

Welcome On Board



PSR The Experts
in Glass Conditioning



Welcome

At PSR we pride ourselves on being an 8th generation company and welcoming our employees to be part of the PSR family.

Welcome to our family of employees. This handbook contains useful and important information and will give you an overview of the perks and benefits of working for PSR, detail who you can speak to if you encounter any issues and guide you through our PPE requirements that will ensure we keep you safe whilst at work.



Simon Parkinson
Managing Director



Joanne Parkinson
Director

Introducing PSR

PSR has been around for over 220 years – that's eight generations of a family led organisation with a loyal and multigenerational workforce. We believe in being a family business – we work together and support each other, just like a family would.

Since 1800 we've been designing and manufacturing industry leading refractories and glass solutions from this very location. Today, we work with over 300 customers in 78 countries.

Our Mission

We make it our mission to deliver industry leading glass conditioning solutions that inspire confidence, improve operational efficiencies, reduce business risk, and help our customers to compete on a global scale.

Our Vision

To be recognised as a centre of excellence in the container glass industry for the design, manufacture, supply, installation and service of refractories and forehearth systems.

What makes us different?

- Experts in glass conditioning and refractory manufacture.
- Independently owned British manufacturer since 1800.
- Quality without compromise.
- Great people with great skills.
- Ultimate reliability and confidence.

Our Operational Objectives

1. Improve our market share of new forehearth and distributor business and compete on a regular basis with our major competitors.
2. Drive company sustainability and efficiency by:
 - Reducing scrap and waste throughout the manufacturing process.
 - Increasing kiln utilisation whilst reducing energy usage.
3. Provide on-time, in-full supply of the highest quality products to our customers.

PSR Values and Personality

We have a few **core values** and it's important that anyone who works here at PSR embraces these.

Family



Our strong family values have been at our core since day one. We maintain that ethos today.

“PSR has a family type approach, with a focus on relationships and reputation.”

Forward Thinking



We are a forward-thinking business, always challenging the status-quo.

“PSR are open, flexible, and willing to adapt to our needs.”

Service Orientated



We always listen to our customers to understand their business and product needs.

“PSR meets and often exceeds customer expectations across all product areas.”

Collaborative



We take pride in our nurturing role and our goal is to help everyone succeed together.

“Together with PSR we have built a good reputation with our customers.”

Supportive



We work together and support each other, just like a family would.

“PSR has a level of support that goes beyond what I see in others – they stand by their product.”

Honest



We are open and honest. This fosters healthy relationships we can be proud of.

“The PSR business is honest and genuine. This is key for us.”

Friendly



We are a friendly and approachable team to our customers, partners, and workers.

“PSR is friendly, not a faceless corporate.”

Your Health, Safety and Welfare

Your health, safety, and welfare are important to us. That's why, on your first day at PSR, you will begin the day by going through our induction process. You will be guided through fire safety and evacuation points, correct PPE and where to wear it. You are also issued with a Health and Safety questionnaire to complete, which helps to make our managers aware of any medical conditions and requirements which may be relevant to your role.

PPE Equipment

On your first day you are issued with all relevant PPE. These include:

- Safety boots - *For agency workers, these will not be provided until after your 12-week temporary contract is completed. Until then you will be asked to provide your own safety boots and they must conform to EN ISO 20345:2011 standards. You will need to provide evidence of this on your first day.*
- Bump cap/hard hat.
- Safety glasses.
- Hearing protection.
- FFP3 masks, where required.
- Gloves, where required.

“We have a **loyal**, multigenerational workforce and we believe in **working together** and **supporting** each other, just like a family would.”

PSR uniform for factory staff

On your first day, as a new factory employee, you are issued with PSR uniform. If you are an agency worker, you will be provided with one set of workwear garments with any necessary additional workwear garments provided by yourselves. However, these must not be “hoodies” with drawstring or any loose items of clothing that may get tangled in machinery. If your clothes are deemed unsuitable you will be informed by your Line Manager.

Once you have completed your initial 12-week temporary contract, you will be issued with further sets that must then be worn.

Due to the nature of the materials used within the manufacturing facility, it is a dusty environment. All PPE requirements and precautions are taken to keep employees safe from dust, but these dust particles also like to attach themselves to your clothes. Therefore, we also provide this uniform to help prevent employees own clothes getting dusty and dirty. We also have a free workwear laundry service.



Craig Bottomley, Casting Manager

Benefits and Perks

We value our employees and prioritise a happy and healthy work-life balance. Here's a summary of employee benefits.



Workplace pension

PSR employees are automatically enrolled onto our workplace pension scheme after three months of employment. You do have the option to opt-out should you wish.



Salary Sacrifice

PSR offers a pensions salary sacrifice scheme. This helps to make your pension saving more tax-efficient and could see your take home pay increase. The Wages Department can explain this further to you.



Death in Service – Life Insurance

Whilst employed by PSR, you're covered for life insurance based upon twice your basic annual salary



Health and Wellbeing Support

Help@hand is a confidential online health and wellbeing service, providing you and your family with access to a range of health and wellbeing services. To be added to this scheme, please let your Line Manager know.

“**We care** for our people and provide a **supportive** place of work.”



