

# EMPLOYEE HANDBOOK





# ECOSERV GROUP WELCOMES YOU TO OUR TEAM

We are delighted to welcome you to Ecoserv and hope that you enjoy your employment within the Group.

Operating as the Ecoserv brand we share a vision to become the support services provider of choice in the UK. Building on our solid expertise and core competencies we offer customers a wide portfolio of soft services, available as a bundled services package or a standalone service. Utilising our combined experience in a range of industry sectors we are able to work in partnership with customers to create a soft services package that is unique to their business and sector, leaving them free to focus on their core business.

You will be part of a team that provides our customers a 'Smarter – Greener – Cleaner' environment:

**1**

**Smarter** – we are local business owners and teams who work with smart customers – we care about the delivery of our service to our customers because it matters to us. Our employees are smartly presented wearing a Company branded uniform.

**2**

**Greener** – Our products are super environmentally friendly, effective, and safe so our customers have a cleaner, greener and healthier workplace. We want to provide a sustainable future for all our customers, and our brand is definitely Green

**3**

**Cleaner** – Our "Clean" methodology will ensure that our customers consistently receive the service they pay for by measuring the results objectively and regularly. We strive to constantly improve through staff engagement and innovation.

These are our core corporate values, and we would ask all members of Ecoserv (no matter their position or title) to embrace these along with the following guiding principles that will set us apart from the competition



This handbook will provide you with the information you need during your employment with Ecoserv, and we hope it will be a useful point of reference for you. Finally, we would like to wish you well in your career with Ecoserv as a valued member of our team.

Regards,

*Jean-Henri Boukes*  
Chief Executive Officer

# JOINING OUR ORGANISATION

## A) Induction

At the start of your employment with Ecoserv Group you are required to complete an induction programme, during which all our policies and procedures (including Health and Safety) will be explained to you. Information relating to these will be given to you at the induction.

## B) Job Description/responsibilities

Amendments may be made to your job description/responsibilities from time to time in relation to our changing needs and your own ability.

## C) Performance and Review

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses.

## D) Staff Appraisal Scheme

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals, details of which are available separately.

## E) Job Flexibility

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

## F) Mobility

Although you may usually employed at one particular site, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other

of our sites. This mobility is essential to the smooth running of our business.

## G) Disclosure And Barring Certificate(S)

Your initial employment may be conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your employment as deemed appropriate by the Company. In the event that such certificate(s) are not supplied your employment with us will be terminated.

Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

## H) Security Checks & Verification Of Staff

Your role and/or place of work may require additional checks to be carried out prior to, or during the course of your employment and your employment and/or continued employment where this is required is subject to satisfactory clearance being granted.

You will have been informed at your interview or by your Supervisor / Line Manager if there are any requirements for security checks at your place of work. From time to time the Company may carry out checks on both new starters and existing employees, this may include employees that are not usually subjected to these checks. If unsatisfactory checks are received the Company reserves the right to terminate your employment without notice.



## I) Convictions And Offences

During your employment, you are required to immediately report to the Company any convictions or offences with which you are charged, including traffic offences. Data collected about criminal convictions will be processed in line with the Data Protection Act. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

## J) Unauthorised People

Unauthorised people are not allowed to enter any customer site at any time. Any employee that brings in any unauthorised people will be subject to disciplinary action up to and including dismissal.

# CODE OF CONDUCT

The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance. The code includes Company Rules, which all employees are required to comply with, and examples of misconduct, which Ecoserv normally regards as Gross Misconduct. A breach of Ecoserv Rules will render an employee liable to disciplinary action. An instance of Gross Misconduct will render an employee liable to dismissal without notice.

Ecoserv Rules and the examples of misconduct are not exhaustive. You are under a duty to comply with the standards of behaviour and performance required by Ecoserv, and to behave in a reasonable manner, at all times.

All Company Rules apply to employees and their postings on social media. Anything said/posted on social media will be treated as if the same remark had been said face to face.

## Company Rules

You are required to comply with the rules relating to notification of absence, which are set out in the Sick Pay and Absence Policy.

You are required to arrive at work promptly, ready to start work at your contracted starting time, and are required to remain at work until your contracted finishing time. See section on Timekeeping.

You may be required to work additional hours at short notice, as the needs of the business require.

You are responsible for your own time recording on commencing and finishing work. Any errors or omissions must be cleared with management, who will authorise or endorse any amendment.

You are required to maintain satisfactory standards of performance at work, a high level of quality, accuracy, and diligence. You may be required from time to time to undertake duties outside your normal job remit. You may be required from time to time to work at locations other than your normal place of work.

You are required to co-operate fully with your colleagues and with management, and to ensure the maintenance of acceptable standards of politeness (including postings on social media).

You are required to take all necessary steps required to safeguard Ecoserv's public image and preserve positive relationships with its customers and suppliers (including postings on social media).

