
Providing References Policy

POL-090

1. Introduction

There are two principal reasons why an employer normally requests a reference on a prospective employee:

- To confirm the accuracy of statements made in an application or interview
- To provide opinions on a candidate's suitability for the post in question and their potential for the future

Individual employees may also request a reference for personal purposes such as securing mortgages or loans etc.

There is no legal requirement to provide a reference for a current or past employee. However, there is an expectation that employers will provide references and it is GRAHAM practice to provide these upon request, subject to the rules of this policy.

GRAHAM are committed to being an inclusive workplace where all employees, customers and stakeholders can fully participate and contribute. We strive to ensure accessibility across all facets of our operations, including physical spaces, digital platforms, communication channels and services.

Our People policies are regularly audited against rigorous accessibility standards to ensure compliance and to support every employee.

Anyone who requires additional support or has any questions regarding accessibility can contact the HR team at HR-JGC@graham.co.uk

2. Scope

This procedure applies to all employees in the company. It includes all employees transferring into the business through TUPE terms and conditions, unless expressly stated otherwise in their contract with GRAHAM

3. Reference requests

Reference requests for current or past employees will normally be handled by the Human Resources (HR) Department and it is GRAHAM policy to only provide a standard response containing factual information, regardless of any requests for additional information.

GRAHAM will not provide any information that is based on personal opinion.

Managers should forward any requests for references to HR who will deal with these providing standard information.

4. Providing Personal References

Managers and individual employees may be approached to provide a reference in a personal capacity, and it is the individual's decision whether to agree to this request.

Any reference which is provided outside of the normal HR process will be viewed as being provided in this personal capacity. The business will accept no liability if an individual decides to act as a personal referee.

In such cases Managers and employees must make clear that they are providing the reference in a personal capacity and not under any circumstances use either their GRAHAM email address or company headed paper for communications.

Managers or individuals should not provide verbal references under any circumstances to avoid risk of misinterpretation or a potential link to GRAHAM.

GRAHAM would advise caution in agreeing to a personal reference. If a careless, misleading or false reference is provided and the recipient acts on it and as a result suffers loss, the person who wrote the reference may be sued for providing a fraudulent or negligent misstatement, or for defamation. In addition, the individual about whom the reference was written may be entitled to compensation for damages caused by a negligent reference.

If in doubt individuals should contact the HR Department for advice.

5. Other Reference types

Reference requests from Banks, Building Societies, potential lenders or other requirements eg Letting Agencies should be directed to the HR Department who will ensure appropriate factual information is provided.

6. Obtaining references for prospective GRAHAM employees

The GRAHAM policy regarding the taking up of references on prospective employees is contained within the Recruitment and Selection Policy.