



STAFF HANDBOOK

WELCOME MESSAGE FROM THE CEO



This handbook is your primary point of reference for any employment related questions. Its purpose and overall intention are to create a general guide as to what you can expect from us and what we expect from you at the beginning, throughout, and after your employment has finished.

Whilst elements do not form part of your contract of employment and are non-contractual you should be aware that a breach of any guideline, policy or procedure contained within may lead to formal action being taken.

This handbook has been prepared to inform you of our policies and procedures and to establish our expectations whilst offering an overview of our work environment. It is not a contract, expressed or implied, it does not guarantee employment with us for any length of time, and it is not intended to induce you to accept employment with us.



We reserve the right to unilaterally revise, suspend, revoke, terminate or change any of our policies, in whole or in part, whether described within this handbook or elsewhere, at our sole discretion. You will be notified of any changes when they are made and changes to any contractual terms or policy sections of this handbook will be duly consulted upon.

As an employee you need to ensure that your knowledge of this handbooks contents and supporting policies, procedures and working conditions remains up to date. A copy is available at all times at www.crawfordhr.com/bcafc.

Information contained therein will prevail in the event of dispute or discrepancy. If you need any further information, please contact your Line Manager.

Success in sport does not happen overnight or without hard work. This is why it is important that you find your time at the club positive and progressive, and that you are afforded sufficient opportunity to flourish and develop professionally.

We promote a culture of respect, innovation, togetherness, and aspiration emboldening people to take accountability for their decisions, whilst providing the appropriate level of responsibility needed to succeed. Whether new to the team or if you have been a part of our success for a while, this handbook is an essential reference tool to support and guide you throughout your employment journey with us.

I believe everybody employed at Bradford City, whatever their role, plays a part in both our on and our off field successes.

We work here as equals. Welcome to Bradford City Football Club.

Ryan Sparks
Chief Executive Officer

- 1 Acceptance and right to work**
Contractual
- 1.1 Upon accepting a conditional offer of employment with Bradford City Football Club Ltd ("we", "us", "our") the employee ("you") gives consent to the gathering of satisfactory references, the completion of a medical assessment, a check to the validity of any professional qualifications you have stated and, if deemed appropriate for your role, the completion of an enhanced or a standard DBS application where a satisfactory disclosure will be necessary.
- 1.2 It is therefore important that any information you supply with your application and during the recruitment process is accurate and true.
- 1.3 Failure to do this will likely result in the withdrawal of any offer of employment, even if the employment relationship has begun.
- 1.4 We are under a legal duty to prevent illegal working by carrying out right-to-work checks to ensure that you are legally able and entitled to work in the UK.
- 1.5 Without exception and regardless of your colour, race, nationality, religion, belief, or ethnic or national origins, you will be required to demonstrate a right to work lawfully in the UK, by means of producing original documentation as required by UK Visas and Immigration at the time of joining us, and at any other time as requested during your employment with us.
- 1.6 You will immediately notify us if you cease to have the right to work in the UK undertaking the type of work for which you are employed by us.
- 1.7 You will immediately notify us if your immigration status changes or if there are any change(s) in your personal details or those of your role with the Company which do or may have an effect on your immigration status.
- 1.8 Professional sport is a complex and demanding environment. You are expected to respect our ethical principles whilst adhering to the laws and regulations that are placed upon us.
- 2 Probationary period**
Contractual
- 2.1 All new employees begin their employment with a 6-month probationary period.
- 2.2 The probationary period can be extended at the discretion of your Line Manager up to a maximum of 12-months.
- 2.3 During your probationary period you will be expected to clearly establish your suitability for the post by meeting specific recorded targets.
- 2.4 Assistance and supervision during this period will be offered which may include but will probably not be exhaustive to the implementation of a development plan with frequent 'as necessary' reviews.

- 2.5 Successful completion of this probationary period will be confirmed in writing to you by your Line Manager after a probationary appraisal.
- 2.6 The purpose of the probationary period is to provide monitoring of your performance and progress to ensure training needs are identified and to establish your suitability for the role.
- 2.7 For qualifying employees, the pension scheme will be available during the probationary period.
- 2.8 We reserve the right, where termination of employment occurs during the probationary period, to restrict the notice period to one week.

We are
**HARDWORKING,
HUMBLE & GROUNDED**

- 3. Induction**
Non-contractual
- 3.1 We are committed to providing you with a thorough induction. The structure of our induction process varies role to role.
- 3.2 Your Line Manager will identify training needs, assess learning styles and monitor, support and oversee the delivery of the overall induction programme. Line Managers will also support your introduction to fellow employees, colleagues, and other relevant stakeholders at the earliest and most relevant opportunity.
- 3.3 Refer to our [Onboarding Policy](#) for further information.
- 4. Job descriptions**
Non-contractual
- 4.1 Job descriptions are a guide to your principal responsibilities and duties and expected performance standards and accountabilities.
- 4.2 The content remains subject to change by us and you may be required to undertake other and additional reasonable duties from time to time.
- 4.3 Any significant change will be discussed with you and any training required will be provided.
- 5. Fixed term contracts**
Contractual
- 5.1 If you are contracted for work for a fixed term period the end date will be detailed in your Main Terms and Conditions of Employment
- 5.2 Unless agreed otherwise and in advance of the expiry date, your employment will end on that date without further notification from us.

