker must speak for themselves in response to questions put directly to them.

Will be I paid if this hearing takes place outside of working hours?

Yes.

Confidentiality

To help ensure the issue is resolved, grievance matters must be kept as confidential as possible.

They should only be discussed between the co-workers or trade union representative and the managers conducting the grievance meetings. If, however the grievance procedure results in evidence of misconduct becoming available to the Company, the Company may make use of that evidence in future disciplinary proceedings and it may be necessary to disclose details of internal grievance processes in any related court or tribunal proceedings.

If you are unclear or uncertain about any part of this process, please discuss this with your manager or the person investigating the grievance.

DISCIPLINARY PROCEDURE***Why do we have a disciplinary procedure?***

Most employees will never experience our disciplinary policy and procedures. However, it is important that we have a clear policy and procedure so that we can maintain our standards of conduct and levels of performance at work in a fair, clear, effective and consistent manner.

The disciplinary procedure applies to all employees.

How does it work?

- No disciplinary action will be taken unless the matter has been fairly and objectively investigated. This may involve taking statements and interviewing those potentially involved. Please note however that in cases set out later in this policy where the Company decides to suspend employees pending the outcome of a disciplinary

investigation or disciplinary proceedings, such a suspension is not considered disciplinary action.

- You will be given reasonable written notice to attend a formal disciplinary hearing, which will be held by an appropriate Manager not involved in the investigation.
- You will be provided with details of the allegations, including copies of relevant documentary evidence on which the Company is relying on, and you will be given a reasonable opportunity to review this information before the hearing.
- You will have the opportunity to fully state your case including any mitigating circumstances before a decision is made in a disciplinary hearing
- At all stages following the investigation you have the right to be accompanied by a co-worker of Monsoon Accessorize or a certified trade union representative or union official.
- The level of disciplinary action taken, if any, will depend on the circumstances and the seriousness of the matter.
- You have the right to appeal against the decision made
- Unless the misconduct is serious, you will not usually be dismissed for a first breach of discipline. If you have committed gross misconduct, any dismissal would normally be without notice or payment in lieu of notice.
- Following your attendance at a disciplinary hearing, you will receive written confirmation of the outcome within seven days.
- Whilst you have a live warning, you will not be considered for a salary review or bonus payment.

What should I do if I become involved in a company investigation?

All employees are required to co-operate with management investigations.

It is perfectly reasonable for the Company not to give you any prior notice at the start of an investigation.

You must give a full and honest account of matters within your knowledge when investigations are in progress.

Will I be suspended during the investigation?

Where the alleged misconduct is viewed as serious, or in order to aid the investigation, or where there is a risk of witnesses being intimidated, we

may decide to suspend you from work. In this instance you would be suspended on full basic pay, which is based on your contracted hours.

Whatever the reason for the suspension it is not considered to be a punishment, disciplinary sanction, or an assumption of guilt. It is primarily an aid to the investigation.

In certain circumstances e.g. an admission of gross misconduct, suspension without pay can be imposed prior to a disciplinary hearing.

The Company will make every effort to restrict any suspension to a reasonable period.

Can I be accompanied at a disciplinary hearing?

At all disciplinary meetings held as part of the formal disciplinary process, you may choose to be accompanied by a co-worker of Monsoon Accessorize or a certified trade union representative or union official. The right to be accompanied does not however apply to the meeting at which you are first informed of the allegations against you and that disciplinary proceedings are being implemented.

You should note that even if you are accompanied, you will be expected to speak for yourself and answer questions put to you.

Is it ok for me to accompany a co-worker to their disciplinary hearing?

If you are asked by a co-worker to be a companion at a disciplinary hearing we are happy for you to agree.

You are helping us make sure that matters are dealt with fairly and we appreciate your assistance in achieving that.

Your role will be to help your co-worker present their argument as well as possible. You will be free to make notes and to participate in discussions where you have relevant input, but your co-worker must speak for themselves in response to questions put to them.

Will be I paid if this hearing takes place outside of working hours?

Yes.

Confidentiality

Employees are expected to keep the details of disciplinary proceedings in which they are involved confidential. An employee who is the subject of disciplinary proceedings may of course discuss those proceedings with their union representative or accompanying person and members of senior management may need to discuss the matter between themselves, as well. If litigation ensues, details of any related disciplinary process is likely to be disclosed.