The use of inappropriate or offensive language and behaviour towards clients, suppliers or other members of staff (including postings on social media) is considered a serious disciplinary matter.

You are required to comply with Ecoserv's Operating Policies and Procedures, as detailed in this Handbook.

**1**

You are required to ensure that you do not behave in a discriminatory manner (including postings on social media).

**2**

You are required to gain an understanding of Ecoserv's health and safety procedures, to observe them, and ensure that safety equipment and clothing, if appropriate, is always used. Any action by you which endangers the health or safety of yourself, other employees or any other persons, may lead to disciplinary action being taken.

**3**

All accidents, however small, must be reported to management as soon as possible, and an entry made in Ecoserv's Accident Book (kept by the Line Manager/Supervisor).

You are required to comply with all reasonable management instructions.

**4**

You are not permitted to make use of Ecoserv's or its customers' telephone, fax, or postal facilities and services, for personal use, without management permission. (Please refer to the Information and Communications policy below, for more details.)

**5**

Ecoserv property and equipment must not be taken from Company/customer premises unless for use on authorised Ecoserv business.

Ecoserv may request to search your clothing, personal baggage, and vehicles. Any such search must be conducted by an authorised member of management in the presence of an independent witness. Should you refuse such a request, the appropriate authorities will be requested to conduct the search on behalf of Ecoserv. Failure to co-operate with Ecoserv in this respect may be treated as gross misconduct.

**7**

You are solely responsible for the safety of your personal possessions while on Company/customer premises. You must ensure that your possessions are at all times kept in a safe place.

If you find an item of personal property on the premises, you are required to inform management immediately. You are forbidden to use hand-held mobile phones whilst driving on Ecoserv business, whether driving in a Company or your own vehicle (please refer to the section on Mobile Phones and Driving).

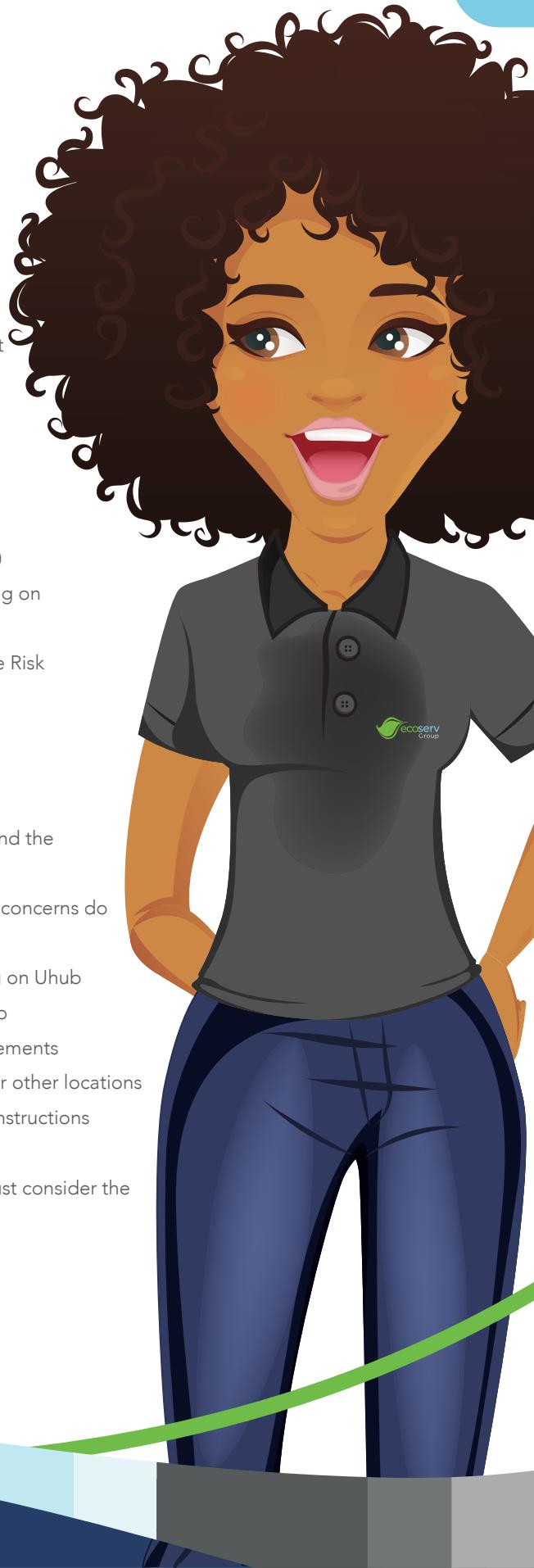
# OCCUPATIONAL STANDARDS

At Ecoserv we want all employees to provide our clients with **PASSIONATE SERVICE DELIVERY** in a **SAFE** and secure environment.

These occupational Standards form the Company Code of Conduct and as such compliment your employment Terms and Conditions. Failure to comply could result in disciplinary action being taken. All employees must understand these Occupational standards so that we ALL work together to deliver our promises to customers.