- 6. Change of details**
- 6.1 It is a requirement that you inform your Line Manager of any changes to your personal circumstances such as address or telephone number; next of kin to contact in an emergency; bank or building society details; gain or loss of relevant qualifications or licences, such as loss of driving licence; and any loss of right to work in the UK.
- 7. Location of work**
- 7.1 Our primary locations of work are:
- 7.1.1 Valley Parade, Bradford, BD8 7DY and
- 7.1.2 Training Ground, Bradford, BD10 0NR
- 7.2 The location of your work is as agreed on commencement of your employment and referenced in your Contract of Employment.
- 7.4 We reserve the right as necessary to make alterations to this for the ongoing needs and development of our business, consulting individually with you on any such occasions.
- 8. Hours of work and change of terms**
Contractual
- 8.1 Your contracted hours of work are specified in your Main Terms and Conditions of Employment.
- 8.2 We operate variable-time arrangements with all employees due to nature of the business operating 7-days a week, in the evenings, at weekends and on public holidays.
- 8.3 We reserve the right to change or vary your working hours should the need arise by giving you reasonable notice.
- 8.4 We reserve the right to implement a short time working arrangement where there is a temporary cessation or reduction in work.
- 9. Annual leave and public holidays**
Contractual
- 9.1 The holiday year runs from 1st January to 31 December for all employees.
- 9.2 Annual leave entitlement is confirmed in your Main Terms and Conditions of Employment.
- 9.3 Your annual leave entitlement is inclusive of public holidays.
- 9.4 All annual leave must be authorised in advance by your Line Manager.
- 9.5 Any annual leave taken without authorisation will be considered unpaid leave and may result in disciplinary action.
- 9.6 Any periods of closure which may require you to use an element of your annual leave will be communicated to you in advance of any statutory obligations.
- 9.7 If you start with us during the year, you will be entitled to a proportion of your full entitlement of paid annual leave calculated on a pro-rata basis and on complete months worked.
- 9.8 If you leave us during the year, you will be entitled to a proportion of your full entitlement of paid annual leave calculated on a pro-rata basis and on complete months worked.
- 9.9 On termination of employment if any annual leave entitlement remains it will be paid to you, or you may be required to use some or all of it during your statutory period of notice.
- 9.10 On termination of employment if annual leave taken exceeds annual leave entitlement a deduction of this amount will be made from any pay owing to you at the time of leaving.
- 9.11 Any annual leave not taken in the year of accrual cannot be carried forward to the next year and it will be forfeited unless an agreement is reached in advance with your Line Manager.
- 10. Remuneration**
Contractual
- 10.1 Your rate of pay is confirmed in your offer letter and statement of Main Terms and Conditions of Employment.
- 10.2 You are required to sign a copy of your Main Terms and Conditions of Employment to confirm acceptance of your salary and any other specified contractual terms.
- 10.3 Payment is made by credit transfer direct into your bank or building society either monthly or weekly, depending on what is detailed in your Main Terms and Conditions of Employment.
- 10.4 Any change to your bank or building society details should be communicated to your Line Manager at your earliest opportunity.
- 10.5 Any financial remuneration paid to you is processed through normal payroll and is subject to National Insurance and Income Tax contributions.
- 11. Expenses**
Non-contractual
- 11.1 Expenses that are reasonable will be reimbursed on satisfaction of the following conditions:
- 11.1.1 The item/s were authorised by your Line Manager prior to being incurred.
- 11.1.2 The cost incurred was a genuine out of pocket expense incurred in the performance of duties.
- 11.1.3 The claim is fully supported by the appropriate level of authorisation and documentation, and
- 11.1.4 The expense is claimed within two months.
- 11.2 Refer to the Expenses Policy for further information.
- 12. Short time working and lay off**
Contractual
- 12.1 During periods of lower demand, we may require you work less hours or that you are temporarily suspended from work without normal pay.
- 12.2 All options, including unpaid leave, asking you to take paid holiday entitlement and offering

flexible working hours will be considered before putting a short time working arrangement or statutory lay-off pay into place.

- 12.3 We will follow current government guidance when considering this <https://www.gov.uk/lay-offs-short-timeworking>

13. Time off in lieu (TOIL)

Non-contractual

- 13.1 TOIL will be given in exceptional circumstances, only when approved in advance with your Line Manager and where small numbers of hours are worked beyond normal contracted hours.
- 13.2 If approved you are required to manage your hours responsibly and you must not build up TOIL that exceeds 8 hours.
- 13.3 All TOIL must be used within 1-month of when it was accrued, or it will be seen as lost.

We are
**PASSIONATE AND
COMPETITIVE FOR SUCCESS**

14. Flexible working requests

Non-contractual

- 14.1 You can make a statutory request for flexible working at any time, regardless of service length.
- 14.2 Any such application is for a permanent variation to your hours, time, or place of work, and must be made in writing to us.
- 14.3 You can make two statutory requests in any 12-month period.
- 14.4 There are a number of flexible working arrangements that you can make including part-time working, job sharing, term-time working, fixed term working, working from home, flexible working hours, career breaks, cultural or religious needs and flexible leave.
- 14.5 Refer to our [Flexible Working Policy](#) for further information.

15. Conflicts of interest

Contractual

- 15.1 You are expected to be loyal to our aims and objectives.
- 15.2 You may not engage in any outside activity, which, in our opinion, might interfere with you efficiently carrying out your duties and which may conflict with our interests, or which may in any way compete with our business.
- 15.3 A conflict of interest arises when a personal interest or association could affect your work.

- 15.4 It becomes significant if an independent third party might reasonably take the view that there is a risk that your resultant actions might be affected by the conflict, whether or not they are actually affected. You agree that:

15.4.1 If you have a conflict of interest, you will disclose it.

15.4.2 Should a conflict develop during your employment you will disclose it.

15.4.3 You will avoid taking on any conflicts of interest.

15.4.4 You accept that if an undisclosed conflict of interest is discovered during your employment formal action will be taken against you.

15.5 You will seek to avoid conflicts of interest and if you find that you have a personal interest in a matter that you are working on, that you may become involved with, or that you have received an approach about, you agree to declare it immediately.

16. Second jobs and spare time activities

16.1 You may not enter into another occupation or employment or conduct any trade or business in your spare time without our written approval.

16.2 Approval will not be given for outside work which might interfere with the proper performance of your duties.

16.3 You must not engage directly or indirectly in a business that provides the same or a similar services as us.

16.4 You should not engage in spare time activities of such a nature or to such an extent as to impair fitness to carry out your employment with us.