What type of action can be taken as an outcome of a disciplinary hearing?

The possible outcomes of a disciplinary hearing are:

- No disciplinary action to be taken; however an outcome may be that areas for improvement are identified and agreed
- Hearing adjourned for further investigation or consideration
- Disciplinary action taken in the form of a warning or dismissal. For details, see below.

What are the different stages of disciplinary action?

Stage 1: Verbal warning

- This is the first stage of the procedure and would normally be given for an isolated minor incidence of unacceptable conduct, work performance or attendance. A record of the verbal warning will be kept on your file for a period of six months, but subject to satisfactory performance will be disregarded after this time
- If there is a repetition of the unacceptable conduct or there is no satisfactory improvement then disciplinary action under the next stage of the procedure will be considered

Stage 2: Written warning

- If there is no improvement within a reasonable timescale, or there are other shortfalls in performance, conduct or attendance or there has been a further offence, in each case not considered serious enough to justify a final written warning or more serious penalty, a written warning will normally be given.

- A record of the written warning will be kept on your file for a period of twelve months, but subject to satisfactory improvement will be disregarded after this time.

Stage 3: Final written warning

- If an act of misconduct is sufficiently serious, or if there is still a failure to improve your work performance, conduct or attendance and you have an existing written warning, a final written warning will normally be given.
- A record of the final warning will be kept on your personal file for a period of twelve months, but subject to satisfactory improvement will be disregarded after this time.

Stage 4: Dismissal

- If your attendance, work performance or conduct is still unsatisfactory and you fail to reach the required standards, or if the offence or conduct, even if a first offence, is considered too serious to be dealt with by any kind of warning, dismissal will normally result.
- In certain circumstances it may be appropriate to consider demotion as an appropriate alternative sanction, but this would only be undertaken with the employee's consent.
- In certain circumstances it may be appropriate to consider a period of unpaid suspension up to a maximum of three weeks, in addition to an appropriate disciplinary warning, as an alternative sanction, but this would only be undertaken with the employee's consent.
- At the time of your dismissal you will be provided with written reasons for your dismissal, the date on which your employment terminates, as well as details of your right to appeal.

Are there exceptions to following these stages?

Not every breach of discipline will merit a warning under the terms of the disciplinary procedure; it might be more appropriate to counsel the individual to achieve the required improvement.

Equally, the Company reserves the right to omit stages and proceed directly to stage two, three or four, where it considers the conduct sufficiently serious.

What does gross misconduct mean?

Gross misconduct is an act of misconduct which is considered serious enough to result in summary dismissal. It is a form of dismissal where no notice or payment in lieu of notice is granted.

Detailed below are some examples of conduct that would be regarded as gross misconduct.

- Unauthorised absence from work
- Conviction of a criminal offence carrying a custodial sentence, other than a motoring offence
- Acts of dishonesty, including theft or fraud, deliberate falsification of records, offering, promising, giving, accepting or agreeing to accept bribes in connection with the performance of your duties.
- Deliberately obtaining a monetary advantage by deception
- Serious misconduct that brings the Company's name into disrepute
- Gross neglect of duties to an extent likely to cause loss to the Company or danger to other team members or the public
- Abuse to customers
- Deliberate disregard of safety precautions
- Failure to comply with rules imposed by health and safety legislation or any relevant act
- Bullying of an individual or group of employees
- Harassment of an individual or group of employees
- Discrimination against, or harassment of customers, staff or other third parties on the grounds outlined in the Equal Opportunities policy or the Bullying and Workplace Harassment policy.
- Abuse of authority
- Violent or abusive physical or verbal behavior
- Breach of staff discount procedure or misuse of the staff discount benefit
- Unauthorised entry into the Company's computer systems to access files, records or other data. This includes computer hacking, and going beyond your permitted access to seek out information about fellow employees or company plans, when not authorised to do so
- Drinking or supplying alcohol on Company premises unless with the express permission of the Divisional Director
- Being under the influence of, or supplying alcohol or drugs, other than those medically prescribed, whilst at work or at work sponsored events
- Possession, custody or control of illegal drugs on the Company's premises
- Insubordination/the deliberate refusal to carry out a Manager's lawful, and reasonable instructions.

