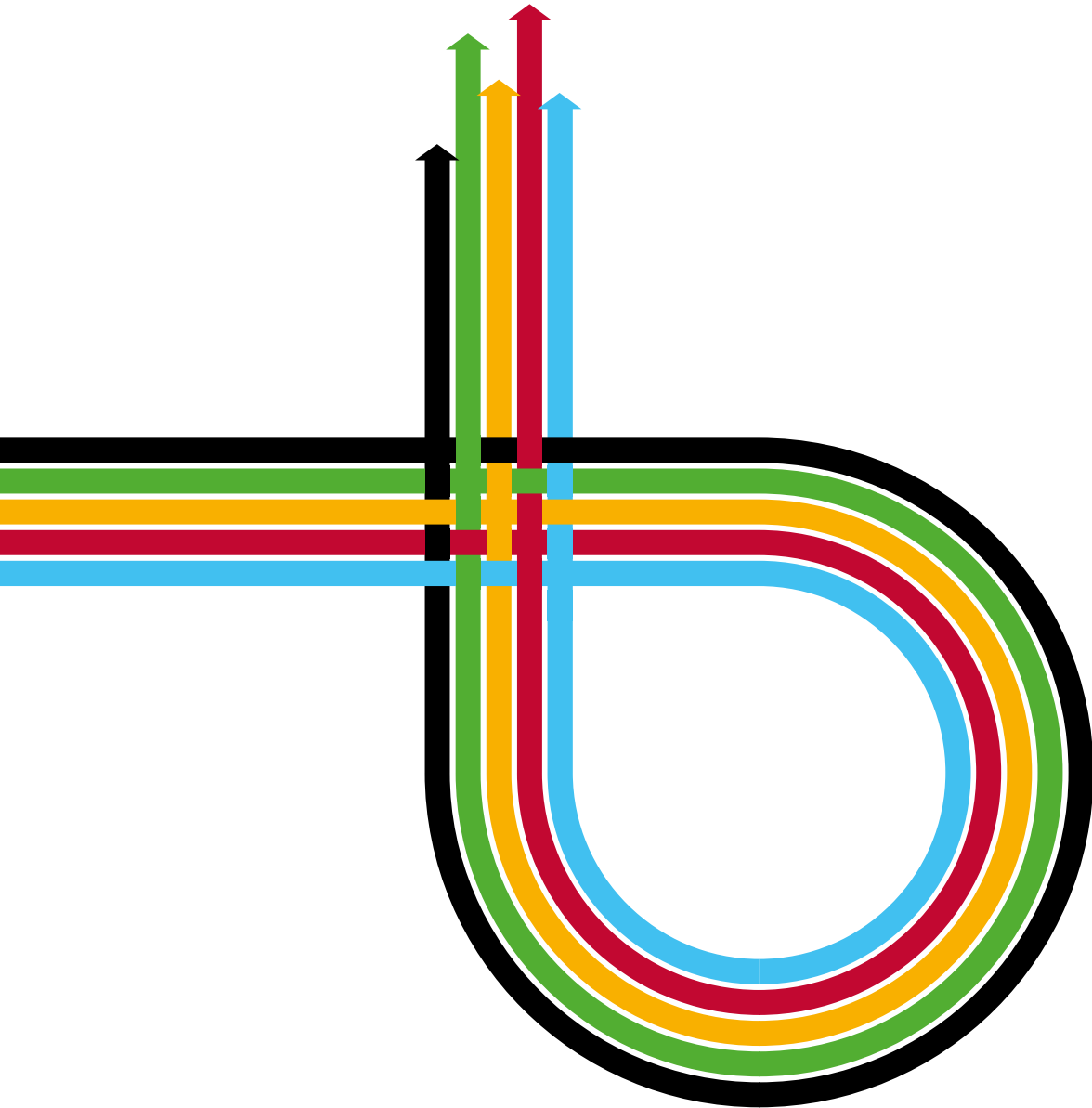




# TRIBE GUIDE



thrive tribe<sup>®</sup>  
HEALTHIER TOGETHER



To Provide A Working Environment  
That Keeps Every one of our Tribe  
Members Happy and Fully Motivated  
in Their Quest for Improving Health.