16.5 Whilst fully supporting your wish to fulfil a role within the volunteer reserve forces, for example as a reservist within the armed forces, this must be carried out in your own personal time and annual leave is required be taken to accommodate any weekday requirements arising from such activities.

16.6 Refer to our [Second Job](#) and [Employing Reservists Policy](#) for further information.

17. Pension

17.1 If you earn over £10000 per annum, are at least 22-years of age but not yet of state pension age (SPA) and you are working under a contract of employment you are an eligible jobholder and will automatically be enrolled into the workplace pension scheme.

17.2 Non eligible jobholders have a right to opt in, and entitled workers have a right to join.

17.3 Full details, including your rights, obligations, and contribution rates will be provided by your Line Manager.

18. Appraisals and reviews

- 18.1 You will have regular evaluations and appraisals with your Line Manager.
- 18.2 Performance management is critical to our success as our business strategy will amount to nothing unless we actively manage, support and develop you to deliver a consistently high level of performance. Developing you is a key priority, and our performance management tools are designed to provide a simple way of helping you achieve your objectives.
- 18.3 A formal review of performance is held, at least, annually. This review involves a formal review of your past 12-months' performance against key objectives, along with the identification of new objectives for the next 12-months.
- 18.4 In addition to the annual review, regular reviews would be held throughout the year to check on progress and discuss challenges or concerns.
- 18.5 Refer to our [Appraisal Performance Policy](#) for further information.

19. Supervision and training

- 19.1 You have the right to regular supervision and communication with your Line Manager throughout your employment. Similarly, as changes in job practices occur, it will be necessary to supplement or update your knowledge and existing skills in order that our evolving and developing strategic objectives can be achieved.
- 19.2 Considering this, you are required to attend any and all training that is organised for you.

20. Statutory sick pay

- 20.1 Statutory Sick Pay (SSP) is assessed on qualifying periods of National Insurance contributions and if you qualify you will be paid in line with Government regulations.
- 20.2 For further information visit: www.gov.uk/statutory-sick-pay.
- 20.3 Payment of SSP will be made if all internal sickness reporting procedures are followed.
- 20.4 We do not operate an enhanced or supplementary occupational sick pay scheme.
- 20.5 Refer to our policies on [short-term](#) and [long-term](#) sickness absence for further information.

21. Time off without pay

Non-contractual

- 21.1 Time off without pay for reasons not specifically referenced in this handbook or supporting policies, and that are not mentioned in your Main Terms and Conditions of Employment, may be allowed in special circumstances but must be discussed and agreed in advance with your Line Manager.
- 21.2 Any extended period of time off without pay that is agreed between you and your Line Manager

will be on the understanding that we cannot guarantee the same job and salary on your return to work.

22. Absences

Non-contractual

- 22.1 We are sympathetic to genuine cases of illness or other situations which might make an absence from work unavoidable.
- 22.2 All absences are managed through our short-term and long-term sickness absence policies, and we reserve the right to investigate persistent short- or long-term absences that are or have the potential to become problematic.
- 22.3 Refer to our policies on short-term and long-term sickness absence for details.
- 22.4 In the case of urgent domestic distress or upheaval or for urgent exceptional personal circumstances, and in normal circumstances, you will be expected to use any holiday leave they have remaining. Alternatively, you have a right to reasonable time off without pay to deal with domestic emergencies but must consult with your Line Manager as soon as possible.
- 22.5 Refer to our [Time off for Dependents Policy](#) for further information.
- 22.6 Time off to attend routine Doctor or Dentist appointments does not constitute a domestic emergency and you are expected to arrange appointments before or after working hours, where possible. Failure to provide reasonable notice where this is not practical will automatically result in the absence being recorded as unauthorised.
- 22.7 Time off to attend optician appointments during working hours with opticians funded by us under Health & Safety legislation will be paid leave. Appointments made that are not within Health & Safety legislation will not attract paid leave.
- 22.8 Refer to the [Eye and Eyesight Testing Policy](#) for further information.

23. Lateness

Non-contractual

- 23.1 If you are unexpectedly delayed and cannot arrive before your contracted start time you should contact your Line Manager by telephone providing an explanation and an expected time of arrival. Do not send a text or social media message.
- 23.2 On your arrival at work you should advise your Line Manager immediately. At your Line Managers discretion, you may be required to work additional time on the same day or another day to compensate for the lateness.
- 23.3 Failure to arrive at the contracted start time on a regular basis will result in an investigation and potential disciplinary action to be taken.

24. Bereavement leave

- 24.1 In the event of the death of a spouse, partner, child, parent, or a dependent relative, and at the discretion of your Line Manager, a period of compassionate leave may be granted.
- 24.2 This will be assessed on an individual basis as to the length of time and as to whether this will be paid or unpaid.
- 24.2 Refer to our [Supporting Bereaved Employees Policy](#) and/or our [Compassionate Leave Policy](#) for further information.

25. Leave for public duties

- 25.1 You are entitled to reasonable time off without pay for public duties.
- 25.2 Such requests must be made in writing and in advance of the potential commitment so as to avoid business disruption. In cases of jury service, it is expected you will claim loss of earnings and any subsistence, travel or other expenses from the court.
- 25.3 Refer to our [Jury Service, Time off for Public Duties](#), and/or [Employing Reservists](#) Policies for further information.

26. Maternity, paternity, adoption and shared parental leave, pay and associated issues

- 26.1 We operate a range of 'family friendly' policies including maternity, paternity and adoption leave rights in accordance with current legislation and your statutory rights.
- 26.2 For details refer to our [Maternity, Paternity, Shared Leave & Adoption Leave](#) Policies.

27. Career breaks

- 27.1 Career break requests will be considered on a case-by-case basis. Applications must be submitted in writing to your Line Manager.
- 27.2 If you are granted a short career break, we will, wherever possible, guarantee you the same job and salary on your return to work.
- 27.3 Refer to our [Career Breaks](#) Policy for further information.

