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| POLICY NAME | Reference Policy |
| PURPOSE | To provide clear rules and guidelines to the Company and employees about the giving and receiving of employee references |
| APPLIES TO | All Staff |
| DATE IMPLEMENTED | January 2015 |

1 Introduction

- 1.1 To ensure fairness and consistency in the giving and receiving of employee references, Arctics Limited (trading as Igloo referred to as the 'Company') has implemented the following Policy.
- 1.2 When giving a reference, the Company is under a duty of care to ensure that what is written is accurate, factual and not misleading. For this reason, references in respect of current or former employees should be passed to a Director to deal with accordingly.
- 1.3 The Company may choose to request two written references in respect of each new recruit and to make all offers of employment conditional upon those references being satisfactory to the Company.

2 Providing Employment References

- 2.1 The Company will generally not agree to provide written references in respect of employees who are leaving, or who have previously left the Company's employment.
- 2.2 The Company does not permit Line Managers or colleagues to provide oral or written references in respect of any current or former employee. All requests for references must be passed promptly to a Director who will ensure that an accurate reference is provided in line with Company policy.
- 2.3 When a reference is requested, the Company will respond by letter. No reference will be given verbally on the telephone or by email. The reference will contain only factual information, and will not state personal opinions about the employee's performance or conduct. The reference will only include information about:
 - The start and finish date of employment with the Company
 - The employee's job title
- 2.4 Only information that is known to the employee will be included in the reference.

3 Providing Other References

- 3.1 In addition to the standard information provided for employment references, the Company will agree to supply details relating to an employee's earnings if required for other purposes such as housing or mortgage applications.

Written authorisation from the employee must be provided before this information is provided.

- 3.2 All requests for references must be passed promptly to a Director to ensure that an accurate reference is provided in line with Company policy.

4 Requesting References

- 4.1 Those involved in recruitment and selection should inform all job applicants who are interviewed that the Company may require two written references, normally two previous employers, including the current or most recent, and that any offer of employment will be conditional on those references being satisfactory to the Company.
- 4.2 Applicant consent should be sought as to the names of at least two proposed referees
- 4.3 Managers must on no account attempt to make 'secret' enquiries about a prospective employee, whether on the telephone or otherwise. Every individual has the right to know and to be asked for his or her consent before any check is made on any aspect of his or her background.
- 4.4 When a job offer is sent out, the appropriate person i.e. Manager may write to two prospective referees to seek a reference.
- 4.5 If a reference is received which contains any negative or adverse comments about the individual, the Company will not always assume that this information is accurate, or that any information provided by the candidate was inaccurate or deliberately misleading. Instead further information will be sought, either by contacting the referee for further information, or contacting the candidate and inviting him or her to a further interview, or by seeking his or her consent to apply for further references.

5 Access to References under the Data Protection Act 1998

- 5.1 Where the Company has provided a written reference on behalf of a former employee, the individual will have no right of access to any copy of that document held by the Company.
- 5.2 Where the Company holds references about a new employee or current or past job applicant that have been received from another employer, then that individual may have the right of access to the file under the subject access provisions of the Data Protection Act 1998.
- 5.3 The Company will seek to disclose the reference unless there is a sound reason not to do so, i.e. if it is clear that disclosure would amount to a breach of confidentiality or where there is a realistic threat of violence or intimidation by the individual towards the referee.
- 5.4 It is the Company's policy to allow current employees access to their personal files. If an employee wishes to access his or her file, they should refer to the Data Protection Policy.