INTRODUCTION ..... 3

A BIT ABOUT OUR HISTORY ..... 4

OUR VALUES ..... 5

THE THRIVE TRIBE DEAL ..... 6

EVERY DAY HELPFUL BITS

Social media ..... 9

Dress code ..... 10

Expenses policy ..... 10

If you're sick ..... 10

FAMILY FRIENDLY STUFF

Maternity ..... 11

Paternity ..... 11

Holidays ..... 11

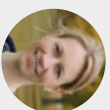
HELPING YOU DO YOUR BEST WORK ..... 12

KEEPING YOU AND YOUR FELLOW TRIBE SAFE... 13

IF THINGS SHOULD GO WRONG..... 13

**Content**

# THE PURPOSE OF TRIBEGUIDE



"Staff have a real sense of commitment and passion but with lots of fun and laughter with ... as you can see from our last team building day, a healthy mix of competition and team camaraderie along with exercise and fun! There aren't many places that manage to combine all the perfect ingredients to a great place to work-like Thrive Tribe!" Jackie

As a growing business we need to have a number of formal people policies and processes, so that we can make sure we're treating everyone fairly and legally. We are also committed to retaining our entrepreneurial spirit and want to avoid any unnecessary bureaucracy.

That's why we have developed **TRIBEGUIDE**. It's a collection of what we hope are useful things about working here. That doesn't mean we don't have the serious people policies to protect you and us, but it's very rare they're needed, so we have focussed on those aspects that help make this a fantastic place to work.

When reading **TRIBEGUIDE**, you will pick up on 4 important themes:



**Our values define us**

We hire and promote the people who match our culture and values. We will always hire for behaviour over qualifications and we take it very seriously. We know that this is why we're such a happy place to work. Our culture also sets us apart from our competitors and is why we get such great feedback from the communities we work in.



**We trust you**

As we grow we are keen to encourage freedom and autonomy rather than stifle it. We know if we do we will continue to attract and retain the best people who flourish in our culture. So, you won't find a process or rules for everything – just some loose guidelines to help you think things through. We have hired you because you have great judgement.



**You are unique**

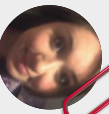
We don't want to treat everyone the same. Each of you will have a different role, different things that motivate you, different training needs and be at different stages of your career journey. We celebrate your uniqueness and try and avoid 'one size fits all' HR.



**Personal responsibility**

In our line of work we know how important taking personal responsibility is when it comes to health and wellbeing. Well we think it's the same when it comes to performance at work. We hope you will make the most of it. Challenge yourself, challenge us, ask for feedback, stretch yourself, grab every opportunity you can. Don't wait to be asked and if there is something bugging you, speak up.

We know that people at Thrive Tribe come from many different backgrounds and some of you might be used to more formal HR policies. Our view is that to provide high quality and customer focused services we need people who can innovate, take personal accountability and make great judgement calls. We believe that creating an environment where people are not constrained by unnecessary bureaucracy and rules is essential to drive the behaviours we want as a business.



"I have made a lot of friends whilst working here which is lovely. The working environment is relaxed but professional. Everyone gets their job done but has fun at the same time." *Chloe*

# A BIT ABOUT OUR HISTORY

In 2009 Thrive Tribe was set up and won its first contract to become the local Stop Smoking Service provider for the London Borough of Hammersmith & Fulham. Despite only being a small organisation back then with a team of less than ten, we recognised we had something special in our passionate workforce and innovative approach to service delivery. Moving forward we've taken great care to build on this foundation, taking our time to prioritise quality over quantity and pull together a team of individuals who share our values and strive to achieve our purpose:

## To make being healthy rewarding and achievable for all

Since 2009, we have grown to become a highly regarded, award winning specialist provider of healthy lifestyle services and resources. Developing a range of new programmes along the way, and finding our way to a number of new locations, we remain true to our original purpose and focused on our staff and clients.

### What we do...

We work together with local communities to promote healthy living; creating happy, thriving futures by supporting and motivating individuals to take control of their personal wellbeing and bring about lasting, lifestyle change. A range of organisations commission Thrive Tribe to provide a range of services and programmes, including:

- Stop smoking services
- Weight management programmes for adults and children
- Physical activity courses
- Cook and eat healthy eating programmes
- Get into Sport initiatives
- Youth smoking prevention campaigns
- Cardiovascular disease prevention services
- Accredited training programmes
- Social marketing campaigns

### How we do it...

And now for the most important bit... **OUR VALUES!**

As we continue to evolve as an organisation, we remain committed to providing top quality, health improvement solutions and services, taking care to ensure that we stay true to the core organisational values which have shaped and guided us so far.

Our values talk about how we work together, how we relate to each other, to our stakeholders, our guests, to our suppliers, to our community. These principles are at the core of everything we do; they drive our decision-making, they help us with our planning, and they guide us in our daily work. We hope that during the time that you are here you will help us to build on, revise, refine and strengthen our values.