28. Trade union membership and recognition

- 28.1 It is your legal right to belong to a registered Trade Union of your choosing.
- 28.2 Whilst we have no formal recognition agreement in place with any trade union, we encourage you to seek support when you feel it necessary.
- 28.3 You may be accompanied by a Trade Union at formal meetings, where a statutory provision exists or where policy describes.

29. Health & safety

- 29.1 You are responsible for taking reasonable care for the health and safety of yourself and others who will be affected and involved by your work and from your actions, and you are required to

co-operate with us in complying with our statutory duties.

- 29.2 You must comply with the Health and Safety policy and all associated procedures in place and use and take reasonable care of any and all equipment provided for your use.
- 29.3 If you have a health or medical condition that may have the potential to affect your ability to undertake your duties or that could impact or affect those around you, you must disclose it to your Line Manager immediately.



30. Smoking and vaping

- 30.1 We believe that smoking and vaping are hazards to health and seek to protect you from such, so far as practical. A no smoking and no vaping policy is in effect throughout your workplace, including both internal and external areas, and your adherence to this is mandatory.
- 30.2 All breaches will be deemed an environmental health and safety risk and be subject to formal proceedings.
- 30.3 Refer to our [Smoking Policy](#) for further information.

31. Contact with the media

- Contractual*
- 31.1 Unless a prerequisite of your role (and it is acknowledge as such in your job description) you are not permitted to speak to any journalist or media outlet without the prior approval of the Chief Executive Officer.
- 31.2 Any enquiry from a journalist (newspaper, online, television, radio, trade publication, etc) must be referred to your Line Manager.
- 31.3 If, for any reason and in whatever circumstances such contact takes place without being referred to your Line Manager and without approval of the Chief Executive Officer, the discussion must be reported as soon as possible after the event.
- 31.4 You must gain prior approval from the Chief Executive Officer or your Line Manager before participating in any public event where there could be journalists in attendance, or before agreeing to participate in any media event.
- 31.5 Any deviation from this policy may result in disciplinary action being taken against you.

32. Social media and public comment

- 32.1 You are responsible for your words and actions and should be aware at all times of your surroundings and audience when offering opinions about us or our business. You must be

- conscious of the context in which your words are or may be taken.
- 32.2 You must not make comment or provide a quote on behalf of us or that suggests it is representative of the Club's position in any matter without the prior approval from the Chief Executive Officer.
- 32.3 Inflammatory, negative, brand or reputational damaging and detrimental comments about us that you post via any social media or networking channels, be those personal or business-related accounts, including email and text messages, will result in formal action being taken.
- 32.4 Refer to our [Social Media Usage Policy](#) for further information.
- 33. Dress and appearance**
- 33.1 The clothes that you wear make a statement about who you are and reflect on our brand.
- 33.2 Keep this in mind when making choices and consider if what you are wearing will create a positive impression of you and of us.
- 33.3 Refer to our [Dress and Appearance Policy](#) for further information.
- 34. Drug and alcohol policy**
- 34.1 We promote a culture where drug and alcohol misuse are discouraged. If you are experiencing problems with drugs or alcohol, you are encouraged to seek help for which appropriate agency signposting will be provided.
- 34.2 Incapacity at work through alcohol or being under the influence of alcohol or illegal drugs may be considered gross misconduct.
- 34.3 So too will the supply, production or possession of illegal substances whilst on our premises, or whilst engaged on business at other venues.
- 34.4 Refer to our [Alcohol and Substance Use Policy](#) for further information.
- Certain positions at Bradford City Football Club have additional mandatory requirements attached to the use of drugs and alcohol that supersede our Alcohol and Substance Use Policy. If applicable to you it will be detailed in your Terms and Conditions of Employment.*
- 35. Fire safety**
- 35.1 You will be inducted on fire safety procedures at all our premises.
- 35.2 On any occasion that you are required to visit external venues it will be your responsibility to familiarise yourself with their site-specific procedures and protocols, including reporting and evacuation.
- 36. Dignity at work**
- 36.1 We are committed to the elimination of harassment in the workplace, which is a form of discrimination, and behaviour that discriminates or disadvantages on the grounds of a protected characteristics as outlined in the Equality Act 2010, is unacceptable.
- 36.2 We will act against anybody to end discriminatory behaviours, of any sort.
- 36.3 A complaint of harassment should be taken to your Line Manager who will make every effort to secure a satisfactory resolution, either through informal means or formally through the grievance procedure.
- 36.4 Complaints will be handled in confidence and be reassured that there will be no personal repercussions if you bring a case of harassment to our attention.
- 36.5 Refer to our [Anti Bullying](#) and [Anti-Harassment Policies](#).
- 37. Vaccine policy**
- 37.1 As a responsible employer we have a duty to ensure that we consider the safety of all employees, so far as practicable, whilst considering the most up to date and relevant legislation, guidance and recommended best practice with regards vaccinations.
- 37.2 At this time you are not required to have a vaccination to attend work however should a vaccination become a mandatory requirement our guidance, in line with Government policy, may be subject to change.
- 37.3 Refer to our [Infectious Diseases Policy](#) for further information.
- 38. Company vehicles**
- 38.1 Refer to our [Company Car Policy](#) and [Vehicle Tracking Policy](#) for further information.
- 39. Mobile phones, etc**
Contractual
- 39.1 If you are provided with a company mobile phone and/or other electronic or computer device it is to be used for business purposes only. If the mobile phone or other device is used for private purposes, we may at any point require that you reimburse the cost of this usage.
- 39.2 The phone and/or device must be kept secure at all times. In the event of theft, you should notify your Line Manager immediately.
- 39.3 The phone and/or device are provided based on business need and must be returned on request or on your last day of employment.
- 39.4 It is a criminal offence for you to drive whilst using a handheld phone in the UK. Under no circumstances do we require you to use a mobile phone whilst driving. This applies whilst: driving on business irrespective of whether the vehicle or the mobile phone is provided by us

39.4.2 and driving for pleasure in a company vehicle irrespective of whether the mobile phone is provided by us.