- Willful or malicious acts resulting in damage to the Company's or any customer's property
- Serious breach of company expenses procedures
- Willful disregard of company rules
- Communication with the media on any company matter without proper authorization
- Giving information about a qualification and/or previous employment which is known to be false
- Sexual misconduct at work including sexual harassment
- Smoking on company premises.
- Abuse of company computer systems e.g. e-mail and including downloading of unauthorised, violent, terrorist, pornographic or other offensive material via the company Internet system.

This list is not exhaustive.

Can I be disciplined for conduct outside of work?

If your conduct outside work impacts negatively on your capacity or credibility in your role with us or would reflect badly on the Company i.e. be in breach of civil or criminal law, this may result in disciplinary action being taken up to and including summary dismissal.

How do I appeal if I am unhappy about a decision?

You have the right to appeal if you are dissatisfied with a decision or penalty imposed at any stage of the disciplinary procedure.

Your appeal should be made in writing to the employee detailed in the outcome letter, within seven days of the outcome being communicated to you, stating clearly the decision being appealed and your reasons for this.

HEALTH & SAFETY IN YOUR WORKPLACE

Your health & safety is of prime importance to us. We all have obligations under health & safety law and these affect the way we work together.

OUR POLICY

Monsoon Accessorize recognises and accepts its responsibilities to take all reasonably practicable steps to provide a safe and healthy workplace

environment for all employees, workers on contracts, students, visitors and members of the public who may be affected by our activities.

Where can I find out more information about this?

- On the Health & Safety Policy displayed on the notice board at your place of work
- Health & Safety Policy on the Company Intranet.
- Health & Safety risk assessments which can be found on the Company Intranet.
- Your Manager will communicate any relevant changes to you.

What are my responsibilities?

You are required by the Company and by law to act with reasonable care and attention for the health & safety of yourself, other workers and the general public.

You will be provided with the relevant health & safety training for your role and you are expected to work in accordance with the information received at this training.

You are responsible for familiarising yourself and complying with all health & safety rules and regulations, ensuring that at all times your personal conduct does not put yourself, your colleagues, other workers, visitors or members of the public who may be affected by our activities at risk. If you are not sure ask your Manager.

You must report any dangerous situation without delay to your Manager or a member of the management team.

You are required to notify your Manager if you are taking any medication, prescribed or otherwise that may affect your work or may prevent you from complying with this policy.

If you disregard health and safety procedures and/or interfere with any health & safety equipment, this may be regarded as gross misconduct. For example, operating machinery or equipment under the influence of drugs or alcohol at work.

ACCIDENTS AT WORK

We are obliged by law to keep a record showing details of all accidents, including near misses. You must report all accidents or incidents to your Manager or your first aider.

What should I do if there is an accident?

All accidents, however minor, sustained by you, other members of the Company, customers or visitors must be reported immediately and recorded on an Accident Report Form. In addition, the Manager responsible for your location must be notified as soon as possible.

If a visitor or customer is involved in an accident, without admitting liability, look after them as you would a colleague. If you are first aid trained, please administer the appropriate first aid.

FIRE & EMERGENCY

We all have responsibility for the security and safety of the premises. It is vital that you acquaint yourself with the fire and bomb procedures including the location of emergency exits, assembly points and the first aid kit for your department. Further information is also available from Fire Safety risk assessments on the Company Intranet.

Please report anything suspicious or unusual to your manager immediately. On no account should you tackle a fire on your own initiative unless you feel confident that you have received the appropriate training.

HOUSEKEEPING

All individuals are responsible for maintaining a high standard of housekeeping in their department and should ensure that all surfaces are free from rubbish and clear of obstruction. Please help us to achieve this by reporting any hazards or potential hazards to your Manager. For example, never leave rubbish or boxes etc. in fire escape routes.

FIRST AID

Your Manager will explain the first aid procedure to you and the whereabouts of the first aid boxes.

SMOKING

Smoking, the use of vapes and e-cigarettes, is not permitted on company premises and constitutes a disciplinary offence. It is also prohibited in the immediate vicinity including entrances, exits and in company vehicles. Individuals are only permitted to smoke in the designated smoking area outside the head office building. This also ensures that the Company presents a professional image at all times. Please speak to your Manager for further details on where the smoking area is located.

