



Employee Handbook

Policies, Procedures & Standards of Conduct

2026

LEYLAND TRUCKS

PACCAR PARTS



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Welcome to Leyland Trucks

Introduction

This handbook sets out the key terms, conditions, policies and standards that apply to your employment. We hope you find it a useful reference; however, if you have any questions or require clarification, please contact your Manager or a member of the Human Resources Department.

This handbook, and the policies and procedures it references, are provided for guidance and information. They do not form part of your contract of employment and may be amended by the employer from time to time at its discretion. All employees are required to familiarise themselves with, comply with, and adhere to the Policies, procedures and standards of conduct set out in this handbook and in any associated documents.

Equal Opportunities

Every employee in the Company is responsible for complying with the requirements of the Company's Equal Opportunity Policy which states that:

"Leyland Trucks/PACCAR Parts is unreservedly opposed to any form of discrimination practised against employees, or potential employees.

The Company's policy and practice require that entry into the Company, and progression within it, are determined solely by application of objective criteria and personal merit. No applicant or employee will be treated less favourably than another on grounds of any of the 'protected characteristics' as defined in the Equality Act 2010 i.e. Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.

The following forms of Discrimination are covered by this policy: Direct Discrimination, Associative Discrimination, Discrimination by Perception, Indirect Discrimination, Harassment or Victimisation."



Essential Reading

As part of your induction, you will be asked to sign to confirm you have read and understood the following documents.

The documents can be accessed on the Onboarding Web Portal. Please use the below QR code/link to access .

You will need to use the username and password provided in your welcome letter to log in to the Portal. Please contact HR if you need assistance with this.

Essential Reading

- **Substance Misuse Policy**
- **Security Policy**
- **Patents and Non-Disclosure of Confidential Information Policy**
- **Conflicts of Interest Policy**
- **Gifts, Entertainment and Social Events Policy**
- **Use of Company Email, Internet/Intranet Facilities Policy**
- **DAF's Top 20 Compliance Rules**
- **Security Awareness**

Scan to read:



www.leylandtrucksLtd.co.uk/onboarding
and navigate to the Need to Know section

Any questions? Please contact HR:

 01772 625915

 leylandhr@leyland-trucks.co.uk



Key Metrics

At Leyland Trucks, we use a common set of metrics known as SQDCME – **Safety, Quality, Delivery, Cost, Morale and Environment** – to guide how we work and measure our performance. Each year, the business and individual departments set clear objectives under each of these headings to ensure we remain focused, aligned and continuously improving.

These objectives are brought together in the SQDCME “Wheel”, providing a clear visual representation of our priorities and how every role contributes to our overall success.

The following pages explore each metric in more detail and explain why they are important to the way we operate.

Safety

Under this metric, we:

- **Develop a culture of shared responsibility**
- **Promote individual health and wellbeing**
- **Provide a safe and injury free workplace**



The Company sets and maintains high standards of health and safety to ensure that all its staff and others work in a safe and healthy environment thereby maximising their contribution to productivity and quality.

The health and safety policy is supported by appropriate risk control and audit activities which will confirm performance against the policy, plans and systems.

It is Company policy to ensure that safe working practices are established and maintained within each and every activity in order that all risks to staff, visitors and others are removed or minimised. All Managers and Supervisors have duties and responsibilities under this policy, and in order to fulfil these they carry out regular reviews of health and safety standards within their area of responsibility.

All staff have a responsibility to themselves, their colleagues and the Company to work safely. The Employee Representative Council (ERC) are consulted on health, safety and environmental issues.

Health and safety is a wide area and covers many topics including:

- Risks assessment
- Control of Substances Hazardous to Health
- Manual handling
- Accident/incident reporting
- Fire evacuation
- Permits, licenses and authorisations
- Safety signs
- Vehicle movement and pedestrian segregation
- Personal Protective Equipment (PPE)
- Display Screen Equipment (DSE)
- Behavioural safety.