40. Use of IT and the internet

- 40.1 You are expected to access IT resources responsibly and not take unreasonable advantage of access to the internet or any equipment provided.
- 40.2 You should only access and use IT equipment and systems for the express purpose that they have been given access.
- 40.3 If you access systems outside of these express purposes you may be subject to disciplinary action and such access may be treated as gross misconduct.
- 40.4 Disciplinary action will be taken against you if you access pornographic or other unacceptable sites, including political sites that go against our culture and values, on our equipment, or through our network.
- 40.5 Emails should be treated like any other document for the purpose of storage, retention, circulation and deletion. You should apply the test of legitimate interest in consideration of both the General Data Protection Regulation 2016 and the Data Protection Act 2018.



41. Fundraising for other organisations

- 41.1 If you fundraise for other organisations in your spare time, you do so at your own risk and on the absolute understanding that there will be no association with us and that we will not normally contribute resources or gifts.

42. Right to search

- 42.1 It remains a requirement of your employment that on the request of the Chief Executive Officer you submit to a search of all baggage, personal items, desk and/or locker, and, if felt appropriate your vehicle.
- 42.2 If unauthorised possession of property belonging to us or another employee or other third party is discovered during any search you will be subject to further investigation, which may lead to disciplinary action and the matter may be reported to the police.
- 42.3 In exceptional circumstances we reserve the right to search your belongings held on our premises without your prior notification.
- 42.4 Refer to our [Stop and Search Policy](#) for details.

43. Your property and our property

- 43.1 We do not accept liability for the loss or damage to your property brought on to our premises or whilst you are visiting premises on our behalf.
- 43.2 All our property, including, staff passes, credit cards, papers, records, laptops, mobile phones remain our property, and you will deliver any and all of these to us at any time on our request, or on termination of your employment.
- 43.3 We reserve the right at any time and without prior notice to check company property issued to you by us for usage. On our request you will provide us any and all equipment for checking.

44. Violence at work

- 44.1 Whilst extremely rare in occurrence we consider the risk of work-related violence to be a serious matter and try to take all reasonable steps to reduce risks from violence.
- 44.2 Should you demonstrate, suggest or threaten violence towards an employee, customer or visitor proportionate measures will be taken after investigation which may include dismissal.
- 44.3 Similarly, should you be faced with the suggestion of or actual violence from any third party whilst at work we commit to take proportionate action.
- 44.4 Refer to our [Violence and Aggression at Work Policy](#) for details.

45. Lone working

- 45.1 We will avoid the need for you to work alone where reasonably practicable however this is not always possible.
- 45.2 Where lone working is necessary, we will take all reasonable steps to ensure your health and safety including undertaking an initial risk assessment so that any necessary arrangements are put in place prior to lone working starting. Following this regular risk assessments will be performed to evaluate, mitigate, and discover risks.
- 45.3 Refer to our Lone Working Policy for details.

46. Risk assessments

- 46.1 We carry out general workplace risk assessments periodically and, on occasion, in reaction to issues and concerns that are brought to our attention.
- 46.2 Wide ranging, their primary use is to assess the risk to health and safety of employees, visitors and other third parties as a result of our activities, and to identify any measures that need to be taken to control these risks.
- 46.3 Your cooperation and support with these, as requested and directed, is mandatory.

47. Accidents and first aid

- 47.1 All accidents, incidents and near misses should be reported using the Accident Investigation

- Policy, which includes reporting obligations and requirements under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013. (RIDDOR).
- 47.2 Details of first aid facilities, first aiders and reporting procedures and protocols are displayed throughout staff areas.
- 47.3 It is your responsibility to familiarise yourself with these procedures and protocols.
- 47.3 All accidents and injuries at work, however minor, should be reported to your Line Manager and recorded in the accident book.
- 48. Anti bribery, corruption, and fraud**
Contractual
- 48.1 You are not to give or receive a bribe or participate in any other form of corrupt practice (such as theft, fraud, conspiracy to defraud, blackmail, participation in a criminal organisation and money laundering).
- 48.2 Any breach of this will be regarded as extremely serious and will result in disciplinary action being taken including, where appropriate, dismissal.
- 48.3 In law there is no specific offence of fraud; many of the offences referred to as fraud are covered by the Theft Acts of 1968 and 1978. The term is used to describe such acts as deception, bribery, forgery, extortion, theft, conspiracy, embezzlement, misappropriation, false representation, concealment of material facts and collusion. For practical purposes fraud may be defined as the use of deception with the intention of obtaining an advantage, avoiding an obligation, or causing loss to another party. After investigation we may take legal and disciplinary action where it is considered appropriate.
- 48.4 Should you undertake, be a part of, or be suspected of any involvement with any of the above actions formal action will be taken and we may at any point during our investigations refer the matter to the police or other legal, legislative or regulatory body as appropriate.
- 48.5 You should assist in any investigations we or any externally appointed organisation undertake by making available all relevant information on request.
- 48.5 Proportionate steps will be taken to recover any losses resulting from a proven fraud which may at our discretion include civil action.
- 49. Gratuities and gifts**
- 49.1 You may not without the express and prior written consent of the Chief Executive Officer accept any gift or favour of any kind from a current or prospective client, supporter, supplier, or other third party.
- 49.2 Where gratuities are received you must notify and declare this to your line manager immediately and, if appropriate, HMRC.
- 50. Deductions**
Contractual
- 50.1 We reserve the right at any time during, or in the event of termination, to deduct any overpayment made or monies owed to us by you direct from your wages or salary.
- 50.2 We may deduct wages or other sums from you at any time provided that we give prior notice of our intention to do so. Examples include but are not exhaustive to:
- 50.2.1 overpayments of holiday pay or salary.
- 50.2.2 outstanding loans or advances.
- 50.2.3 any shortfall in takings or collections in respect of monies that belong to us that were handed directly to you by a third party, and
- 50.2.4 any missing or damaged stock or property as a result of your negligence.
- 50.3 Any sums outstanding (including, for example, any loans we made to you) will become immediately due and payable on termination of your employment unless other arrangements have been made with you and confirmed in writing by the Chief Executive Officer.
- 50.4 We reserve the right to recover any sums owed by you to us by legal means.
- 51. Redundancy**
- 51.1 Following appropriate consultation and in line with employment legislation we reserve the right to make redundancies where necessary and offer statutory redundancy pay.
- 51.2 Refer to our [Redundancy Guidelines Policy](#).
- 52. Disciplinary procedure**
Non-contractual
- 52.1 The policy exists to promote fair and equitable treatment when you or other employees conduct, or behaviour is a potential cause for concern and is designed to help maintain an appropriate standard of behaviour and conduct whilst ensuring a fair and consistent process.
- 52.2 Refer to our [Disciplinary Procedure](#) for details.
- 53. Grievance procedure**
Non-contractual
- 53.1 We are committed to promoting effective working relationships within an environment where you genuinely feel able to resolve work-related issues and seek resolution at the most appropriate level.
- 53.2 It is a requirement that you cooperate in the resolution of grievances, regardless of the level of your involvement.
- 53.3 The procedure is designed to encourage communication and to ensure questions,