ALCOHOL, DRUGS & SOLVENTS

The Company's responsibility to provide a safe and healthy working environment for all individuals can be put at risk by those who misuse alcohol, drugs or solvents.

The Company will take the appropriate action to protect all individuals and the business against substance abuse and prohibits the use, sale, possession or supply of any drugs and/or alcohol on company premises, in company vehicles, or at company sponsored events whether or not during your normal working hours.

In exceptional circumstances the consumption of a modest amount of alcohol may be allowed on company premises with the express permission of your Divisional Director.

If you report for work under the influence of drugs, alcohol or solvents or you are found in the possession of alcohol or illegal drugs on company premises, you will be subject to disciplinary action up to and including summary dismissal.

At the same time, the Company is sympathetic towards and offers support for employees with a drug or alcohol dependency problem, who are genuinely committed to undergoing treatment and following treatment regimes.

Further details of the Company's policy is set out in its detailed Alcohol, Drugs and Solvent Abuse Policy located on the Company Intranet.

DISPLAY SCREEN EQUIPMENT

It is important that you never use faulty display screen equipment (DSE) and always report any safety defects to your Manager.

Always minimise the risks to yourself by taking regular breaks away from the screen, maintaining a safe and tidy workspace and ensuring that you position yourself correctly.

If your role requires you to spend considerable amounts of time using DSE your Manager will conduct a risk assessment, a copy of which can be found on the Company Intranet. You may also be entitled to an eye test which will be paid for by the Company.

If the test shows that you need glasses specifically for DSE work you may be eligible for an eye care voucher to contribute towards the cost of glasses.

MANUAL HANDLING & BACK CARE

If you are required to move loads as part of your role, it is important that you always take care to protect your back.

You should always:

- Work within your own capability and do not attempt to move or lift heavy weights on your own. Check the weight on the box first
- Get help if necessary
- Use mechanical aids where provided
- Be aware of your posture at all times
- Follow any instructions issued to you

COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)

If you are asked to use chemicals by your Manager, ensure that you use the appropriate personal protective equipment described on the product and follow all instructions issued to you.

INFECTIOUS ILLNESS

If you suspect that you or a member of your household is suffering from an infectious or contagious disease you must, in the interest of health and safety of your colleagues, inform your Manager immediately.

In these circumstance, you should obtain a medical certificate from your doctor stating the duration of your incapacity and confirmation of when you are/will be fit to return to work, or if it is a family member who is unwell with an infectious or contagious disease, the date on which it is safe for you to return to work, without putting your colleagues at risk. Unless you are unwell, the Company may require you to carry out duties during this time. This may be at a temporary alternative location of work.

RAISING YOUR HAND AND WHISTLE-BLOWING

The Company seeks to conduct its business in accordance with the highest standards of integrity and honesty and in compliance with its health and safety and other legal duties. If you are concerned about any wrongdoing within the Company, including the commission of any criminal offence, dangers to health and safety, the risk of damage to the environment, any miscarriage of justice and/or the Company failing in its legal duties, or you are aware of any information tending to show that any of the above are being, or are likely to be deliberately concealed, you should raise the matter at once.

In the first instance it may be appropriate to raise the matter with the individual(s) concerned - if for example it is a health and safety issue, but if you feel unable or uncomfortable about doing this, or you feel that doing so would make or has made no difference, or could lead to concealment of the unlawful practice, or poses a risk to yourself, or the matter needs to be actioned at a higher level, or more quickly, you should report the matter to your Manager, or if it concerns health and safety, to the Company Health & Safety Manager, or call the Company Confidential Helpline. You should feel confident that such genuine concerns will be taken very seriously and dealt with promptly.

As anonymous reports can be difficult to investigate fairly and properly, you are encouraged to identify yourself when raising a concern. If you do not feel able to do this, you can raise the concern anonymously through the Confidential Help Line. As it will not then be possible to contact you about it, you are encouraged to provide as much detail and evidence as possible regarding your concerns.

