

INSIDE KNOWLEDGE

EMPLOYEE GUIDE



**Lambert
Smith
Hampton**

RESPONSIBILITY GROWTH
ENGAGED BRAND & VALU
REWARD & BENEFITS
MOTIVATION LEARNING &
DEVELOPMENT PENSION
CAREER DEVELOPMENT
TECHNOLOGY TRAINING
HOLIDAY MATERNITY &
PATERNITY LEAVE

CONTENT

ROLL OUT THE RED CARPET

1. WELCOME TO LSH

Hello, it's fantastic to have you on board.

We may have been founded in 1773, but there is nothing old fashioned about us – we dare to do things differently.

This is because the property industry continues to evolve at breakneck speed, with innovation and technology the heartbeat of such change. It's most definitely a very different industry to the one I joined as a bright-eyed youngster, and even to the one just 5 years ago.

Take 'proptech', no-one had heard of this phrase. Fast forward to today, and it's the buzz word on investor, occupier, developer and even plenty of homeowners' lips. From blockchain to bitcoin for real estate transactions, drones and driverless cars for industry and retail, to smart connected buildings for occupiers, nothing is off limits.

It means, what once was the 'norm' is no longer. Instead, there is a new normal and this represents opportunity. Opportunity for our clients, our people and of course our future as tomorrow is absolutely ready to be grasped.

Now, this is where you come in. To truly thrive in this modern working world, no business – irrespective of sector – can afford to sit still. This is why we love working with collaborative and enthusiastic individuals who have ideas aplenty and are not afraid to share them. We back our people and no idea – however big or small – is scoffed at. Our culture is entrepreneurial, progressive and enjoyable.

Here's to our future journey, with you a key part of our ongoing success.

Ezra Nahome

THE LOWDOWN

2. OUR DNA

Our culture and values are more than just words. We want our staff to thrive and the following will help accelerate that aim:

AMBITION

We push boundaries. This requires energy, talent and a can do attitude.

LATERAL THINKERS

Challenge the status quo. We encourage you to build your own network and get stuck into projects that you feel passionate about.

COMMERCIAL FOCUS

Clients are king. Keep them happy, results will follow and you'll learn plenty along the way.

ENTERPRISING

Make it happen. We operate like a large organisation but are far more nimble. This means employees have the best of both worlds – scale and opportunity to push forward with new ideas.

As a new member of our team, your experience and insight will help shape our future. We encourage you to take part in employee forums, attend events, and meet people to get your ideas off the ground.

If you want to work for an organisation that does things differently and has a fantastic future then you are in the right place.

See how we value and encourage diversity in our [Equality, Diversity and Inclusion Policy](#)

We think you'll like it here.

WORK LIFE BALANCE

3. SUPPORTING OUR PEOPLE

We all have responsibilities and personal interests that we manage alongside our day to day roles.

Whether you are planning to start a family, are responsible for caring for an elderly relative, considering a career break or serving with the armed forces, we understand and would like to support you at every step of your journey.

The following policies and procedures detail what benefits you may be entitled to, and how to apply for them.

Please note, legislation governing some of these policies are complex and changeable. It is therefore not possible to cover every eventuality and they are subject to any statutory conditions that may be relevant to your particular circumstances.

If you have any questions regarding these policies, please contact HR Operations.

We've got your back.

LIFESTYLE

[Flexible Working](#)
[Sabbaticals](#)
[Wellness Programme](#)

FAMILY

[Maternity Leave](#)
[Shared Parental Leave](#)
[Paternity Leave](#)
[Adoption Leave](#)
[Parental Leave](#)
[Dependent Leave](#)

ESSENTIALS

[Compassionate Leave](#)
[Jury Service](#)
[Armed Forces Leave](#)
[Public Duties](#)
[Optician and Dental Appointments](#)
[GP and Hospital Appointment](#)

TAKE OFF!



4. DEVELOPING OUR PEOPLE

We excel, when you excel. So we take your career development seriously and want you to be the best that you can possibly be.

As a result, we'll encourage you to try new things, develop your skills and hone your craft.

We work in tandem with you to build your personal development plan, so you've clear steps to achieve your goals.

You can always lean on us anytime time too for ongoing support along your journey.

Now, let's get this show on the road.

THE PRIZE

5. REMUNERATION & BENEFITS

Let's face it, we work to earn our crust. But all work and no play, is not the way! Balance is important and it's why we place emphasis on personal development, wellbeing and holiday breaks to reset and recharge your batteries.

While at work, we want you to get the best deal possible. It's why we provide a suite of fantastic benefits that you can enjoy:

- [Employee Benefits](#)
- Annual Salary Review
- [Holiday & Sickness Absence](#)
- Wellness Programme

We also believe in recognising success and rewarding those who work hard, share ideas, make things happen and deliver a great service. So, we also offer:

- [Recognition Schemes](#) – Service Awards
- [LSH Superhero Awards](#) – Peer to Peer recognition
- [Discretionary Bonus Scheme](#)

Go on, top those coffers up.

LET'S TALK

6. RESOLVING SITUATIONS

Sometimes things go wrong.

Our business success is down to our people and we are committed to being a fair and reasonable employer.

We seek to foster an environment of open communication in which complaints and grievances are resolved fairly, consistently, objectively and promptly.

We encourage people to raise concerns, and for all problems to be dealt with at the earliest opportunity through open and honest discussion.

However, we recognise that not all problems can be resolved satisfactorily through informal discussion and such cases should be dealt with more formally.

We are committed to ensure that all procedures are fairly and consistently applied without bias, with the intention of finding an acceptable resolution or outcome for all parties.

The following procedures provide guidance on how we deal with issues, if and when they arise:

[LSH Disciplinary Procedure](#)

[LSH Grievance Procedure](#)

We're all ears.

SAFE AS HOUSES

7. YOUR SAFETY AND SECURITY

We are committed to providing a safe, healthy and productive workplace for all our employees, and anyone who comes into contact with our assets.

Health and safety awareness is part of our everyday working life, and is a business priority. We do everything we can to ensure people are not put at risk, and use strong and effective safety governance to keep us focused on these goals.

At the end of the day, everyone needs to get home safely.



**Lambert
Smith
Hampton**

+44(0)20 7198 2000
HROperations@lsh.co.uk

Find out more in our **HR Policy Directory**