problems and misunderstandings which arise during the course of your employment can be aired and, where possible and appropriate, be resolved quickly, to the satisfaction of all.

53.4 Refer to our [Grievance Procedure](#) for details.

54. Equality and diversity

54.1 We try to recruit and maintain a workforce that represents the communities we support.

54.2 This means we pro-actively try and bring people together in the business that may have different backgrounds, identities and lived experiences.

54.3 Under the Equality Act 2010 it is illegal to harass or discriminate against someone due to race, sex, disability, religion or belief, sexual orientation, age, gender transitioning, marriage or civil partnership or pregnancy and maternity.

54.4 We encourage respectful curiosity about diversity to help discuss issues of difference, to learn and educate, but we commit to taking strong, swift and robust actions if it is brought to our attention that anyone is being bullied or harassed or having their quality of life at work compromised on the basis of protected characteristic or other aspect of their identity.

54.5 We believe that equality and diversity is everyone's business and ask that everyone is vigilant and challenges, with respect, harassment, bullying or 'banter' that is stigmatising wherever and whenever they see it.

54.6 Refer to our [Equal Opportunities Policy](#) for details.

55. Confidentiality

Contractual

55.1 Both during your employment with us and at all times after the termination of such employment, you shall not (except in the proper performance of your duties or unless required by law) use, copy, divulge or communicate, or cause, or procure, to be used by or copied, divulged or communicated to any person, firm, company or organisation any trade secrets or confidential information belonging to us or an associated company which you shall have obtained at any time during your employment with us, including (but not limited to):

55.1.1 Details of our or any associated company's actual or potential customers (including a database or other compilation giving the identity of such customers, their address or email address or telephone number or any individual point of contact).

55.1.2 Any prices or other terms of business negotiated or being negotiated between us or any associated company and any actual or potential customer.

55.1.3 Our opportunity or any associated company's reason for carrying out business with any actual or potential customer.

55.1.4 Our or any associated company's marketing strategy for our current, existing or future products or services.

55.1.5 The existence or details of products, services or strategies developed but not yet launched by us or any associated company.

55.1.6 The requirements of any actual or potential customer for our or any associated company's products or services.

55.1.7 Any contact list or other compilation giving the identity of employees and contact and identifying information outside of the details within this handbook.

55.2 Clause 55.1 shall not apply to information or knowledge already in the public domain, or which comes into the public domain by means other than by your breach of such clause.

55.3 You are not prevented by this condition in making a protected disclosure under the Public Interest Disclosure Act 1998.

55.4 It is of vital importance for us that you maintain confidentiality where necessary. Therefore, any breach of this provision will be regarded as gross misconduct and may lead to your summary dismissal.

55.5 Dependant on your role, and at any time during your employment, you may be required to sign a stand-alone agreement covering post termination areas that are not exhaustive to non-compete, non-solicitation, conflict of interest and non-interference.



56. Employee non-disclosure agreement

56.1 You may from time to time have access to confidential information, ideas and property that are wholly owned by us. Should they be disclosed without our express authority or consent they may be a cause for reputational, financial and brand damage.

56.2 Dependant on your role, it may be a requirement that you sign a stand-alone non-disclosure or restrictive covenant agreement that will be effective for the duration of your period of employment and for up-to twelve months after your employment has ended.