## Work safely, always...

- Complete the signing in and out procedure (this may differ on each site)
- Know the locations of the emergency fire exits of the site you are working on
- Know the location of first aid box
- Wear the correct personal protective equipment (PPE), if required by the Risk Assessment
- Technical team method statement: If no PPE, then do not start the task
- Wear non-slip, closed toe footwear
- Place wet floor warning signs as required so they are visible
- Only use machinery if properly trained. Follow the Company's policies and the suppliers or manufacturer's instructions for the safe use of equipment
- Check machinery, including cables, for damage/loose connections. Any concerns do not use and report to Line Manager/Supervisor
- Use correct colour coded cloths, buckets, and mops as per your training on Uhub
- Only those trained to carry out activities at height are permitted to do so
- Work in accordance with appropriate risk assessments and method statements
- Use chemicals provided at the site - do not bring products from home or other locations
- Dilute products as directed / instructed by the supplier / manufacturer instructions
- Only mix chemicals as simulated in your training on Uhub
- Working under the influence of drink and or drugs is prohibited. You must consider the implication of any over the counter and prescription medication
- Take reasonable care of your own and other people's Health and Safety
- Report any concerns, problems, or potential hazards
- Take reasonable action, where possible, to remove the risk immediately
- Pass on any suggestions for reducing risks to health and safety



## Do You Know Who Your Line Manager/Supervisor Is? If Not, Then call 0800 612 6756.

### Commitment to our customers, always...

Move to acting with integrity and consideration  
Carry out your work according to the specification and schedules provided by your Line Manager/Supervisor  
Be courteous and provide help to the client, customer and public within the reasonable limits of your job  
Strive to find solutions rather than just focus on problems and communicate these with your Line Manager/Supervisor. Report any problems you cannot deal with to the appropriate person for their advice.  
Prepare, carry out and complete the work in the correct order dealing with any problems you may encounter

### Acting with integrity and consideration, always...

Follow instructions and procedures for entering and leaving the Premises where you work. Leave your work area tidy and clean. Not to use client or Company Equipment without prior agreement / permission or training. Report any suspicious people or packages to the appropriate person. Report breaches of security and situations that could cause a breach of security to the appropriate person. Identify those aspects of the workplace, which could harm yourself or others

Do not give anyone information about the premises

Ensure your personal presentation at work maintains the health and safety of yourself and others meets legal requirements. Carry out your work in compliance with all legal requirements and follow the Company's policies and procedures. Act in accordance with the Company's policies and procedures. Use equipment, materials, and work methods appropriate for the work you have to do

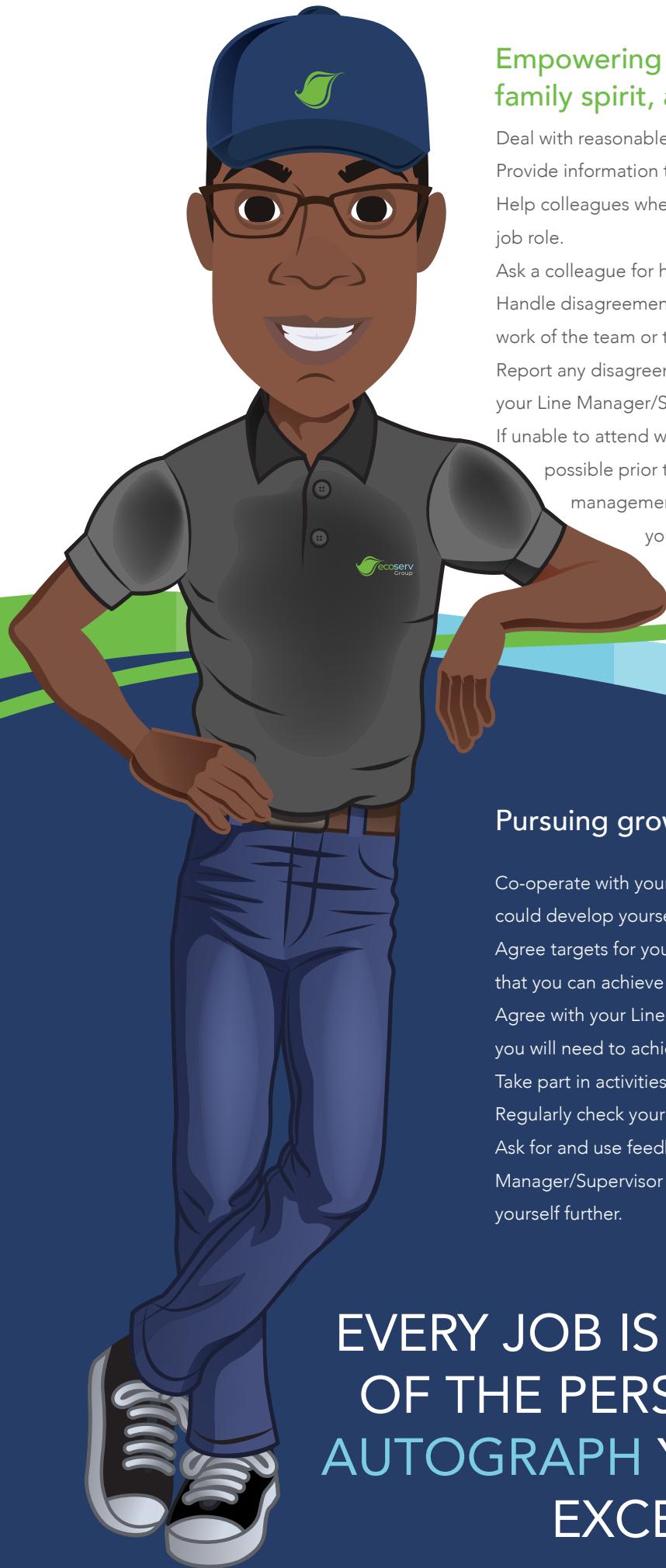
### Investment in our business, always...

