

Employee Handbook & HR Portal Evidence Statement



Last review: May 2026

Next review: May 2027

City & Essex Limited and all affiliated subsidiaries.

Purpose

This statement confirms how City & Essex uses its Employee Handbook and HR portal as a live source of employee-facing policies, procedures and guidance. It is intended to support EcoVadis, client assurance, internal governance and audit evidence by clarifying that the policies exported from the HR portal are part of City & Essex's active management system.

The statement does not replace any HR, HSEQ, data protection, conduct, employment or operational procedure. It explains how those documents are made available, managed and used alongside City & Essex's top-level policy framework.

Scope

This statement applies to City & Essex Limited and all affiliated subsidiaries. It covers the employee-facing HR portal, Employee Handbook content, policy documents, procedures, forms, guidance and related records made available to employees, workers, managers and authorised users.

It should be read alongside the Working Conditions, Wages & Employee Voice Policy, Training, Development & Career Management Policy, Equality, Diversity, Inclusion & Anti-Harassment Policy, Employee Handbook & HR Portal Evidence Statement, Whistleblowing Procedure, Code of Ethics & Business Conduct Policy, Responsible Information Management & Data Protection Policy and other relevant City & Essex policies.

HR Portal and Employee Handbook

City & Essex uses [YourHR.space/cityandessex](https://yourhr.space/cityandessex) as an employee-facing HR portal and policy platform. The portal provides access to employment information, induction materials, training information, working practice guidance, policy documents and relevant forms.

The HR portal is used to make key employee policies available in a consistent and accessible format. It supports communication of workplace expectations, employee rights, reporting routes, training processes, conduct standards, health and safety arrangements, equal opportunities, anti-harassment controls, data protection expectations and family-friendly provisions.

Where policies or procedures are exported from the HR portal as PDF documents, those exports should be treated as evidence of the underlying HR portal content at the date exported. The live portal remains the working source for employee access unless a policy is separately issued in a signed Word or PDF format.

Policy Areas Covered

The Employee Handbook and HR portal provide employee-facing guidance across a broad range of policy areas, including:

- employment standards, workplace conduct and expected behaviours;
- induction, online learning, training requests and development opportunities;
- equal opportunities, bullying, harassment and sexual harassment prevention;
- family-friendly policies including maternity, paternity, adoption, shared parental leave, parental leave, neonatal care leave, carers leave, bereavement leave and time off for dependants;
- flexible working, homeworking and working practice arrangements;
- sickness absence management, return-to-work processes, occupational health support and reasonable adjustments;



- health, safety and wellbeing guidance, including accident reporting, risk assessment, method statements and safe working expectations;
- whistleblowing, confidential reporting, grievance routes and escalation of serious concerns;
- data protection, subject data requests, data retention, computer and internet use, AI use, social media and video conferencing guidance;
- travel, company vehicle use and other operational conduct expectations where relevant.

Relationship with Top-Level Policies

City & Essex's top-level policies set out overarching commitments, responsibilities and objectives. The HR portal and Employee Handbook provide the practical employee-facing procedures and guidance that support those commitments in day-to-day work.

Where a detailed HR portal procedure exists, that procedure remains live and provides the operational steps, employee rights, manager responsibilities, reporting routes or process details needed to implement the relevant top-level policy.

This statement does not supersede HR portal policies. It confirms their role as supporting procedures and implementation evidence within City & Essex's wider policy framework.

Access, Communication and Use

Employees and managers are expected to use the HR portal and Employee Handbook as a source of policy information and guidance relevant to their role. Managers are responsible for signposting employees to relevant policies and forms, supporting compliance and escalating questions or concerns where required.

The HR portal supports induction and ongoing employee communication by providing access to policies and guidance in a single location. Where additional communication is required, managers, HR, HSEQ, ESG or other functional leads may issue briefings, toolbox talks, training records, emails or other supporting communications.

City & Essex recognises that many employees work on client sites rather than in office-based roles. Policy communication and access arrangements will therefore be reviewed periodically to support site-based employees and employees whose first language is not English.