In order not to jeopardise any investigation into alleged wrongdoing, you too will be expected to keep confidential the fact you have raised a concern, the nature of the concern and the identity of those you believe may be involved.

Whilst the Company would hope that any of its internal investigation of any alleged wrongdoing and follow up action would be appropriate and put your mind at rest, the Company recognises that you may not be satisfied with the action taken. If the matter is one of public interest, you may be entitled to raise a protected disclosure under the Public Interest Disclosure Act 1998. Typically, this would be to a competent regulator or the police. Rarely would it be appropriate to report concerns to the media before going through these channels.

No employee will be disciplined or subject to retaliation or victimisation for raising a concern based on his or her reasonable belief that one or more of the matters set out above has occurred, is occurring or is likely to occur. That is the case even if it is subsequently turns out that the employee's concern was misplaced. Any such act of victimisation or retaliation is itself a disciplinary offence. Please refer to the Whistle-Blowing policy on the Company Intranet for further details.

SECURITY & LOSS PREVENTION

You should be alert and conscientious at all times about company security and prevention of any breach of security.

You should make yourself aware of security arrangements and follow the security procedures for your location in order to minimise the risk of theft and ensure your safety and that of your colleagues.

Like all employees you are in a position of trust, so it is important that you are seen to be honest by following the Company's operating procedures. You should always be aware of security considerations and should report anything suspicious to your Manager.

Does the Company have the right to search my belongings?

We reserve the right to search your belongings and vehicle at any time while you are on our premises and the following will apply:

- Searches will be carried out by authorised individuals and in doing so no accusation is made
- When your bags, handbag, vehicle etc. are searched we will use the maximum amount of discretion
- You may request to be accompanied by another member of staff during a search and you may also request that it be conducted in private unless in very rare circumstances, a routine search of all staff is being carried out, perhaps because a spate of thefts has occurred.
- Refusing a reasonable request to search your personal belongings or vehicle may lead to disciplinary action up to and including dismissal.

MONITORING ACTIVITIES

We reserve the right to use a variety of security and surveillance techniques for the protection, benefit and safety of the business and its employees.

This may include the monitoring and interception of e-mails, analysis of till transactions, petty cash usage and expense claims, website access and the use of CCTV. Please see the paragraph above on "Monitoring of Communications," within the part of section 4 of the handbook headed "Use of Telephones, Computers, Email and the Internet," and your individual Terms and Conditions of Employment.

CASH & MERCHANDISE SECURITY

There are a number of procedures relating to the handling of money and merchandise that must be followed.

These procedures exist for the protection of you, the business and our customers.

You must not:

- Carry your own money whilst handling company cash
- Remove company property from the building unless you have specific written permission from your manager.

Failure to follow the correct cash and merchandise handling procedures may be treated as gross misconduct.

PERSONAL POSSESSIONS

We cannot accept responsibility or liability for your personal property including private vehicles, left on company premises and we would advise you not to leave valuables unattended on company premises, in company stores or within concessions operated by the Company.

You should take sensible precautions to safeguard your own property and use the secure facilities provided including lockers or desk pedestals for your personal possessions during working hours.

INTERNAL THEFT

As you are probably aware, stealing or attempting to steal is a very serious matter for which summary dismissal and criminal prosecution and/or civil proceedings can take place.

Misuse of your staff discount allowance could also be considered as theft and therefore as gross misconduct.

What should I do if I suspect a co-worker may be stealing?

All individuals have a duty to report an act of theft or dishonesty which they suspect, or are aware of, within the company regardless of who is involved.

There may be occasions when you might wish to discuss matters of dishonesty in confidence. The Confidential Helpline has been provided for the use of all employees to report such matters. All telephone numbers can be found on the Company Intranet.

All calls will be treated in confidence and will always be investigated. However, the Company reserves the right to make use of evidence disclosed to the Company to take disciplinary action against employees believed to have committed acts of gross misconduct.

SITE SECURITY: KEYS

If you have been provided with keys to an office, safe or other property as part of your role you should:

- Never take copies of the keys,
- Always store them safely and securely

- Never leave them lying around or give them to another person, unless authorised to do so by your manager

If you lose any company keys, you must report this to your Manager immediately.

A breach of these rules or the loss of keys through negligence may result in disciplinary action.