Wear your Company uniform, and or PPE, and other appropriate clothing at all times when on customer sites / premises.  
Do not do, write or say anything that could damage the Company image or reputation. If you have a problem or concern, please raise it with your Line Manager/Supervisor. Avoid any conduct that could have an adverse effect on the reputation of the Company.  
Deal with the client / customer and public in a way that encourages trust and goodwill to you and the Company

### Building open and honest relationships, always...

Provide on request updated Documentation to allow work in the UK. All cleaners to use an electronic time recording system (Time and Attendance system) to report your starting and ending of shift – failure to do so will result in you not being paid. Provide your Line Manager/Supervisor with appropriate information promptly.





## Empowering a positive team with a family spirit, always...

Deal with reasonable requests from other colleagues promptly.  
Provide information to your colleagues when they require it.  
Help colleagues when they need it within the reasonable limits of your job role.  
Ask a colleague for help if you need it.  
Handle disagreements with colleagues in a way that does not harm the work of the team or the reputation of the Company.  
Report any disagreements with colleagues that you cannot handle to your Line Manager/Supervisor.  
If unable to attend work, contact Line Manager/Supervisor as soon as possible prior to your shift and log a ticket following the absence management process. Provide Contact number / details to your Line Manager/Supervisor.

## Pursuing growth and learning, always...

Co-operate with your Line Manager/Supervisor to agree areas where you could develop yourself further  
Agree targets for your development with your Line Manager/Supervisor that you can achieve  
Agree with your Line Manager/Supervisor how much time and support you will need to achieve these targets  
Take part in activities to develop you  
Regularly check your progress with your Line Manager/Supervisor  
Ask for and use feedback on your performance from your Line Manager/Supervisor and Colleagues - Use this feedback to develop yourself further.

**EVERY JOB IS A SELF-PORTRAIT  
OF THE PERSON WHO DID IT.  
AUTOGRAPH YOUR WORK WITH  
EXCELLENCE.**

# SALARIES AND WAGES, ETC

## Administration

### Payment

For all staff the pay period is the calendar month.

- For Cleaners, basic salaries are paid by the last day of the following month / or
- In arrears on the 10th day of the following month
- Technical Employees are paid on the last working day of the month

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, e.g., Income Tax, National Insurance, etc.

Any pay queries that you may have should be raised with your Supervisor / Line Manager.

### Overpayment

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

### Income Tax and National Insurance

At the end of each tax year, you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them for tax purposes.

### Pay Reviews

Pay is reviewed annually; however, there is no guarantee of an automatic increase in your pay as a result of any review.

Pay will not be reviewed if you are within your notice period.

### Payroll giving

Ecoserv runs a payroll giving scheme for employees to give to charities. Please contact your Line Manager for details of this scheme.

## Timekeeping

All employees are expected to report for work punctually and to observe the normal hours of work laid down in their contract of employment, including the provision for breaks (where relevant). Failure to report for work on time is detrimental to the efficient running of the organisation and imposes an unnecessary and unfair burden on colleagues. You are responsible for ensuring you arrive at work early enough to enable you to begin work at your

appointed start time. Your start time is the time you are expected to actually start work, not the time you are expected to arrive at your normal place of work. Likewise, you are required to remain at work and actually working at least until your appointed finish time, unless granted authorisation by your Line Manager/Supervisor to leave early. The same principles apply to any breaks.

# STANDARDS OF DRESS & APPEARANCE

As you are liable to come into contact with clients and members of the public, it is important that you present a professional image with regard to appearance and standards of dress.

## Personal Hygiene

Your highest attention to your own personal hygiene is requested at all times, as you work in close proximity with your colleagues and our clients

If you are required to wear a name badge or ID card, this should be worn at all times whilst you are at work and must not be worn elsewhere.