57. Data Protection

Contractual

57.1 We are committed to protecting the privacy and security of your personal information. The

- privacy notice (available separately) describes what information about you we collect, how it is collected, how it is used and on what legal basis, what third parties receive it and how you can contact us in relation to it.
- 57.2 We recognise the importance of ensuring the security and privacy of your personal data and will do so in accordance with the principles as set out in the Data Protection Act 2018. You are required at all times during your employment to comply with the provisions of the Data Protection Act 2018 and with any policy introduced by us to comply with the Act.
- 57.3 In complying with data protection you acknowledge and agree that personal data relating to you, which has been or is in the future obtained by us, may be held and processed by us (either electronically or manually) for any purpose relating to the administration, management, and operation of your employment. This agreement also extends to the holding and processing of your personal data in relation to our legal obligations or business needs and may include, but is not limited to:
- 57.3.1 Administering/maintaining personnel records.
- 57.3.2 Paying and reviewing salary and other benefits.
- 57.3.3 Providing and administering benefits.
- 57.3.4 Undertaking performance appraisals and reviews.
- 57.3.5 Reviewing your work history and making overall performance assessments.
- 57.3.6 Maintaining sickness and absence records.
- 57.3.7 Taking decisions as to your fitness for work.
- 57.3.8 Providing references and information to future employers, and if necessary, governmental and quasi-governmental bodies for social security and other purposes, and the Inland Revenue.
- 57.3.9 Completing and submitting timesheets.
- 57.3.10 Monitoring equal opportunities.
- 57.3.11 Sensitive personal data relating to your racial or ethnic origin (including your country of birth and nationality) health or any medical conditions or disability which you may have, or relating to your religious or other beliefs, or proceedings or alleged offences concerning you.
- 57.4 We will not transfer your personal data to countries outside of the EEA unless:
- 57.4.1 The destination country has been designated as providing adequate protection by the European Commission.
- 57.4.2 The destination country is the US, and the recipient has signed up to the “safe harbour” principles.
- 57.4.3 We have told you about the transfer and you have agreed.
- 57.4.4 The transfer is to an organisation that acts only as a processor and the required controller-processor contract is in place; or
- 57.4.5 Steps have been taken to ensure that, taking account of all the circumstances of the transfer and the Information Commissioner’s guidance on international transfers, adequate protection is provided in other ways.
- 57.5 If you gain access to personal data regarding anyone internal or external without authority and use this information in an inappropriate or unlawful way, we will deal with the matter using the disciplinary policy. Such access and misuse may also be a criminal offence.
- 57.6 Should you wish to make a request to see the personal data held by us on your employee file you should make an application in writing to the Club Secretary. A copy of the data held will be provided to you within one month of us receiving the request.
- 58. Limits of authority**
- 58.1 Dependent upon your role you may have levels of authority to commit us to elements of expenditure. Where permitted to authorise such expenditure it applies only within the conditions and limits that are issued in writing to you and approved by your Line Manager.
- 58.2 You can only make commitments, disclose price or commercially sensitive information to a third party, sign any contract or agreement, vary any terms of business, or agree any discounts on our behalf if you have the written authority of the Chief Executive Officer.
- 58.3 You are only allowed to entertain or divulge your personal contact details to any client, supplier, or temporary worker with the express authorisation of the Chief Executive Officer.
- 58.4 Should you undertake any of the above actions without the appropriate authority it will be treated as gross misconduct.
- 59. Whistleblowing**
- 59.1 The Whistleblowing Policy exists to provide protection if you raise a legitimate concern about a specified matter (known as a “qualifying disclosure”) that is made in the public interest if you have a reasonable belief that a criminal offence, miscarriage of justice, an act creating a risk to health & safety, an act causing damage to the environment, a breach of any other legal obligation, or the concealment of any of the mentioned, is being, or is likely to be committed.
- 59.2 Refer to our [Whistleblowing Policy](#) for details.
- 60. Severe Weather and Transport Disruption**
- 60.1 We recognise that on the rare occasions of severe weather and public transport disruption you may face difficulties travelling to/from work.
- 60.2 Refer to our [Severe Weather and Transport Disruption Policy](#) for details.

- 61. Obtaining Medical Records**
- 61.1 There may be occasions when we consider it necessary to obtain a medical report on your health or a medical condition.
- 61.2 Refer to our [Obtaining Medical Records Policy](#) for details.
- 62. Use of CCTV**
- 62.1 CCTV operates throughout our premises.
- 62.2 Refer to our Use of CCTV Policy for details.
- 63. Menopause**
- 63.1 As a responsible employer we are committed to creating an open and supportive culture and we want you to feel comfortable speaking about how menopause related symptoms may be affecting you at work.
- 63.2 Refer to our [Menopause Policy](#) for details.



- 64. Volunteering for Us**
- 64.1 A volunteer is a person who gives freely their time, skills and experience without expectation of financial reward.
- 64.2 Volunteers are not covered by this handbook.
- 64.3 Refer to our [Volunteering Policy](#) for details.
- 65. Alterations and additions**
- 65.1 The provisions and contents of this handbook and of your Main Terms and Conditions of Employment (Contract of Employment) may be altered by us as occasion requires or legislation changes. Such legislative changes that are mandatory on us will be deemed to take effect as at the effective date of the legislation change.
- 65.2 For other proposed alterations or additions, we will inform and consult with you as required.
- 65.3 You will be notified in writing of any agreed alterations.
- 66. Consultation**
- 66.1 We are committed to the principles and legal requirements of consulting with you on organisational decisions and change processes that may result in substantial changes to your terms and conditions of employment.
- 66.2 Consultation will be fair and proportionate to the proposed change and follow recommended and statutory guidelines.
- 67. Safeguarding**
- 67.1 We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

- 67.2 Refer to our Club [Safeguarding Policy](#) for further information.

68. Wellbeing

- 68.1 Refer to our Wellbeing Policy for further information.

Useful Club policies:

For information, and in alphabetical order

69. [Adults at Risk Policy](#)
70. [AI and the Use of Chatbots Policy](#)
71. [Assistance Dogs at Work Policy](#)
72. [Fertility Treatment Policy](#)
73. [Health & Safety Policy](#)
74. [Neurodiversity Policy](#)
75. [Performance Improvement \(PIP\) Policy](#)
76. [Personal Relationships at Work Policy](#)
77. [Political Activity at Work Policy](#)
78. [Recording of Meetings Policy](#)
79. [Recruitment Policy](#)
80. [Religious Observance at Work Policy](#)
81. [Transgender Equality Policy](#)
82. [Unauthorised Absence Policy](#)
83. [Work Related Social Events Policy](#)

Club Safeguarding Contacts:

Senior Safeguarding Officer
Paula Watson
Bradford City Football Club
Valley Parade
Bradford
BD8 7DY
Email [Paula](#)
Phone: 07967510560

Designated Safeguarding Officer
Lee-Ann Brewer
Bradford City Football Club
Valley Parade
Bradford
BD8 7DY
Email [Lee-Ann](#)
Phone: 07949 814505

Email [general safeguarding enquiries](#)

Published October 2024 Version 2.3

Bradford City Football Club Limited
E: hello@bradfordcityafc.com
Company Number **05102915**

