

# EMPLOYEE GENERAL TERMS HANDBOOK



[www.auraretrofit.co.uk](http://www.auraretrofit.co.uk)

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## Welcome to Aura Retrofit

I am very pleased to welcome you to Aura Retrofit Limited and wish you every success in your employment with us.

Aura Retrofit Limited is a very special company and the commitment and performance of all our employees is crucial to its success. I sincerely hope you will enjoy working for us.

In addition to this handbook, the policies and procedures that are applicable to your employment are stand-alone documents which can be found in the Master Document Library on the Company shared drive, as well as in the online Staff Portal under their unique AR number.

These policies and procedures do not form part of your Contract of Employment and may be amended at any time.

The information should prove useful to you, particularly in the early stages of your employment. The Company reserves the right to make reasonable changes to any part of the information provided; any such changes shall be notified to you in writing.

If you have any queries on any aspect of this information, you should raise them immediately with your Manager.

We look forward to working with you.

A handwritten signature in black ink that reads "Gary R." with a stylized flourish.

Gary Robinson  
Managing Director

# Terms and Conditions

## The Contract of Employment

From the moment you commence your employment with Aura Retrofit Limited, the law considers that a contract exists. It is a contract, which places an obligation on you, as the employee, to do your job properly in accordance with Aura Retrofit Limited rules. It also places an obligation on Aura Retrofit Limited to give you proper work, pay you in accordance with the agreed terms, and to treat you fairly under the law.

This contract is not a single document. It is made up of several documents including your offer letter, statement of terms and conditions of employment and some things which might not be in written form.

The following information may be helpful:

## Offer Letter and Statement of Contract of Employment

Before you start in your job or in some cases very soon afterwards, you will have received an offer letter and statement of terms and conditions of employment. We are required to give you the information contained in these documents by law. It shows your job title, salary, start date and your terms and conditions of employment. You should keep a copy of all these documents safe in case you wish to refer to them later. If you are uncertain about any items contained in the letter, please contact your manager in the first instance.

## Salary

You will receive an itemised pay statement when you are paid, which contains all the information required by law.

Your salary is paid monthly in areas by credit transfer on or about the last day of each month. In the event of this day falling on a weekend or bank holiday, the payment will be made on the last working day before the weekend or bank holiday. Any overtime due will be paid a month in arrears (i.e. in the month following work being completed). Please notify your manager immediately of any changes to your account details.

Aura Retrofit Limited reserves the right to deduct any amounts outstanding from you to the company by making a deduction from your salary and you authorise the company to do this. For the sake of clarification, this may include, but is not limited to: wages paid incorrectly, cash expenses paid to you in error, outstanding loans from the company and training costs due to be recovered by the company. Any such deductions will be notified to you in writing a minimum of five days before the deduction is made.

## Probationary Period

Your contract will indicate the length of your Probationary Period. Your manager will use this period to ensure you receive the appropriate support or development, which will enable you to fulfil your job purpose effectively. At the end of a satisfactory probation period, your employment will be confirmed in writing. If there are any difficulties, these will be discussed with you, and in certain circumstances, this period may be extended at the Company's sole discretion.

During the Probationary Period, Aura Retrofit Limited reserves the right to depart in full or in part from its disciplinary procedure.

## Pension Plan

The company operates a stakeholder pension scheme, details of which will be provided on request.

## Home Heating and Energy Solutions

### Hours of Work

Your normal hours of work are as set out in your contract of employment. These will usually be worked between the hours of 7.00am to 8:00 pm, Monday to Saturday, with a half an hour unpaid lunch break each day. Some employees may be required to work different hours (i.e. part time staff) so please refer to your offer letter or contract of employment for clarification. The actual hours to be worked each week will be notified to you in advance, taking account of business needs.

You must start work punctually and commence work at the appointed time. If you have reason to be late, you must advise your manager at the earliest opportunity and no later than one hour before your start time.

All employees may be required to work additional hours, as per the needs of the business.

The Company reserves the right to change your start times or length of your working day in line with the needs of the business by mutual agreement.

### Work On Call

You may be required to be available for work outside your normal working hours.

You are requested to work on-call when:

- You are on the rota for a week
- At the Company's discretion, usually to complete works left unfinished during the week

When you are rostered to be on call, you shall:

- Comply with all relevant Employer rules as if you were at work
- Be contactable via your mobile telephone
- Remain within a reasonable travelling distance of your place of work
- Be ready to and respond to a call to attend work

You shall be paid a payment of such amount for each shift during which you are on call and a further payment of a rate as specified in your contract of employment as determined by the Company for all time spent working in response to a call-out.

Travel expenses will not be reimbursed when you work on call.

### Qualifications

Certain jobs within Aura Retrofit Limited will require you to hold a relevant qualification, where this is the case, you may be asked to provide proof. If you do not hold the relevant qualification or no longer hold the relevant qualification, the Company reserves the right to terminate your employment. If you have lied regarding your qualification, this will be dealt under our Disciplinary procedure.

If the Company provides funding towards your qualification, you will be required to sign a sponsorship agreement. Unless there are exceptional circumstances, you will attend a training provider of our choice.

### Right to be provided with Work

In the event of the termination of your employment by notice, you may be required by Aura Retrofit Limited to remain away for a period from its premises to protect its business and commercial interests. During any such period Aura Retrofit Limited shall continue to pay remuneration and provide all benefits but shall not be under any obligation to provide you with any work to perform or duties to discharge during such period. During this time, you may not work for any other person, Company or organisation.

## General

### **Change of Personal Details**

To ensure we always have up to date information, and can easily get in touch with you in case of an emergency, please keep your personal details up to date with your manager including any change of address, telephone number or next of kin and if you change your name or marital status, please notify your Manager immediately.

### **Conduct at Work**

Employees are required to always conduct themselves in an appropriate and professional manner whilst at work and when representing Aura Retrofit Limited outside of work (i.e. Entertaining).

### **Gifts & Inducements**

Customers, Suppliers, Contractors and others you meet in the course of your duties may from time to time offer you gifts. You should refuse any gift other than those of no significant monetary value or small tips. Any significant gift or tip should be brought to the attention of your Manager. If you are offered a more substantial gift, such as entertainment or hospitality, you should discuss this with your manager who will advise you of the appropriate action.

### **Retirement**

Aura Retrofit Limited have no fixed retirement. We acknowledge that retirement is a matter of choice for individuals and will not pressurise staff into resigning because they have reached or are approaching a certain age.

Staff are free to retire whenever they choose or to seek alternative roles or working patterns. For further information, see our Flexible Working Policy.

We are proud to employ people of all ages and consider that age diversity is beneficial to the organisation. We are committed to not discriminating against staff because of age and adhere to the principles set out in our Diversity, Equity and Inclusion Policy.