These topics, as appropriate, will be discussed with you during the induction process, along with the Company's Golden Rules of health and safety

Quality

Under this metric, we:

- **Design and deliver industry leading products and services**
- **Ensure all business activities are right first time**
- **Develop employees to their highest potential**

All Leyland Trucks products and services should enhance the company's reputation of providing unsurpassed customer satisfaction through superior quality and premium value. This is accomplished by:

- Identifying and then exceeding customer expectations with innovative products and services that contribute to the customer's success
- Developing and maintaining a shared commitment by all Leyland Trucks' employees to continuously improve performance and achieve defect-free processes, products and services
- Developing highly skilled employees with industry-leading abilities
- Co-ordinating all disciplines to focus on being the highest quality, lowest cost company in our industry
- Complying with ISO/IATF 16949 and continual improvement of the Quality Management System.

The quality policy for the current year can be found on your departmental notice board.

Delivery

Under this metric, we:

- **Deliver on all commitments**
- **Deliver products and services that exceed customer expectations**
- **Deliver on time and to cost in line with our customer expectations**

These commitments guide how we work every day, ensuring reliable delivery, high standards, and outcomes that meet our customers' agreed requirements.



Cost

Under this metric, we:

- **Eliminate waste**
- **Practice effective cost management**
- **Take shared responsibility for continuous improvement**

As with all PACCAR plants, Leyland Trucks employs a continuous improvement approach to manufacturing supported by PPS (PACCAR Production System) and Six Sigma, to ensure that we always get the best out of our processes and equipment and ensures our capability to deliver world class products and services to our customers.

Morale

Under this metric, we:

- **Provide development opportunities**
- **Recognise team and employee achievements**
- **Provide a place that embraces diversity where people make a difference and feel valued**

The company recognises the importance of good two way communications in an organisation that is committed to innovative teams in pursuit of total customer satisfaction. All employees are part of the Company Team through Involvement, Empowerment and Participation. Without good communication they are unable to give their best to the team.

Accordingly, the Company has the following communications strategy:

- Fortnightly written brief will be issued to all staff
- Department team meetings will take place on a regular, scheduled basis
- All staff will have the opportunity of a training/development discussion with their Supervisor at least once a year
- Participative, continuous improvement meetings will be held throughout the organisation
- Company Employee Representative Committee meetings will normally be held on a weekly basis
- 'Meet the Team' sessions will become a feature of all functions within the organisation
- Business Review Meetings will be held quarterly with all employees to update them on business performance and the achievement of objectives
- Notice Boards and signage will be maintained throughout the site
- DAF app will be updated regularly with updates and announcements.

The Company is committed to developing and maintaining a culture of continuous improvement by providing learning opportunities for employees to improve their skills and abilities to enable them to reach their full potential. Creating a learning environment and supporting employee growth a core values of the PACCAR Production System (PPS) and provide mutual benefit for both the Company and employee.



Environment

Under this metric, we:

- **Respect and protect our environment**
- **Are socially responsible**
- **Promote sustainability**

Leyland Trucks recognises the potential health and environmental impact of its operations and products, and responds positively to these concerns. It is company policy to manage its activities to give benefit to society; this entails ensuring that they are acceptable to the community and that any adverse effects on the environment are kept to a practicable minimum.

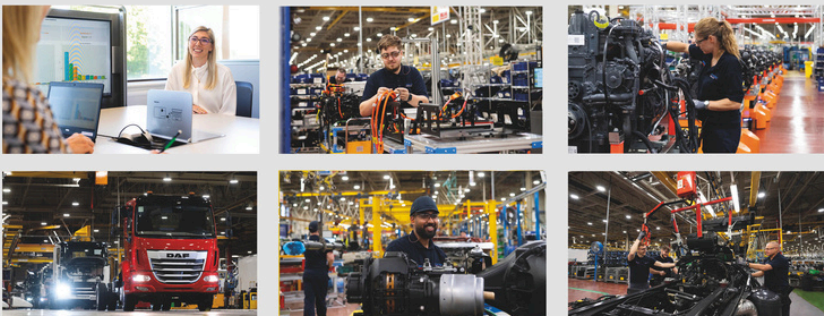
To sustain and protect the environment, the Company:

- Applies a total view regarding the effects of our products on the environment
- Develops and markets products with environmental properties which meet the highest demands of efficiency and quality
- Manages our manufacturing processes to cause the least possible impact on the environment
- Aims to minimise the use of all materials and supplies wherever possible; replacing toxic materials with non-toxic alternatives, and using renewable or recyclable material
- Promotes our water conservation measures
- Minimises and recycles waste and, where this is impracticable, ensures its proper management and disposal
- Co-operates and maintains close liaison with statutory authorities and environmental organisations in order to seek their views and advice on environmental activities
- Promotes environmental awareness and understanding amongst staff and seeks their active participation in environmental activities
- Provides information to staff, shareholders and the public on the company's environmental performance.



Leyland Trucks' Wheel

The objectives under SQDCME are brought together in the "Wheel" - providing a clear visual representation of our priorities and how every role contributes to our overall success. As well as a company wheel, there are also departmental wheels which highlight how each department will feed into the overall company plan.



General Terms & Conditions

This section outlines the basic terms of your contract of employment, which are governed by relevant employment legislation, Company policies and procedures (including the Grievance, Disciplinary and Sickness Absence policies), and any collective agreements currently in place between the Company and the Employee Representatives Committee (ERC). Your contract consists of your accepted Principal Statement of Terms and Conditions of Employment, the relevant details contained in this handbook section, applicable collective agreements (where relevant), and established Company rules, arrangements, and practices.

Unless specifically stated otherwise the terms and conditions of employment in this section of the handbook apply to all staff.

There are some appointments which are subject to special contract terms or service agreements. If you have accepted such a written agreement and it differs in any respect from this handbook, the terms of the agreement shall prevail, subject always to the provisions of relevant employment legislation.

Your agreement to these terms and conditions is implied by your acceptance of employment with this Company.

Any agreed alteration to your contract, or in the terms of relevant collective agreements, or to the Staff Rules/arrangements, the Pension Plan Trust Deeds and Rules, or relevant employment legislation, will be duly recorded in all copies of the relevant documents which are available for your inspection.

Additionally, you will be notified of any such agreed alterations either directly in writing, or by public announcement in employee communications or notice boards. Due notice will normally be given before any such alterations are to become effective. Although the Company from time to time revise and reissue this handbook you are advised to keep your copy up to date by noting alterations brought to your attention.

Health and Safety Policies

The Health and Safety policies and procedures are available from the Health & Safety Department and can be accessed on Leyland Web and the DAF App.

Human Resources Policies

The Human Resources policies and procedures are available from the HR Department and can be accessed on Leyland Web and the DAF App.

General Company Rules and Arrangements

Standards of behaviour should be maintained which are found acceptable by reasonable people. Most of these standards are difficult to define in words and it has to suffice to say that you are expected, when on company premises, or on company business, to maintain normal standards of conduct.

However, there are some matters which can be specifically mentioned and these rules are listed in the Disciplinary Policy (HR Policy 2.8).

Where there is a breach of company rules or expected standards of conduct, the matter will be dealt under this policy.

Pay

Your annual salary will be paid monthly into a nominated Bank or Building Society. Payment will normally be made on the 15th of the month unless that day falls on a bank holiday or weekend, in which case it is paid earlier.

Pension Plan

For eligible members, pension plan details are in the contract and contained in a DC Plan Handbook issued to all employees.

Retirement

Further information on early retirement, normal retirement and late retirement can be obtained from the HR Department and in HR Policy 5.3 – Retirement Policy.

Working Hours

Your normal working hours are as detailed in your individual contract of employment, or within the negotiated agreement if applicable.

A number of areas operate locally agreed flexible work patterns. These work patterns do not form a contractual entitlement and the Company reserves the right to revert to standard hours as detailed in individual employment contracts.

Working hours are booked in an Oracle Time and Attendance system, and all time booked should accurately reflect your working pattern and attendance and absences.

Accrued Hours

The opportunity to accrue hours exists within certain grades and roles. Please refer to the current Pay Agreement in working practices for further details.

Emergency Dental and Doctors Appointments

Where emergency dental treatment or an emergency doctor's appointment is required you will be entitled to time off with pay. Where possible appointments should be made outside of working hours.