## Employees Who Are Required To Wear A Uniform

You will be informed by your Line Manager if you are required to wear a uniform. This uniform may consist of company branded polo tops/tabard/shirts/trousers/t-shirt, jumpers/ winter jacket/ safety boots. The uniform you will receive is dependant on which area of the business you work.

You are required to wear this uniform at work or when representing the Company offsite. If no bottoms are issued to you by the company, Employees will need to wear dark coloured bottoms.

You will be expected to follow specific client site rules on removal of jewellery/rings/facial piercings etc. where applicable.

Footwear: no open toe shoes or sandals should be worn. Dark trainer type shoes with any laces tied securely and in clean good condition are acceptable. Dark work boots also acceptable. For Technical Employee, safety shoes are to be worn.



## Employees who are required to wear protective clothing and equipment

Employees who occupy roles that require protective clothing, such as hard hats, gloves, and masks, are required to wear this clothing whilst at work, whether working on the Company's premises or elsewhere on Company business, whenever required by law or by Company rules.

If your job brings you into contact with machinery or involves working with food, for health and safety and hygiene reasons your hair must be kept short or tied back at all times (and covered if working with food) and you must not wear jewellery other than a wedding ring.

### Employees who work at Head Office or in a back office function

Where uniforms are not provided, the standards of dress are smart casual. This can include jeans (that do not have rips) and trainers (that's are clean and in good condition). It is requested that employees who come into contact with customers, whether in person or via video call, adopt a more professional business standard of dress.

Finally, the Company accepts that members of certain ethnic or religious groups are subject to strict religious or cultural requirements in terms of their clothing and appearance. Subject to necessary health and safety and security requirements and other similar considerations, the Company will not insist on dress rules which run counter to the cultural norms of such employees. If you are uncertain as to whether a particular item of clothing is acceptable or not, please speak to your Line Manager/Supervisor.

If you fail to comply with the above rules, this is a serious matter and will be dealt with in accordance with Ecoserv's disciplinary procedure. In addition, depending on the circumstances of the case, you may be required to go home and change your clothing. If this happens, you have no right to be paid for the period of your absence from work.

If you are going to be late for work, you must make every effort to contact your Line Manager/Supervisor by telephone as soon as possible to notify them of this fact and of the time you expect to arrive. If you are then late for work, you must report to your Line Manager/Supervisor and explain the reason for your lateness before starting work.

It is expected that, occasionally, circumstances outside your control can cause lateness, for example cancelled trains or road traffic accidents. However, where the reason for delay is a normal or regular occurrence, or one which can reasonably be anticipated, this will not be regarded as a valid reason for your lateness, for example ongoing road works on your route to work.

If it becomes necessary for you to leave work before your normal finishing time or to take time off work during normal working hours (even in circumstances of a family emergency), prior authorisation must be obtained from your Line Manager/Supervisor. You must then report to your Line Manager/Supervisor on re-starting work. In respect of family emergencies, please see the section on "Time Off for Dependents" (under section "Statutory rights to time off") for further information.

This policy also governs your timekeeping whilst at work, for example in respect of your attendance at meetings or internal staff training. You should aim to

arrive at meetings, etc. at least five minutes before they are scheduled to start.

Except in the normal course of your job duties and during your break (where relevant), you must not leave your place of work without prior authorisation from your Line Manager/Supervisor.

Your Line Manager/Supervisor will monitor your timekeeping on an on-going basis. Such monitoring will include visual observation and/or electronic swipe-card data / telephone time and attendance system (where appropriate). Your Line Manager/Supervisor is responsible for keeping records of the dates and number of occasions of lateness and the length of lateness on each occasion.

You have no contractual or statutory right to be paid for time not worked due to lateness or absence. Any payments made by Ecoserv in such circumstances are done so in its absolute discretion.

## **Signing In**

You must sign in when you arrive at work and sign out when you leave the building. This is primarily for health and safety reasons. If you sign out prior to leaving the premises, you will be counted as being out of the building in case of fire evacuation so only sign out at the point you leave the site.

## **Cleaning Time & Attendance**

If you are instructed to do so, remember to clock in and out using the telephone or any similar type of time and attendance system.

Your wages are calculated using time-sheets in conjunction with the signing in and out records. If you do not sign or clock in and out, you may not be paid correctly, and payments could be delayed. If you deliberately falsify yours or any other employees' records, this will be considered gross misconduct and you will be dismissed from your employment.

## Lateness/absenteeism

You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.

If you arrive for work more than one hour late without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the day without pay.

01

02

03

All absences must be notified in accordance with the sickness reporting procedures laid down in this Employee Handbook.

04

Lateness, timekeeping, or absence may result in disciplinary action and/or loss of appropriate payment.

## Shortage Of Work

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment even if this necessitates placing you on short time working, or alternatively, lay off. If you are placed on short time working, your pay will be reduced according to time actually worked. If you are placed on lay off, you will receive no pay other than statutory guarantee pay.