WHO'S WHO STAFF DIRECTORY



Senior Leadership Team

Chief Executive Officer	Ryan Sparks
General Manager	Davide Longo
Director of Operations	Paula Watson
Head of Football Operations	David Sharpe

Staff Directory

Academy

Head of Football Operations	David Sharpe
Head of Academy	Tom Calvert
<i>Department Head</i>	
Academy Administrator/DSO	Lee-Ann Brewer
Foundation Phase Lead Coach	Vacant
Head of Academy Coaching	Tom Butcher
Head of Academy Recruitment	Alan Nevison
Head of Academy Education & Player Care	Richard Jones
Head of Goalkeeping	Alfie Darke
Head of Performance Analysis	Oliver Blackburn
Head of Sport Science & Medicine	Connor Whittall
Lead PDP Coach	Steve Nichol
Link PDP Coach	Patrick McGuire
Lead YDP Coach	Luke Hendrie
Operations/Matchday Coordinator	Graeme Kennedy
Senior Academy Physiotherapist	Joe Kvilums

Football

Head of Football Operations	David Sharpe
<i>Department Head</i>	
Assistant Club Secretary	Shaneque Rowe
Club Chiropodist	Russell Kenningham
Club Doctor	Dr Andrew Smith
Club Secretary	Mark Harrison
First Team Assistant Manager	Chris Lucketti
First Team Catering Assistant	Leanne Higgs
First Team Coach/Loans Manager	Mark Trueman
First Team Kit Assistant	Andy Brearley
First Team Kit Manager	Dom Lister
First Team Manager	Graham Alexander
First Team Physiotherapist	Joe Gannon
First Team Sports Scientist	Tom Hazeldine
First Team Therapist	James Barber
Goalkeeping Coach	Colin Doyle
Head of Analysis	Scott Dyer
Head of Medical	Bobby Scarborough
Head of Performance	Tom Eastwood
Head of Recruitment	Stephen Gent
Performance Analyst	Jamie Wolstenholme

Commercial

General Manager	Davide Longo
<i>Department Head</i>	
Commercial Executive	Mick Russell
Commercial Executive	Anthony Baker
Commercial Manager	Michael Shackleton

Finance

Finance Director	Robin Knight
<i>Department Head</i>	
Finance Assistant	Amy Leach

Grounds

Head Groundsman	Mick Doyle
<i>Department Head</i>	
Assistant Grounds person	Damien Doyle

Maintenance

Head of Maintenance	Jonathan Heaton
<i>Department Head</i>	
Cleaning Assistant	Juliet Musa
Cleaning Supervisor	Janice Cooper
Laundry Assistant	Karen Marshall
Maintenance Assistant	Andrew Johnson
Maintenance Assistant	Charles Palmer
Maintenance Assistant	Terry Parkinson

Marketing & Media

Marketing Manager	Brett Cullen
<i>Department Head</i>	
Club Photographer	Thomas Gadd
Content Manager	Ashley Edwards
Digital Content Executive	Alfie Walker
Graphic Designer	Naser Mohammed
Marketing Executive	Harry Bateman
Media Manager	Sam Pearce
Stadium Announcer	Darren Harper

Operations and Administration

Director of Operations	Paula Watson
<i>Department Head</i>	
Club Chaplain	Oliver Evans
Deputy Safety Officer	Chris Cusick
Safety Officer	Jonathan Heaton

Retail

Head of Retail	Dale Whiting
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Ticketing

Head of Ticketing	Carey Huegett
<i>Department Head</i>	
Ticket Office Manager	Mick Lamb
Ticketing Executive	Dean Lamb

ENVIRONMENTAL & SUSTAINABILITY *Statement*

We know our activities have both direct and indirect environmental impacts and as a socially responsible organisation we commit to reducing our impact on the environment as we look to being a sustainable organisation. Our key environmental impact focus areas as purchasing, waste, travel and energy and water usage, alongside having a public platform where we can raise awareness and promote responsibility.

- We will communicate our commitment to staff through this handbook as well through an environmental focus group where staff are encouraged to make suggestions and promote and encourage involvement in local environmental initiatives and schemes.
- We will communicate our commitment to our supporter base via the website.

When **Purchasing** we will:

Use supplies that are recycled and recyclable to minimise the consumption of natural resources

Work with our suppliers to ensure the services we use, and goods we buy are responsibly produced and sourced, minimising waste creation, including packaging.

With **Waste** we will:

Reduce waste we generate and minimise the waste we send to landfill by reducing what we use and promoting reuse, and recycling.

Encourage our partners to assess their supply chains and encourage meaningful conversations with them around their own environmental impact.

With **Energy & Water** we will:

Look to minimise the use of energy in the building and influence them to purchase energy generated from sustainable (non-carbon) sources.

Assess procedures to ensure water use in the building is as efficient as possible.

Considering **Travel** we will:

Prioritise the use of hybrid and electric vehicles when public transport is not available or practical.

Continue to support and encourage the use of video meetings between some staff departments and for business meetings to limit travel in general.

Consistent **Reporting** and **Evaluating** what we are doing is critical. Therefore, we will:

- Set and review performance against objectives and targets to improve our environmental performance;
- Report to the Senior Management Team our annual utilities consumption and our business travel carbon footprint;
- Consider the environmental impact of any changes we introduce to how and where we work; and
- Ensure that our policies and services are reviewed and developed in a way that is complementary to this statement.

This statement aims to build on work that we have already done and further reduce our impact on the environment. This is and will remain an ongoing and developing process.

What is the EFL Green Code and how does it work?

The [EFL Green Code](#) is a partnership between the EFL and [GreenCode](#), an environmental accreditation organisation. The scheme, updated for the 24/25 season onwards, aims to help clubs improve their environmental practices.

- Clubs are assessed twice a season against environmental standards.
- Clubs can earn bronze, silver, or gold status.
- The scheme offers training and support for clubs to improve their green practices.

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We will
LEAVE A LEGACY



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