# OUR VALUES

ALL OF US ARE RESPONSIBLE FOR ENSURING WE LIVE OUR VALUES

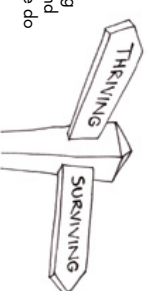


## BE EFFECTIVE

We seek to deliver high quality results by adopting evidence based methods, encouraging out of the box thinking and remaining open at all times to new and improved ways of doing things.

## BE THE CHANGE

We always try to walk the talk, understanding that taking responsibility for our own health and wellbeing impacts upon the quality of what we do and our ability to inspire and influence others.



## BE BIG-HEARTED

Being generous doesn't just mean contributing our time and resources to improving people's lives, it's also about the simple things, such as giving one another constructive, honest feedback and taking the time to say thank you.



## BE HAPPY

Recognising the power of a smile, we promote a fun, supportive work place and relish the opportunity to engage in truly meaningful work.



## BE SUCCESSFUL

We love hitting targets and appreciate that we wouldn't be here if we didn't keep our eyes on our KPIs at all times. Ultimately, we want to generate growth, for us and our clients too.







# THE DEAL

We want to demonstrate our appreciation of you as an employee – your needs, values, wants and aspirations – but also give you clarity on your role in relation to Thrive Tribe's purpose and our expectations of you.

**These are just some of the things that make up your Deal:**



## CAREER DEVELOPMENT

We want you to stay with us and develop your career here. We are still quite small and don't have lots of layers, but there will be promotion opportunities as well as the chance to grow and broaden your skills and experience within role. We can offer:

- Challenging work
- Freedom and autonomy
- Opportunity for personal growth
- Secondments/job shadowing opportunities
- Involvement in decision making
- Mentoring scheme

## PAY

- We strive to (where possible) pay higher than market rate
- We believe in compensating growth in role and responsibility rather than increases for time served

## BENEFITS

- The Thrive Tribe Escape (extended leave)
- Discretionary sick pay
- Enhanced maternity and paternity pay
- Bike to work scheme
- Childcare voucher scheme
- Access to discounts and vouchers
- Life Insurance
- Pension scheme
- Recruitment referral bonus

## WORK ENVIRONMENT

- Flexible working
- Focus on staff wellbeing
- A programme of social and team-building events
- The opportunity to work with some fantastic colleagues

## RECOGNITION OF ACHIEVEMENTS

- Spot cash/non cash rewards (something meaningful to you) including Work Angel – a mobile app
- Annual awards

*"Thrive Tribe is a great place to work full of friendly people all of whom have a passion for helping others. Your days are always full of meeting new people and getting involved with local events."* Amanda





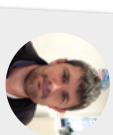
“Being able to provide motivation, good information and to discuss the benefits of positive lifestyle change and behaviour to Lutonians from all walks of life has been and still is a pleasure.” Andy



# THE THRIVE TRIBE WORKING DAY

## THE BEST BITS...

- We don't measure you by how many hours you work or how much you're in the office – we just care about achieving great outcomes.
- In our line of work it's not always possible to work Monday to Friday 9 – 5, so we ask you to be flexible!
- Look after your fellow tribe – in other words please share unsociable hours!
- Client needs come first, but we trust you to manage your own workload/work pattern – just let your manager know what you're doing.
- If you work extra hours – keep your own records and take the time back within 2 months.
- We don't normally pay overtime, but it's at managers' discretion.
- Speak to someone if you feel your hours are interfering with your life or your health!
- If you want to make a formal [flexible working request](#) our policy is available on the intranet.



"Following a promotion, my work has included managing a number of people and also working on additional projects which has kept my role engaging, different and ever changing." Don

## SOCIAL MEDIA

Social Media like Facebook, Twitter and LinkedIn are a great way to build our brand and spread the word about the great work we do. So, we actively encourage you to make use of it; but don't forget "A moment on the lips, is a lifetime of Google hits":

- Be transparent, have fun, and connect.
- Always protect confidential Thrive Tribe information.
- Speak for yourself, but remember your actions represent Thrive Tribe.
- Use your common sense.
- Play nice.
- If in doubt, put your hand up.

## DRESS CODE

We are relaxed about what you wear to work but if you look in the mirror and think... "Can I get away with this at work?... you probably need to get changed! Some team members will need to wear branded service clothing when undertaking frontline duties.

## EXPENSES POLICY

We do have an [expenses policy](#) (on the intranet) but all you need to remember is our mantra...