## Pension Scheme

We operate a contributory pension scheme which you will be auto-enrolled into (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the Company. Further details are available separately.

# HOLIDAY ENTITLEMENT AND CONDITIONS

## Annual Holidays

Your annual holiday entitlement is shown in your individual Statement of Main Terms of Employment (Form SMT).

It is our policy to encourage you to take all of your holiday entitlement in the current holiday year. We do not permit holidays to be carried forward and no payment in lieu will be made in respect of untaken holidays other than in the event of termination of your employment.

Holiday dates will normally be allocated on a "**first come - first served**" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

We operate an online system for booking holidays online. You will be given the rights to request absence on-line and you will also be able to view your holiday entitlement on-line at any time. This is to give you the facility to easily plan your holidays throughout the year.

Once you have registered your holiday request online, you will receive an e-mail from your Line Manager/Supervisor authorising or declining your request. If you feel that your request has been unreasonably refused for any reason you should refer the matter to your Line Manager/Supervisor. They will endeavour to ensure that you have every opportunity to take your holidays at the time you request them, but they will need to balance your requests with the needs of the department.

You should give at least  
**four weeks'** notice of  
your intention to take  
holidays.

No more than two weeks of annual holiday entitlement can normally be taken at one time. In exceptional circumstances, up to three weeks may be allowed, subject to your Line Manager/Supervisor's approval.

Unpaid holiday will only be allowed at management discretion and in exceptional circumstances.



Payment for holidays will be at the rate shown in your individual Statement of Main Terms of Employment. You are required to reserve sufficient days from your annual entitlement to cover the Christmas/New Year shut-down period. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence.

## Public/Bank Holidays

Your entitlement to public/bank holidays is shown in your individual Statement of Main Terms of Employment.

For some staff, due to the nature of our work, some or all public/bank holidays are not recognised and are treated as normal working days.

# SICKNESS/INJURY PAYMENTS AND CONDITIONS

## Notification Of Incapacity For Work

You must notify us by telephone as well as via the ticketing system (following the absence management process) on the first day of incapacity at the earliest possible opportunity prior to your shift. Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally to your Line Manager/Supervisor.

You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. The notification procedures should be followed on each day of absence unless you are covered by a medical certificate.

If your incapacity extends to more than seven calendar days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

## Evidence Of Incapacity

Medical certificates are not issued for short-term incapacity. In these cases of incapacity (up to and including seven calendar days) you must sign a self-certification absence form on your return to work.

If your sickness has been (or you know that it will be) for longer than seven days (whether or not they are working days) you should see your doctor and make sure they give you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive medical certificates to cover the whole of your absence.

# Payments

**1**

You are entitled to statutory sick pay (SSP) if you are absent for four or more consecutive days because of sickness or injury provided you meet the statutory qualifying conditions. SSP is treated like wages and is subject to normal deductions.

**2**

Qualifying days are the only days for which you are entitled to SSP. These days are normally your working days unless otherwise notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.

**3**

Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party and up to, but not exceeding, any amount paid by us.

## Return to Work

You should notify your Line Manager/Supervisor as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager/Supervisor.

Upon returning to work after any period of sickness/injury absence, you may be required to attend a "return to work" interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

## General

Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick, you may need time off, continual or repeated absence through sickness may not be acceptable to us.

In deciding whether your absence is acceptable or not we will consider the reasons and extent of all your absences, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.

We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.

If we consider it necessary, we may ask your permission to contact your doctor and/or for you to be independently medically examined by our Occupational Health Specialists, Health Assured Limited.

## Frequent / Short Term Absence

A formal absence review will be arranged when an employee's level of sickness gives rise to concern over their well-being and ability to perform their role satisfactorily. A review will take place when an employee's absence reaches one of the following trigger points.

Number of Absences	Time Period
3 or more occurrences or 5 working days	Over a 3 month rolling period Absence Review 1
6 or more occurrences or ten working days	Over a 12 month rolling period Absence Review 2
14 Working Days	Over a 12 month rolling period Absence Review 3

## Absence Review 1

A Manager will meet with the employee to discuss their sickness record. This is to discuss whatever action is appropriate and offer any assistance if required to improve their attendance.

HR should be contacted, and a case handler assigned. Employees will be invited to attend a formal absence review and will be given the right to representation.

During this meeting the Manager will:

Highlight the number of absences

Identify if there are underlying causes for the absences e.g., domestic, welfare or work related issues

Advise the employee of the impact of these absences

Provide support, advice, and guidance if appropriate

## Depending on the circumstances:

It may be necessary to issue a formal caution for absence

Offer further support and guidance

Refer to HR if it is felt a medical assessment may be necessary

Advise that absence levels will continue to be monitored

The decision will be confirmed in writing to the employee and a copy placed on their file for a period of 12 months. After 12 months this caution will be disregarded. The employee must also be advised of their right to appeal.