ACCESS TO THE PREMISES

You are expected to enter and leave your place of work by the designated entrance and exit. It is important, if you are working outside your normal hours, that you check with your Manager the arrangements for access.

You should be aware that there are access rights to certain areas of the building. You may not go to any unauthorised areas unless given permission by the appropriate manager.

LOST/LEFT PROPERTY

If you find any money, clothing or other property you should immediately inform Security.

Details will be recorded, and any items will be kept in a safe place. Where appropriate the local police will be informed.

SECTION 5 – OUR BENEFITS AND WORKING PRACTICES

MONSOON ACCESSORIZE BENEFITS

BONUSES AND INCENTIVES

The Company may from time to time give you the opportunity to participate in bonus and incentive schemes. Any such schemes are designed to motivate you whilst helping the business to achieve excellent results.

What is the bonus scheme for my position?

Your Manager will let you know full details of any schemes for which you may be eligible and any criteria for participants in those schemes.

What else do I need to know about bonus schemes?

Any bonus or incentive is discretionary, as are any payments made under the scheme rules. This means they are not a contractual right and can be withdrawn or amended at any time.

The Company also reserves the right not to make bonus or incentive payments if, at the time payment:

- You have a current disciplinary warning
- Your performance is less than satisfactory
- You have handed in your resignation or are otherwise working your notice
- You have worked less than the full bonus year
- You are not in the Company's employment, or are working out a period of notice, whether served by the Company or you, at the date any bonus is due to be paid.

Staff discount

The Company operates an excellent staff discount scheme, which is a significant benefit. The discount facility is non contractual and discretionary, and the Company reserves the right to change the eligibility criteria, rules of use or value of the discount with or without notice. In exceptional

circumstances, the discount facility may be withdrawn. The Staff Discount Policy and details of the operation of the scheme are available in the HR section of the Company Intranet.

Loyal service award scheme

The Company is proud of its long serving team and recognises such contribution to the Company through its Loyal Service Award Scheme. The HR department manages this scheme and they will contact you when you are eligible to receive an award. Further details of the scheme are available in the HR Section on the Company Intranet.

Company personal pension plan

If you are new to Monsoon Accessorize, we will automatically enroll you into the Monsoon Accessorize Pension Plan, after you have been with us for three months. If you would like to join earlier or increase your contributions to the enhanced rate, then please contact the HR department.

Life assurance

Subject to your participation in the Company Pension Scheme, you will be entitled to participate at the company's expense in the Life Assurance Scheme, subject always to the rules of that Life Assurance Scheme and the approval of the relevant insurer. Further information of the scheme can be found in your contract of employment.

Attached to your handbook is an Expression of Wish Form. This allows you to ensure that any monies due are bequeathed to an individual(s) of your choice.

Voluntary benefits

We offer a range of voluntary benefits which allow you to save money and have access to exclusive discounts. Further details can be found in the HR section on the Company Intranet.

Childcare vouchers

The Company operates the Government-administered Tax-Free Childcare scheme. Employees who are in our Child Care Voucher schemes prior to October 2018 will continue in their scheme.

For more information on the government-administered Tax-Free Childcare scheme, please see the HR section of the Company Intranet.

Cycle to work scheme

Spread the cost of a new bike over 12 months, saving money on tax and National Insurance. Further details can be found in the HR section of the Company Intranet.

Holiday Purchase Scheme

The Company offers a Holiday Purchase scheme through which employees may request to purchase a maximum of 5 additional holidays to be taken before the end of the holiday year. Any holidays, including those purchased, which have not been used by the end of the holiday year will be lost. Further details can be found in the HR Section of the Company Intranet.

Independent financial advice

You are able to contact the Company's independent financial advisers Wealth Wizards about our pension scheme. They are also able to provide advice on many other financial issues including mortgages, life cover, critical illness cover and income protection as they are authorized and regulated by the Financial Conduct Authority.

WORKING PRACTICES

Retirement

If you are considering retirement, please contact the HR department who can provide you with contact details for the pension advisers so you can understand your entitlement. Please note that the HR department is not

authorised to provide pensions advice and if you require such advice, we recommend that you contact your pension advisor.

Redundancy

All redundancy payments will be made according to statutory entitlements.

