

WELCOME TO TEAM BOO
A GUIDE FOR ALL
COLLEAGUES
& ASSOCIATES

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An aerial photograph of a city, likely Istanbul, showing a dense urban landscape with a prominent church spire in the center. The image is overlaid with a semi-transparent pink filter. The text "WORK HARD & BE NICE TO PEOPLE" is centered in white, bold, sans-serif capital letters.

**WORK
HARD
&
BE NICE
TO PEOPLE**

WELCOME TO BOO!

It is great that you have chosen to join our growing business and I welcome you to the team here at Boo HQ! As you will have discovered, through our values based recruitment approach, we are different to other employers and we are really keen for you to have the best possible experience at work. With this in mind, it is important for us to make sure you have everything you need to perform at your best and that means ensuring that all our policies and the ways in which we work are clear and to the point.

I am thrilled that you have joined our growing team and we all want to help you settle in as quickly as possible so you can really play to your strengths. This handbook will help you to understand more about how we work and what we expect of each other. There are a number of helpful resources to enable you to be at your best and there are also the usual workplace stuff that keeps us all safe and cared for.

We are passionate about enabling organisations to build healthy leadership cultures where all colleagues can thrive. If we can create a few ripples within organisations, developing amazing leaders who are truly equipped for the modern workplace then imagine if this rippled further into the communities they exist? We are driven by wanting the best for communities and the systems in which we live and work and this starts with you at the heart of the organisation!

I am so happy you have joined our award winning team, enjoy yourself, work hard and be kind to people!

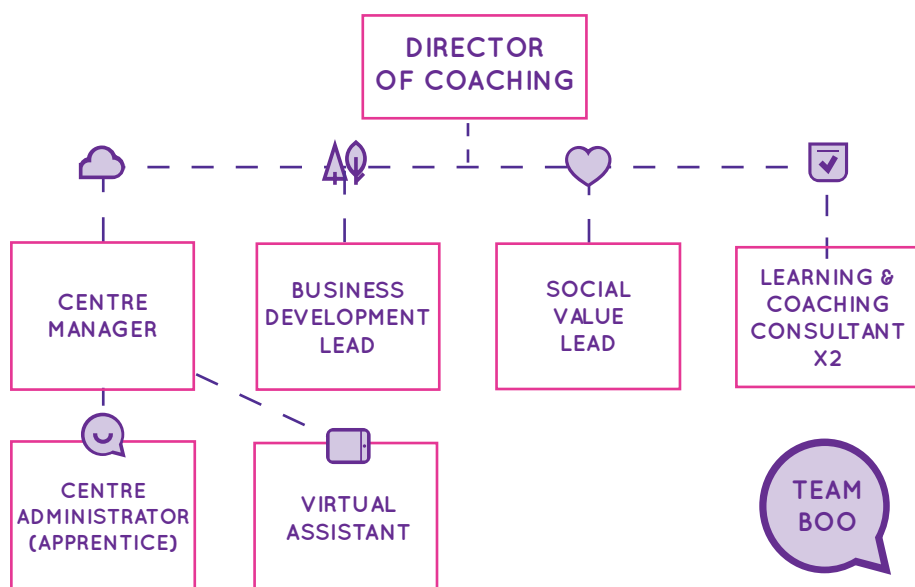
Becci Martin



Director of Coaching



TEAM BOO





VISION

TO BE A **GLOBALLY**
RECOGNISED BUSINESS
BRAND INSPIRING
LEADERS TO BE
AMAZING!



MISSION

OUR CORE PURPOSE

**COACHING
CONSULTING
INSPIRING**

OUR VALUES

ENJOYING WHAT WE DO WITH



**VIBRANCY &
ENERGY**

Our learning is fun

We love coaching and role model this passion to our clients

We bring energy and enthusiasm to everything we deliver

CARING FOR OUR TEAM, OUR CUSTOMERS AND OUR COMMUNITY

A commitment to safeguard wellbeing underpins everything we do

We role model self care and experience the ripples this can create

We constantly seek to maximize our Social Value

**We are deeply rooted
in our local community
and passionate about
making a difference
in Bolton and across
Greater Manchester**



COLLABORATING TO CREATE THE COMPLETE CUSTOMER SOLUTION

We know our strengths and those of others and recognize the value in collaboration

Our bespoke approach ensures we always deliver what the customer needs.

We nurture our network and believe collaboration leads to innovation

**UNDERSTANDING
AND VALUING
WHAT IS
IMPORTANT TO
EACH INDIVIDUAL**



**SEEKING EVERY
OPPORTUNITY
TO LEARN AND
DEVELOP**

We love to learn and ensure we keep abreast of current research and practice

We contribute to research and are not afraid to innovate

We are generous with our learning and share it with our team, customers and community



THE WORK STUFF...

The contents of this handbook may be updated from time to time as a result of changing legislation, as our business needs change, or for any other reason we deem appropriate. You will be kept up to date about any changes and sent a shiny new version.