## Absence Review 2

During this meeting the same format should be followed as above, the Manager should explore further reasons for absence levels.

Advise that absence levels will continue to be monitored and it may be necessary to issue a second formal caution for absence.

## Absence Review 3

When the formal absence review process has reached this stage HR must be involved who will advise on the appropriate outcome.

If at the end of the review period, the required improvement has been achieved, no further action will be taken. However, if attendance deteriorates during the year following the specified period, the above process can be re-activated at the last stage.

## Long Term Absence

Absence is deemed long term when it exceeds four weeks. In these instances, Line Manager/Supervisor must contact HR who will assign a case handler and advise you of the next steps.

We expect you to keep us informed if you are not able to return when you initially said you would and reserve the right to contact you to find out when you will be able to return.

Everyone's attendance at work will be monitored so that any unacceptable levels of absenteeism can be examined by management.

For long-term sickness absence, which is classified as absence for four weeks or more, or for frequent periods of sickness absence, the Company may request a medical report. This will be done from your GP or consultant. The cost of any such report or examination will be met by the Company and you are required to co-operate in the obtaining and disclosure of all results and reports to the Company. You do not have to agree to co-operate with this process. However, should you choose not to engage, the Company can only make decisions based on the evidence it has.

If you are in receipt of sick pay (including Statutory Sick Pay) you are not allowed to undertake any form of paid alternative work/employment, self-employment, or

voluntary work. Any breach of this rule will be regarded as gross misconduct, which could result in dismissal. Ecoserv reserves the right to send you home if, for any reason, you appear to be unfit for work or appear to present a risk to yourself, the workplace, other staff members or third parties. These are precautionary measures designed to prevent the spread of disease in the workplace and/or further harm to you or others.

If you have been invited to an investigatory meeting, are suspended or have been notified you are to attend a disciplinary hearing, and are unable to attend work or a meeting due to sickness, any entitlement to Company/Industry sick pay will not be paid and you will be entitled to statutory sick pay only.

## Elective Surgery

Elective surgery is surgery that is not considered to be medically necessary, for example because it is concerned with the enhancement of appearance through surgical and medical techniques. It includes cosmetic surgery (such as breast implants and face-lifts) and other non-essential medical procedures such as laser eye treatment and vasectomies.

If you wish to take time off for elective surgery, you may use your existing paid annual leave entitlement, provided you comply with the provisions relating to annual leave set out in your contract of employment and in the section on "Holidays".

You have no contractual or statutory right to be paid for time off for elective surgery. Any payment of salary made by Ecoserv in such circumstances is done so at its absolute discretion. If applicable, time off for elective surgery will be paid at your basic rate of pay. You may apply for unpaid time off, using normal procedure.

If you wish to apply for time off for elective surgery, you should apply in writing as far in advance as possible of the day on which the surgery is to take place to your Line Manager/Supervisor stating the period of leave requested and the reasons for it. Any information provided will be maintained in strict confidence and will only be disclosed on a "need-to-know" basis. You may also be required to provide an appointment card and/or a statement from a qualified medical practitioner that elective surgery has been approved and confirming the time off required for recovery.

# Gender Reassignment

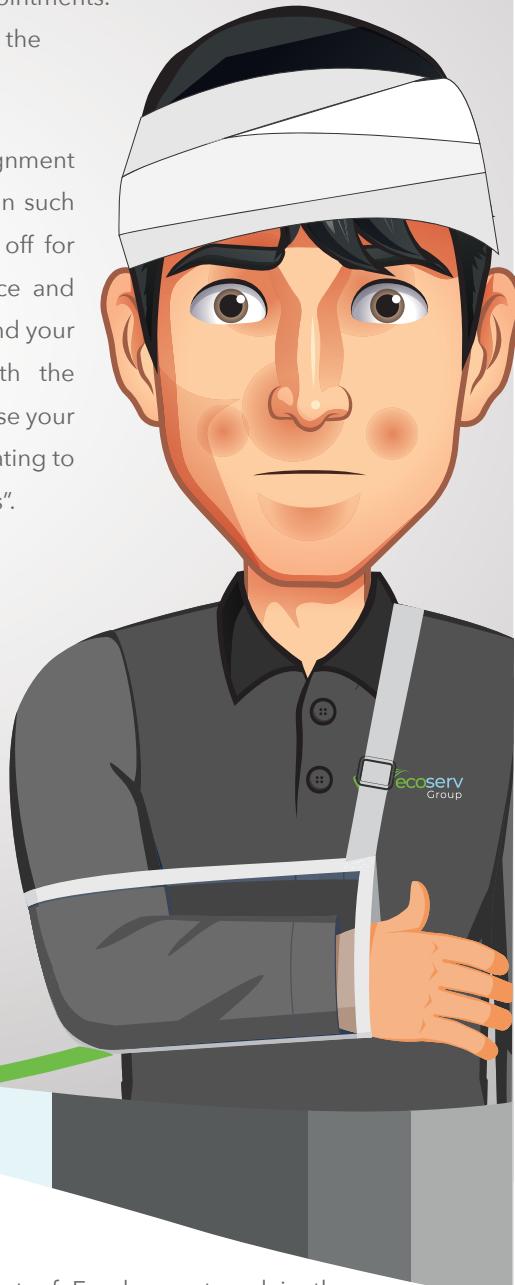
Gender reassignment is a process which is undertaken for the purpose of permanently reassigning a person's sex by changing physiological or other characteristics or attributes of sex, and it includes any part of such a process.