*"Act in Thrive Tribe's best interests and spend our money like it's your own."*

## IF YOU'RE SICK

Your health and wellbeing is important to us! These are the things you need to know:

- Phone your manager to let them know if you can't work for any reason by your normal start time each working day or absence.
- Thrive Tribe will pay you up to 15 day's sickness absence in a twelve month period. Any more than that is at management discretion.
- If you are sick (even if it's just one day) please complete a [self-certification form](#) (available on the intranet), and pass to your manager (except where a 'Fit Note' has been provided by a Doctor).
- If you're not in work due to sickness or injury for more than seven days (including weekends) you need to go to your Doctor and get a 'fit note' by the eighth day.
- Depending on the reason you've been away your manager may want to discuss with you adjustments to job duties, hours or working conditions that might help get you back to work sooner or prevent further absence.
- If you've been sick it's a good idea to have a chat with your manager on your return to discuss the absence and the reason for it. One of the reasons we do this is to see if there is any support that could help you or prevent further absences.
- Our full [sickness absence policy & procedure](#) is available on the intranet.

## FAMILY FRIENDLY STUFF

### MATERNITY

We have a full [maternity policy](#) (yes, you've guessed it, on the intranet) but check out the highlights:

- Thrive Tribe will provide you with 10 weeks leave on full pay and 29 weeks of statutory maternity pay (SMP). You can also take up to 13 weeks unpaid leave.
- You are entitled to take time off during your normal working hours to receive antenatal care.
- If you have at least 26 weeks service at the start of the 15th week before your child is born you will normally be entitled to receive statutory maternity pay (SMP) whether or not you intend to return to work.

#### Process:

- As soon as you get a MATB1 after your 20th week of pregnancy (from your medical practitioner), pass it on to your manager who will pass it on to our payroll team.
- Out of sight can sometimes means out of mind, but we do want to keep in touch. We will try very hard to invite you to work-related social events whilst you are on leave.
- We really want you to come back to us! Talk to your manager about your rights to return to work after maternity leave together with any potential opportunities for [flexible working](#).

### PATERNITY

If you have been with us for 26 weeks, and expect to be involved in the upbringing of your child, you qualify for:

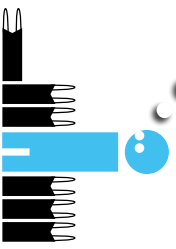
- Paid time off to attend two antenatal appointments.
- Two weeks' paternity leave on full pay.
- The opportunity to take additional paternity leave for a maximum of 26 weeks (through the remaining 24 weeks would be unpaid).
- And/ or shared parental leave (SPL).

Just because we don't have a policy on it, don't think it's because we don't care, it just means we're a small company and want to keep things simple. If you have a question about other types of parental leave just ask!

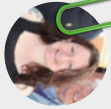
### HOLIDAYS

We know you love coming to work, but we all need a holiday. Before you go, here are just six holiday things to remember:

1. Your contract will confirm how much paid holiday you get but as a rule anyone on a Thrive Tribe contract gets 22 days, plus the 8 statutory holiday days.
  2. If you're on a Thrive Tribe contract, for every year you stay with us you'll get an additional 1 day per year up to a maximum of 28 days.
  3. Our holiday year runs from 1 April to 31 March.
  4. We trust you to keep your own holiday records. A holiday record [template](#) is available on the intranet.
  5. When you want to take some time off, send an email to your manager and if you can, give them as much notice as possible, particularly if it's a busy period for us.
  6. We want you to take your holiday because you deserve it. Unless there are exceptional reasons you've agreed with your manager, we would prefer you don't carry over holiday to the next year.
- We also know that sometimes a 2 week holiday won't cut it. Maybe you want to travel, learn a new skill or take a much needed nap. That's why we offer the *Thrive Tribe Escape*. Basically, it means that you can apply for unpaid leave of between 1 and 4 months at any time in your career with us and if at all feasible we will hold your job open for you. If you're interested just have a chat with your manager.







"If you're a dedicated and hard-working person who likes to rise to challenges and also likes being part of what feels like a large, and occasionally fun and silly, family — this is the place to be." *Tissa*

# HELPING YOU DO YOUR BEST WORK

The traditional annual appraisal is increasingly criticized as a negative, time-consuming and outmoded way of managing performance and can often do more damage than good, turning into an end-of-the-year ordeal that instead of helping improve performance can actually do the opposite.

So we have an approach which we believe will improve your performance, career satisfaction and mean we can reach the goals in our [business plan](#).