JOB ROLES ...

In a small but growing company we wear many hats and whilst you have been employed in a particular job role, we may need you to carry out various duties outside of this role. We will only ask you to perform duties, which we feel you are capable of performing and we will always talk to you about it first.

WORKING AT BOO HQ...

Your work base is **BOO HQ , Little Bolton Town Hall, 34 All Saints Street, Bolton, BL1 2ER** occasionally we might need you to work from another location – we promise to give you as much notice as possible if this is needed.

BEING PART OF TEAM BOO ...

Our team are our greatest asset and the smiling face of Boo. With this in mind, it is important to help you understand that every interaction with our customers and each other really does matter. We encourage you to understand what each of our values statements means – you have already being recruited against them so it's a great start!

YOUR INDUCTION ...

Your induction programme is designed around you. We will help you to understand your personal strengths and how these connect to Team Boo. You will meet your new colleagues and hear about our approach to creating social value and you will be encouraged to meet our customers and attend our programmes. It is so important to us that you know our story and appreciate and value what we stand for and why we do what we do.

LEARNING – ITS WHAT WE ARE ALL ABOUT!

Our organisation is all about enabling others to be at their best and this starts with our colleagues. You can expect access to a wide range of learning opportunities that suit your learning preferences and enable you to be at your absolute best both in and out of work. We believe that a great learning environment leads to excellent customer experience and learning is a core value for the team at Boo. If you feel you need any further training at any time during your employment, you should discuss this as part of your monthly development conversation with your Manager.

If something catches your attention and you want to learn more about it then simply let us know – it's how we will all continue to grow.

SPEAKING OF GROWTH...

Your development and growth within Boo will be key to our success and you can expect a refreshing approach to development conversations, which will take place regularly in order to maximise your potential and ensure we are constantly meeting the needs of our customers, striving towards our vision. You can expect to develop a clear set of objectives in partnership with your manager alongside a development plan, which will help you to grow. Our annual performance and development process launches in April each year and is aligned to our annual business targets.

We expect all Team Boo to support and challenge each other to be better and seek every opportunity to learn.



**“BOO HAS BEEN A PILLAR OF SUPPORT
ON A PERSONAL AND EMOTIONAL
LEVEL”**

WELLBEING AND THE LINK TO HIGH PERFORMANCE

Being healthy and happy is central to our success and the success of our team, customers and community. If we aren't feeling at our best, either physically or psychologically, then we can't perform at our best. Your health and happiness are central to how we all perform. Our entire team at Boo HQ is committed to:

- Providing everybody with a safe, healthy and supportive environment in which to work, learn and develop
- Recognising that the health, wellbeing and happiness of our colleagues is essential to our business and in full alignment with the values of Boo
- Providing a supportive workplace culture where healthy lifestyle choices are valued, encouraged and supported
- Highlighting potential and actual safety concerns or hazards to health
- Providing high quality leadership which enables all colleagues to flourish

WHAT THIS MEANS AT BOO HQ IS...

Wellbeing should be the top of everyone's list! A great place to work isn't simply somewhere that has free fruit or a cycle to work scheme, its more fundamental than that! A great place to work is somewhere that all colleagues and customers are encouraged to thrive in a way that suits them. Where they are led well and given autonomy and responsibility to achieve fantastic outcomes. Where everyone is encouraged to play to their individual and collective strengths.

- We will encourage everyone to be more physically active by making provisions in Boo HQ for activity opportunities, including reduced sitting times, holding 'walking meetings', encouraging conducting meetings outside of HQ, engaging in the 'daily mile', participating in energetic fundraising activities, offering monthly wellbeing seminars
- Ensure ergonomic desk assessments are completed, including educating the team on ergonomic principles and providing any modified equipment as needed to minimise postural problems and repetitive strain injuries
- Provide healthy eating choices in the workplace, including provision of choices of drinks and fresh fruit supplied by our partners at Huddle Up CIC

- Promote awareness of key health issues for colleagues, including social and emotional wellbeing through our partnerships as a mentally healthy workplace initiative.
- Encouraging colleagues to provide input into health and wellbeing initiatives and take ownership of projects and initiatives aligned to wellbeing
- Lead all colleagues using a coaching style where possible to enable growth and creativity
- Provide timely and developmental feedback frequently in order to address any concerns
- Take a strengths based approach to all our interactions with colleagues, customers and our community



**“I LOVE RETURNING
TO AN EXCITING
WORKPLACE
ENVIRONMENT
WITH
GREAT SUPPORT”**



GETTING PAID ...

We will always pay you on the last Friday of every month. Your wages or salaries are subject to the necessary Income Tax and National Insurance deductions each week/month as detailed on your payslip.

TAKING TIME OFF...THIS BIT IS REALLY GOOD!