Reporting Routes and Confidentiality

The HR portal and Employee Handbook support reporting routes for workplace concerns, including grievances, whistleblowing, harassment, sexual harassment, discrimination, health and safety concerns, data protection issues and other conduct matters. Where confidential or anonymous reporting routes are available, these should be communicated clearly and used in accordance with the relevant procedure.

Reports and concerns raised through HR, managers, whistleblowing channels or confidential reporting routes will be handled in line with applicable policies, confidentiality requirements, non-retaliation commitments, data protection obligations and investigation procedures.

Records and Evidence

HR portal exports, policy statements, training records, reporting forms, management records, investigation logs, signposting communications and other relevant documents may be used as evidence that City & Essex has employee-facing procedures in place.

For EcoVadis or client assurance, City & Essex may provide selected HR portal extracts, signed top-level policies, training summaries, reporting summaries or other appropriate evidence. Sensitive personal data, confidential investigations, grievance details or legally protected information will not be disclosed unless there is a lawful and appropriate reason to do so.

Targets and Measurement

City & Essex will use this statement to support evidence requests from EcoVadis, clients, auditors and internal governance reviews.

Area	Baseline / Context	Target	Deadline
Portal status	YourHR.space/ cityandessex used as primary employee-facing HR policy management system	Maintain the HR portal as the live source of employee- facing HR policies and procedures	Ongoing
Site-based access	Large site-based workforce	Review how key policy routes are communicated to site-based employees and employees whose first language is not English	End 2026
Evidence management	HR portal exports used as evidence for EcoVadis and client assurance	Maintain evidence of employee access to relevant policies, procedures, forms and training routes	Ongoing
Policy alignment	Umbrella policies created in 2026	Review alignment between top-level umbrella policies and supporting HR portal procedures	End 2026

Responsibilities

Managing Director

The Managing Director has ultimate accountability for City & Essex's policy framework and for approving this statement.

Head of People & Culture

The Head of People & Culture is the owner of this statement and is responsible for maintaining employee-facing HR policies, supporting managers, overseeing HR portal content where applicable and ensuring relevant employee guidance remains accessible.

Head of ESG

The Head of ESG supports the use of selected HR portal evidence for EcoVadis, ESG reporting, client assurance and policy framework alignment.

Head of HSEQ

The Head of HSEQ supports employee-facing health, safety and wellbeing content, including relevant guidance on accident reporting, risk assessments, method statements and safe working practices.

Managers and Authorised Managers

Managers and authorised managers are responsible for signposting employees to relevant policies, applying procedures fairly and escalating concerns to HR, HSEQ, ESG or senior leadership where required.

Employees and Workers

Employees and workers are expected to familiarise themselves with relevant policies and procedures, follow workplace requirements and raise questions or concerns through the appropriate route.

Supporting Evidence

This statement may be supported by:

- HR portal screenshots or exports showing live employee access;
- Policy Statements and Employee Handbook extracts;
- Training & Development guidance and training records;
- Equal Opportunities, Bullying & Harassment and Sexual Harassment procedures;
- family-friendly, flexible working, homeworking and absence policies;

- Health & Safety Policy Statement, risk assessment guidance and method statement evidence;
- Whistleblowing Procedure and confidential reporting route evidence;
- Data Protection, Subject Data Request, Data Retention, Computer & Internet and AI policies;
- manager communications, employee briefings, induction records and other policy communication evidence.

Reporting and Review

This statement will be reviewed annually, or sooner where required by changes to HR systems, policy ownership, employee access arrangements, EcoVadis requirements, client assurance needs, legislation or material changes to City & Essex operations.

The effectiveness of this statement will be reviewed through HR oversight, employee and manager feedback, policy review cycles, evidence requests, audit findings, EcoVadis preparation and internal governance review.

Full Name	Mr Ian Hookway
Position	Managing Director
Signed	<i>I.R. Hookway</i>
Date	May 2026