Harassment and Discrimination

The Harassment Policy 2.3 details the procedure and support to effectively and sensitively deal with any complaints of harassment.

Safeguarding

Leyland Trucks is committed to promoting and safeguarding the welfare of young people and vulnerable adults and to help protect them from abuse. The Safeguarding Policy and Procedure 2.12 details this.

Workwear

Dependent on the area you work in and the mandatory PPE requirements of the area, you will be provided with these.

Mandatory equipment may include ear defenders, safety glasses, safety shoes and hi vis jackets.

Employees who require safety shoes to enable them to perform their job responsibilities will be entitled to one pair per year.

Ethics and Code of Conduct

The manner in which PACCAR conducts its business, and the opinion of our shareholders, employees, customers and the public, is very important to the continued success of PACCAR.

All employees are issued with the DAF Top 20 Rules leaflet and this ensures we continue to operate to the highest standards and you know what to do if you have a concern.

Leave for Public Duties

To ensure that employees requiring leave of absence for community or related public duties receive consideration at least in line with that required by law, the following Policies detail how to request a leave of absence and the associated amounts of leave for each reason.

- Leave for Public Duties Policy 4.1
- Parliamentary Candidates and Member Policy 4.2
- Political Activities Policy 4.3
- Volunteering Policy 4.4
- Reserve Forces Training and Mobilisation Policy 4.5

Employee Benefits

The Policies below set out the statutory rights and responsibilities for leave for maternity, paternity, adoption leave, shared parental care, parental leave and dependants leave.

- Maternity Leave Policy 7.2
- Paternity Leave Policy 7.4
- Parental Leave Policy 7.6
- Adoption Leave Policy 7.7
- Dependants Leave Policy 7.8
- Shared Parental Leave Policy 7.9
- Flexible Working Policy 7.10
- Bereavement Leave Policy 7.11

All Policies are available via Leyland Web, the DAF App and on request from HR.

Attendance

You should start work at the normal starting time. Habitual lateness or unauthorised absence will be subject to disciplinary action.

Sickness Related Absences

If you are ill or unfit for work, you must inform Manpower Planning, your Department Manager or Administrator before the start of your shift, then daily for the first 5 days. Absences longer than 5 days need contact each Monday.

All contacts must be done verbally by yourself (not via text or someone else) and before the start of your shift.

Non-Sickness Related Absence

You need your manager's permission if you are going to be absent from work (for example for bereavement leave, parental leave etc). These absences should be authorised in advance where possible.

If you are absent without permission your pay may be stopped for the appropriate period, and if unauthorised absence is repeated or extended without satisfactory explanation, disciplinary action will result.

Occupational Health Services

There is an onsite Occupational Health Centre. Service and support provided can include health assessment, surveillance, sickness absence advice, rehabilitation, health education and counselling. Please visit the Occupational Health team for further information.

Confidential Information

During the course of your work you may have access to material that is confidential to the company's business. You should be aware that such material, even when apparently trivial, could be potentially damaging to the company's business, if disclosed to outside parties, and therefore such disclosure to unauthorised persons would be viewed very seriously by the company.

You should treat as confidential all data, specifications, drawings and documents relating to the company's

business or trading activities and not divulge, use or employ them except in the company's service. You should not remove anything of this nature from the company's premises except with written authorisation of a Senior Manager.

If you leave the company you must hand over to your manager or another responsible person, all documents concerning the company. This includes any notes which, if released, would be to the detriment of the company, or which would give advantage to any other company.

Security and Searches

Access to some of the company's premises may from time to time be controlled by special security procedures. Where this applies, you must abide by these procedures. You must co-operate with company security personnel in carrying out their duties and any normal search and inspection routines of vehicles or personal baggage etc.

Personal Property

The company cannot accept responsibility for personal property that has been lost or damaged on its premises. It is therefore in your own interests to keep your personal property secure.