We believe in building a business based on happiness and hold colleague wellbeing at the heart of all we do. We offer an unlimited paid time off policy, which means that you are able to negotiate time off when you require it to suit your needs as long as this does not impact negatively on the rest of the team or have a detrimental effect on the operational needs of the business. Any time off must be approved in advanced by the Director.

The following circumstances are covered under this unlimited paid time off approach and can be discussed in greater detail with the Director;

- Time Off for Medical Appointments
- Time Off for Dependants
- Time Off for Parental Leave
- Time Off for Maternity
- Time Off When Adopting a Child
- Time Off for Paternity Leave
- Shared Parental Leave
- Time Off for Bereavement

We care about you and will provide further written information on specific leave when required.

Your statutory holiday entitlement, including public/bank holidays, is detailed in your Statement of Particulars. We will ensure that you take your full statutory holidays each year. We will not allow you to carry forward any of your holiday entitlement from one year to the next, nor will we make any payment in lieu of unused holiday entitlement.

WHILST AT WORK ...

We work flexibly to meet the needs of our customers so it's important to reflect this in the way we work with our team. Our standard office hours are from 0900hrs until 1700hrs and colleagues can agree start and finish times with their Manager. We are keen to offer flexible opportunities to suit all caring and family responsibilities and lifestyles – talk to us about what will work for you.

IF YOU CAN'T GET TO WORK ...

If you are unable to attend work, or get to work by your agreed starting time, let us know as soon as possible, we care about you and want to be able to help if there is a problem as well as making sure our customers also get what they need.

You can speak personally by telephone, send an email, use the WhatsApp Team Boo group message or a text to your manager to inform us of your absence from work. We really want to ensure you are OK so its vitally important that you get in touch as early as possible so the team can arrange any support, advice or cover.



**“I’VE LEARNT SO MUCH, COURAGE,
FREEDOM TO TRY, HAND HOLDING AND
TRUE CARE”**



WHAT WE EXPECT FROM YOU

DRESS CODE

We understand that how you dress is a reflection of who you are and we trust you to be respectful of our clients' policies and dress in a way that won't disappoint your parents.

Some very important points to remember...

CONFIDENTIALITY

Any information that has been acquired by you regarding our business, our clients or customers, suppliers, associated companies, or any other persons or bodies with whom we have dealings of any sort (and which has not been made public by us or with our express authority) shall be treated as confidential information.

You must not disclose any such information either during your employment with us or after termination of employment without our prior written consent (except as required by law).

You should take all steps to safeguard any such information. This includes all documentary information held on any medium. Upon termination of employment, or at any other time when so requested, any information which you hold in written form or stored on any kind of storage device must be returned to us.

Care must be taken when discussing our business that you cannot be overheard (e.g. in corridors, on the telephone etc.).

Breaches of confidentiality will be dealt with using our disciplinary procedures and, dependent upon the circumstances, may be regarded as Gross Misconduct, which could lead to your summary dismissal.

EQUIPMENT AND DATA SECURITY

The company is committed to protecting the privacy and security of your personal information and we will always treat you and your data with the respect you and it deserves. We ask that you do the same for others.

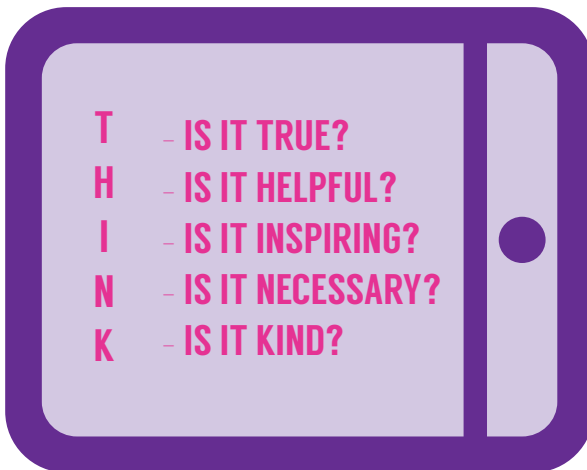
Please take care of any kit issued to you and familiarise yourself with our IT and Privact policies and guidelines – you won't be able to miss them as we have them displayed in every office!

USE OF SOCIAL MEDIA

We embrace the use of social media here at Boo HQ and use this a key communication tool for our customers and associates. We believe that social learning is powerful and recognisable as a modern learning resource and actively encourage its use as a positive, interactive colleague and customer engagement tool. We encourage our colleagues to use social media to share ideas, build connections and participate in global discussions.

When posting anything professionally or personally on social media we encourage you at all times to consider the following

We expect you to behave in line with our values at all times both online and in real life!



WE WOULD LOVE TO HEAR FROM YOU!

KEEP UP TO DATE WITH OUR LATEST EVENTS AND TRAINING AT...



CALL US

01204 357980



FACEBOOK

@booconsulting



EMAIL US

hello@boo-consulting.com



TWITTER

@boo_hq



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#TEAMBOO