Recommend a Friend Scheme

The Recommend a Friend Scheme has been created to financially reward individuals who have successfully recommended a friend or relative for employment with Monsoon Accessorize. The amount you are eligible to receive is dependent on location and position.

All Monsoon Accessorize employees, both permanent and fixed-term, are eligible to participate in the Recommend a Friend Scheme. The scheme is not applicable to job vacancies in Northern Ireland. Please note however that this is a discretionary scheme and may be varied or withdrawn by the company at any time.

For further information please contact the HR department.

Keeping you informed

We aim to keep you well informed regarding all aspects of our business. To help do this we use a wide variety of tools.

Any special announcements are normally communicated via team briefings, e-mail or by letter.

Notice boards and the Company Intranet are also used for displaying information about events and business wide activities.

Mortgage & lettings references

If you need a mortgage or letting reference, you should put this request in writing and send it to the HR Department.

The Company will respond, confirming the following details only:

- Your current salary
- The date you started with Monsoon Accessorize
- Whether you are employed on a full, part time or fixed term basis.

Learning & development

The on-going success of Monsoon Accessorize is dependent upon the skills and knowledge of our people.

We are committed to your learning and development, and believe it is a partnership where we provide you with the opportunities and support to help you reach and exceed your potential. All individuals are encouraged to take responsibility for their own development.

What training will I receive?

Induction training is given to all new starters, usually within one week of joining, so that you become familiar with the Company and the requirements of your job and your department. To ensure that you are aware of your Department's aims and objectives, your Manager will explain these and your main duties during your Induction.

The Role Profile, obtained from your Manager, provides a general outline of your role and main accountabilities and will help you understand what you have to do to meet the Company standards and expectations within your role. It will also be used as a development tool to highlight your strengths and development needs. The job profile is not intended to be contractually binding however, and it may be subject to change from time to time, as the needs of the business evolve.

How will I know how I am doing?

Throughout the year your Manager will give you feedback on your performance along with suggestions and help on how to make any necessary improvements.

How can I develop further and find my next role in the Company?

We aim to provide you with learning and development opportunities to prepare you for possible future roles. We have a policy of promoting from within and encourage our employees to apply for internal opportunities.

***If you have any questions about the contents of this handbook,
please ask your Manager.***

EMPLOYEE HANDBOOK FORM OF ACCEPTANCE

This version of the Monsoon Accessorize Employee Handbook supersedes all previous handbooks.

Any reference to a handbook in my Offer Letter will be treated as referring to this handbook and any amendments made to it.

I understand and accept that section 2 of the handbook contains terms that are incorporated by reference into my Terms and Conditions of Employment, **but** in the event of a conflict, the Terms and Conditions takes precedence. I understand that the rest of the handbook does not form part of my employment contract with the company and may be changed by the company from time to time. My manager will notify me of these changes.

I confirm that I have read and understood the contents of this handbook. I hereby provide my consent to the company's data protection policy and to the monitoring of employee communications and use of CCTV as set out in section 4 of **the handbook**.

I will ask advice of my manager or the HR department if I need to clarify any issues concerning my terms and conditions of employment.

Please detach this form and return it, signed, to the HR department.

Name:

Signature:

Date:

EXPRESSION OF WISH FORM

Employee First Name	Employee Surname	Employee ID Number

I, the employee named above, wish that in the event of my death whilst a current employee of Monsoon Accessorize, that my benefits due should be paid to or in the benefit of:

Full name(s) and address(es)	Relationship (if any)	Proportion

Employee signature:

Date:

NOTES ON USING THIS EXPRESSION OF WISH FORM

- The rules of the scheme provide that any death in service benefit due will be paid to such one or more of the dependants named on the form
- If more than one person is named, the proportion of the life assurance benefit which you wish each person to receive must be indicated in the appropriate column alongside the details relating to that person
- Please put the completed form in a sealed envelope marked 'Expression of Wish', write your name on the front and hand this to the HR department who will ensure this is kept in your personnel file.
- The envelope will only be opened in the event of your death
- Monsoon Accessorize will treat the contents of the form as confidential
- In the event of a change of circumstances you should ensure the form is updated. To do this complete a new form, hand it to the HR department and destroy the previous form