Company Property

You are not allowed to take materials or property owned by the company off the premises unless they are covered by a properly authorised permit. You are expected to take all reasonable steps to protect the company's premises and property, and to avoid deliberate misuse of equipment and wasting of material. It is a serious offence to deliberately remove or damage or deface property, equipment or material belonging to the company.

Patents and Inventions

The Patents Act 1977 states, amongst other things, that any inventions you make in the circumstances set out in the Act's Section 39(1) shall belong to the company. You must immediately disclose all such inventions, patents, designs, processes or ideas to the company and should sign and execute any documents that may be required to give full and exclusive benefit of them to the company.

Personal Information

It is necessary for the company to have some of your personal details on record for efficient administration.

If changes occur in your personal details such as a change of name, address, contact details for relatives, or next of kin, etc., you should inform the HR Department as soon as possible.

You should keep the HR Department informed of any academic or professional qualification details which change.

The company is registered in accordance with the Data Protection Act. Any employee who wishes to see personal information held by the company may request to do so, although a charge may be made for this service.

Pool Cars

Pool cars are available to use on company business. These can be booked by contacting the HR department. A Driver Approval form must be completed and approved prior to any booking.

Business Use of Private Cars

You should use your private car on company business only with your manager's consent, and if your car is covered by the appropriate business insurance and meets all other legal requirements. It is your responsibility to ensure that your car is covered for third party liability in any circumstances in which your car may be used. If you have third party insurance only, you must understand that you are using the car at your own risk with regard to the cost of accident repairs.

You will be reimbursed at the current mileage rate for authorised journeys. You can find out the appropriate mileage rate for your car from your supervisor or manager. The Company cannot accept any responsibility for infringement of the law whilst you are using your car on business.

Vehicle Parking

If you travel to work by car, motorbike or bicycle, you should park your vehicle in the parking spaces or racks provided on the employee car park located just outside the main gate, and not in places where they might cause an obstruction or safety hazard e.g. hatched areas.

The company cannot accept responsibility for loss of, damage to, or theft from vehicles on any of its car parks.

Travel Arrangements and Expenses

If you have to travel by rail or air on company business, you should ask your manager to arrange for pre authorisation and tickets will be issued in advance.

If a business trip covers more than a few days, or if you particularly wish, you may obtain a cash advance, prior to departure, arranged through your manager.

The company policy on expenses is, as far as possible, to ensure that you will not be financially worse off or better off as a result of travelling for the company. More detailed guidance will be given to you by your manager at the time your travel is authorised.

Probation Period

All appointments are subject to a probationary period with regular reviews as detailed in your contract. Your employment will be confirmed upon satisfactory completion of this period.

Performance Review

All employees have the opportunity to participate in a digital or paper based performance review.

Instructions

You must carry out all reasonable instructions given by a responsible member of staff of the company acting within his or her proper authority.

Training Matrices

Training matrices are held for each area. This documents your skill level and opportunities for future development. Your department manager will work with you to update skills.

References

It is company policy not to supply open letters of reference or testimonials. However, the HR Department will respond to reference requests with a factual statement on the nature and duration of employment. See HR Policy 5.1 Employment References.

Technical Articles and Lectures

You should obtain permission before giving a lecture or publishing an article related to the company's products or processes. This permission may be obtained from the HR Department, who will require sight of the draft article before you are committed to publication.

Meetings

You must obtain the permission of management before organising a non work related meeting of staff either on company premises or during working hours. If you should attend a meeting without permission, you are liable for an appropriate deduction from your pay.

Private Trading

You are not allowed to buy or sell goods or carry on private trading within working hours or on the company's premises.

Money Lending

You must not lend money to other members of staff for gain whilst on the company's premises, or elsewhere on company business.

Collections

You must not make collections of money during working hours without the company's permission.

Gambling

You must not take part in any gambling on the company's premises.

Radios

Unless it is a requirement of your job you should not operate a personal radio on the company's premises, without specific prior permission.

Photographs

You are not allowed to take photographs on the company's premises without specific prior permission from a member of the senior management team.

Posting of Notices

You are only allowed to post signs, bills or notices, on the company's premises if you have obtained prior permission from management.

Private Correspondence

Private correspondence should not be put through the company's post service. No liability is accepted by the company in the event of loss.