Private health insurance with BUPA

All employees are entitled to join our private health scheme. This is subsidised by the company, with an employee contribution of £2 per week. There is no qualifying period for joining, however we can only accept new members in December each year. Please contact the Personnel Department if you wish to join.



Health Cash Plan

You are automatically enrolled onto a health cash plan after three months of service. It is fully funded up to Level 1 and provides specific cash payments and benefits to employees and their children for treatments such as dental, optical and physiotherapy. Partners can be added at extra cost to yourself.



Long Service Awards

We make long service awards and the current award values are £500 for 25 years and £1000 for 40 years of service. Awards cannot be made in cash, but something durable and appropriate of your choosing.

Benefits and Perks



Additional holidays

PSR employees are entitled to additional contractual holidays, over and above the government minimum.

In addition, employees benefit from long service holidays, whereby one extra day of holiday is awarded for every five years worked, up to a maximum of 25 years and five days.



Minibus service

For those employees that don't drive and struggle to get to and from work with public transport because of shift times, we provide a local minibus service. There are two collection times and two drop offs to tie in with shifts. If you are interested, please discuss with your Line Manager.



Free eye tests

We work with a local optician, where employees can have free eye tests, and standard safety glasses are issued if required. Please speak with your Line Manager for further details about how to book an appointment.



Canteen and subsidised vending machines

We have a canteen where employees eat safely, away from their place of work, and have access to a selection of subsidised vending machines.



Free laundry service

We offer a free workwear laundry service for factory workers, preventing any damage from factory dust to your washing machines at home.

How does this work? Please place your dirty workwear in the soil bin that you will find in the locker room. Any workwear that has been left in this will be collected the following morning and taken to our laundry room. Your clean workwear can then be collected in the afternoon ready for the next day.



Cycle2Work scheme

PSR is part of the Cycle2Work scheme. This is a government led initiative to help employees get a new bike, and safety and maintenance equipment for travelling to work. It is paid for through salary sacrifice. Please contact the Personnel Department if you wish to know more. The qualifying period for this scheme is 12 months employment with PSR.

“We aim for an environment where everyone can **thrive** and **grow**. ”

HR Information

In your first week of working for PSR you will receive your contract of employment and complete staff handbook. This includes full details of terms, conditions, policies and procedures. Here are some key points.

Dress code

All factory staff must wear the PSR issued workwear.

Our office staff should dress in smart casual wear Monday-Thursday and Friday is dress down day/jeans. Should you prefer PSR t-shirts and Polo shirts, these are available. Please speak with our receptionist.

Working day and breaks

Hours and lunch breaks vary for factory, office, and technical services employees. Please refer to the details found on page three of your employment contract.

Facilities

Factory and office staff have access to food storage areas and facilities, including refrigerators, microwaves, and kettles/hot water dispensers. These facilities will be shown to you as part of your induction.

The vending machines in the canteen can be accessed at breaks and lunch time.

Holiday entitlement and booking holiday

All holiday requests must be approved in writing and in advance, by your Line Manager and in line with our policy. You must give at least twice the notice period of the proposed period of leave

you wish to take. For example, if you wish to take annual leave for two weeks starting on the 27th February 2023, you would need to request this annual leave by the 27th January 2023. Information about our holiday and absence policies can be found in Section 7 and 8 of the staff handbook.

We may require you to take (or not to take) holiday on particular dates, including during your notice period.

Reporting Absences

Factory Staff > If you are absent from work due to incapacity, notify your Line Manager of the reason as soon as possible, but no later than 7.30am on the first day of absence.

Technical Services and Office Staff > If you are absent from work due to incapacity, notify your Line Manager of the reason as soon as possible, but no later than 30 minutes before your start time on the first day of absence.

You must certify your absence in accordance with our sickness policy which is available from your Line Manager.

Car parking and bicycle storage

Free onsite parking is available for all employees. There is also onsite storage for bicycles. Vehicles and bicycles are left at the owner's risk.

Site accessibility

We have a snow team that helps keep our site accessible in winter months. They arrive early to clear the road and walkways if necessary, and ensure routes stay clear from ice and snow throughout the day.

Go the Extra Mile!

We offer our factory staff a cash reward for any ideas suggested to effectively make a saving to the company, such as reducing material used in a process, reducing scrap, reducing time on a process that could be done differently and more efficiently.

We have happily rewarded several of our employees so far as part of this initiative.

If you have ideas to be considered, please see your Line Manager.

Any idea or suggestion must show the true cost or time saving.



Your voice

What to do if you have an issue?

If you have any issues, your first point of call is your Line Manager.

We would not want a problem that can be resolved to be the reason that someone wished to leave us!

If you experience any problems and want to speak to someone other than your Line Manager, please speak to the person relevant to your area.



Office

Joanne Parkinson

joanne.parkinson@parkinson-spencer.co.uk



Factory

Nick McCarthy

nick.mccarthy@parkinson-spencer.co.uk



Technical Services and Drawing Office

Paul Curry

paul.curry@parkinson-spencer.co.uk

Works Council

The Works Council regularly meets, and your employee representatives help voice any concerns, pass on ideas, and inform you of any changes we are thinking of making. Scheduled meetings are shown on our notice boards around the factory and office in advance.



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