## This is all you need to know:

- 👤 We deliver results through teams.
- 👤 Managers are encouraged to hold regular team/peer discussions and honest feedback i. e. "How did that go?" "What could have gone better?" "What are we going to do differently next time?"
- 👤 Have regular one to one *Check-ins* with your manager (NB it's your responsibility and right to ask for regular one-to-one time with your manager to discuss your contribution and career).
- 👤 Make sure you use some of your *Check-ins* to chat to your manager about your career and future aspirations.
- 👤 We promise to be honest about your career potential and future opportunities, but we will also not avoid difficult messages!
- 👤 We will support you with learning that relates to your current or a potential role, but encourage you to think creatively about how you can learn (e.g. secondments, shadowing, find a mentor etc.).
- 👤 We actively encourage internal applications for vacancies, but chat with the hiring manager first and they will be honest about your chances or help you consider what you can do to be ready next time.
- 👤 We will deal with poor performance sensitively but quickly.
- 👤 There is no requirement to use a particular form or send records to anyone.

# KEEPING YOU AND YOUR FELLOW TRIBE SAFE

Here are a few policies you need to be aware of to keep us all safe. Please head onto the intranet to familiarise yourself with them...

- a) [Email and Internet use](#)
- b) [Health & Safety policy](#)
- c) [Data Protection policy](#)
- d) [Confidentiality Agreement](#)
- e) [Equal Opportunities policy](#)

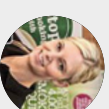
# IF THINGS SHOULD GO WRONG

Experience tells us that the majority of problems can be solved with good communication and honesty without resorting to legal frameworks.

So we always try to resolve problems informally.

We hope that we never have to go there, but we have got some policies to protect you and Thrive Tribe should things go wrong...

- a) [Grievance policy](#)
- b) [Disciplinary procedure](#)
- c) [Capability policy](#)
- d) [Anti-bullying and Harassment policy](#)
- e) [Mediation policy](#)



"Each day is easy to get up and go to work, as we enjoy our jobs and appreciate working for a company that truly cares about its staff." *Cassie*



# THE END

And now, a word from our lawyers..

Nothing you've read in the **TRIBESGUIDE** should be considered part of an employment contract. The Rules are subject to change without notice.

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**OUR VALUES**

- Be effective**  
We seek to deliver high quality results by creating customer based products, embracing risk and being flexible and remaining open to all ideas to meet and exceed every aspect of every project.
- Be the change**  
We believe that each team member understands their strong responsibility for our own health and wellbeing, opens the quality of work we do and our ability to inspire and deliver value.
- Be big-hearted**  
We are proud to be a multi-cultural team and respect the differing perspectives, views, opinions and beliefs that we bring to our work. We are open to all ideas and encourage our team to challenge the status quo and make the necessary changes to help us reach our goals.
- Be happy**  
We are proud to be a team of happy, successful and positive people who are passionate about their work and who are committed to the success of our company. We are proud to be a team of happy, successful and positive people who are passionate about their work and who are committed to the success of our company.
- Be successful**  
We are proud to be a team of happy, successful and positive people who are passionate about their work and who are committed to the success of our company. We are proud to be a team of happy, successful and positive people who are passionate about their work and who are committed to the success of our company.

**live well staffolk** thrive tribe  
MAINTAINING TOGETHER



"Working for Thrive Tribe has been the most enjoyable part of my career to date. I not only do every day what I'm most passionate about but I get to do it with people who I would call my friends." *Cherette/le*





**WHAT IS A THRIVE TRIBE MEMBER OF STAFF?**

A walker, a talker, a corridor stalker  
 A leader, director & tactful corrector  
 A role-model, tutor, a whiz with computer  
 A natural persuader, away day first-aidier  
 A reader, a writer, reports all-nighter  
 A printer, protector, a problem deflector  
 A marker, a setter, a sender of letter  
 A natural orator, a known food confiscator  
 A divider, decider, a spare pen provider  
 A baker, a eater, a bake off completer  
 A debater, relater & smile reinstater  
 A pairer, a carer, a course preparer  
 A defender, a lender, a broker & mender  
 A creator, inventor, inspiring mentor  
 A smiler, a filer, a stay back a while  
 A appointment reminder, a fitness class finder  
 A keen finder-outer, & a rounders shouter  
 A describer, reviser, a trip organiser  
 A thinker, a winker, a ping pong stinker  
 An on your sider & staff-room resider  
 A wiper, a blower, an everything knower  
 A listening ear, a calm refereeer  
 A weigher, displayer, a patient game player  
 A planner, a sorter, a monthly reporter  
 An employer, friend maker, a team work player  
 A valued staff member, great memories remember  
 That's what makes a Thrive Tribe Member of Staff!!

*Tasha*



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**HEALTHIER TOGETHER**

Working together with local communities to promote healthy living; creating happy, thriving futures by supporting and motivating individuals to take control of their personal wellbeing and bring about lasting, lifestyle change.