Use of Mobile Phones on site

Policy 1.8 details the use of Mobile Phones and Social Media in the workplace. Nothing should be posted on any platforms without the company's express permission.

Substance Misuse

The control of alcohol and drugs is detailed in the company HR Policy 2.2 Substance Misuse. Support is available for those who identify a substance problem, however, offences committed in contravention of this Policy will be treated as a serious disciplinary matter.

Agreement on pay, working practices and conditions of employment

The Company recognise the Unite union and their aim is to get members the best terms and conditions of service and provide advice and support on any matter related to your job.

Please contact one of the Union Representatives for details on how to join and to obtain a copy of the Current Agreement.

PACCAR

Business Ethics

Uncompromising ethics and solid integrity are the guiding principles behind all of PACCAR's business activities.

The manner in which PACCAR conducts its business, and the opinion of our shareholders, employees, customers and the public, is very important to the continued success of PACCAR. Through its commitment to integrity and honesty, PACCAR has earned a reputation for adhering to the law and maintaining the highest level of honest and ethical conduct.

All PACCAR employees are expected to comply with the company's Global Code of Conduct. Your supervisor or Human Resources department are available for you to share concerns regarding ethical situations that you believe may affect the integrity of PACCAR. Such situations include possible violations of PACCAR's policy on ethics, conflicts of interest, compliance with the law, fraud, accounting, auditing or related matters. Company policy provides protection from retaliation for asking questions or reporting possible violations.

When to use the PACCAR Ethics Line

The Ethics Line should be used only for violations of PACCAR's Global Code of Conduct. All other concerns or matters should first be discussed with your supervisor or Human Resources. Consult the Code of Conduct when in doubt as to whom to report incidents to.

THE PACCAR ETHICS TELEPHONE NUMBER UK - 0800-89-0011

How the Ethics Line works

The PACCAR Ethics Line is available to you in situations where speaking face-to-face about your concerns is not appropriate. This global, toll-free number is available 24 hours a day, seven days a week. Calls to the Ethics Line are handled by NAVEX Global, an independent company that specializes in ethics-related concerns. No call-tracing or recording devices are used and, if you wish, you may remain completely anonymous.

When you call the PACCAR Ethics Line or use the web portal, a trained specialist will ask a series of questions to better understand the nature of your concern. A report will be prepared for the PACCAR investigations officer who will determine the appropriate action in response to your concern.

At the end of your call or web submission, you will receive an ID number and call-back date when you may follow up on your report. Reference this number during follow up calls or logging back in to see status update to the web portal. If additional information is needed from you, you will be asked for it when you call back.

The PACCAR Ethics Line is not intended to be a substitute for meaningful communication between you and your supervisor or Human Resources representative.

If you have questions or concerns regarding normal operating procedures or suggestions for making your workplace more efficient, please bring them directly to your supervisor and not the Ethics Line.

International Dialing Instructions

1. Dial the access number for the country from which you are calling. Do not dial prefixes or other digits.
2. You will be connected with NAVEX Global and prompted to select a language. If you choose a language other than English, an interpreter will be conferenced in to assist with your call. Note: The process of conferencing an interpreter can take several minutes.
3. A communication specialist will answer your call. If an interpreter is on the call, they will greet you in your language

Australia: 1-800-023-078
Austria: 0-800-068-722
Belgium: 0-800-174-44
Brazil: 1-800-591-0948
Canada: 1-800-300-1826
China: 400-1204146
Columbia: 01-800-5189365
Czech Republic: 800-142-477
Denmark: 802-54001
France: 0800-90-57-64
Germany: 0800-180-1726
Guatemala: 999-9190
Hungary: (80) 088-237
India: 000-800-0501369
Italy: 0800-194-762
Mexico: 800-099-0389
Netherlands: 0800-022-6709
Panama: 800-0561
Poland: 0800-491-1982
Portugal: 800-181-735
Spain: 900-99-7928
Switzerland: 0800-561-986
Turkey: 0811-288-000
UK - 0800-89-0011
US: 1-800-300-1826

Get in touch



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