If required, Ecoserv will grant you leave to undergo gender reassignment surgery and you will be treated no less favourably than if you were absent because of sickness or injury. Medical appointments in connection with the gender reassignment process will be treated no less favourably than any other medical appointments.

You should try to arrange medical appointments and surgery at times that will cause the minimum amount of inconvenience to the Company.

You have no contractual or statutory right to be paid for time off for gender reassignment medical appointments or surgery. Any payment of salary made by the Company in such circumstances is done so in its absolute discretion. However, in relation to time off for surgery, the Company accepts that gender reassignment is not a lifestyle choice and therefore provided you comply with the Company's absence reporting procedure and your absence is properly certified, you will receive sick pay in accordance with the Company/Industry sick pay provisions. If you require further paid time off, you may use your existing paid annual leave entitlement, provided you comply with the provisions relating to annual leave set out in your Contract of Employment and in the section on "Holidays".

If you wish to apply for time off for gender reassignment surgery, you should apply in writing as far in advance as possible of the days on which time off is required to your Supervisor / Line Manager stating the period of leave requested. Time off to attend medical appointments must be authorised by your Line Manager/Supervisor in advance in the normal way. Any information provided will be maintained in strict confidence and will only be disclosed on a "need-to-know" basis. You may also be required to provide an appointment card and/or a statement from a qualified medical practitioner that the process of gender reassignment has been approved and confirming the time off required after surgery.



# Fertility Treatment

Medical appointments in connection with the early stages of the fertility treatment process will be treated no less favourably than any other medical appointments. You should try to arrange fertility treatment at a time that will cause the minimum amount of inconvenience to the Company. If you require further time off, you may use your existing paid annual leave entitlement, provided you comply with the provisions relating to annual leave

set out in your Contract of Employment and in the section on "Holidays". You have no contractual or statutory right to be paid for time off for fertility treatment. Any payment of salary made by Ecoserv in such circumstances is done so in its absolute discretion. If applicable, time off for fertility treatment will be paid at your basic rate of pay.

If you wish to apply for time off for fertility treatment, you should apply in writing as far in advance as possible of the days on which time off is required to your Line Manager/Supervisor stating the period of leave requested. Time off to attend medical appointments must be authorised by your Line Manager/Supervisor in advance in the normal way. Any information provided will be maintained in strict confidence and will only be disclosed on a "need-to-know" basis. You may also be required to provide an appointment card and/or a statement from a qualified medical practitioner that fertility treatment has been approved.

# EMPLOYEE ASSISTANCE PROGRAMME

We recognise that sometimes you may face certain challenges in your work and home life that are difficult to deal with. We subscribe to a confidential and professional life management service which provides you with a qualified counsellor who can offer personal support for any practical or emotional challenges you may be facing. The service is initially provided via telephone and online advice but face to face meetings will be arranged where this is felt clinically appropriate. This service is totally confidential. More details of this service are available from your Line Manager/Supervisor.

## SAFEGUARDS Rights Of Search

- 1** We have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business.
- 2** Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search. This will also apply at the time that any further questioning takes place.
- 3** You may be asked to remove the contents of your pockets, bags, vehicles, etc.
- 4** Whilst you have the right to refuse to be searched, such refusal will constitute a breach of contract, which may result in disciplinary action being taken against you.
- 5** We reserve the right to call in the police at any stage.

# Confidentiality

All information that:

**1**

is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence.

**2**

relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort; and

**3**

has not been made public by, or with our authority.

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our prior written consent.

You must make yourself aware of our policies on data protection in relation to personal data and ensure compliance with them at all times.

## Company Property And Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and, where appropriate, our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

## Statements To The Media

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a member of the Executive Team.

## Data Protection

The General Data Protection Regulation (GDPR) and the current Data Protection Act regulate our use of your personal data. As an employer it is our responsibility to ensure that the personal data, we process in relation to you is done so in accordance with the required principles. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects.

We will process data in line with our privacy notices in relation to both job applicants and employees.

You have several rights in relation to your data. More information about these rights is available in our "Policy on your rights in relation to your data". We commit to ensuring that your rights are upheld in accordance with the law and have appropriate mechanisms for dealing with such.

We may ask for your consent for processing certain types of personal data. In these circumstances, you will be fully informed as to the personal data we wish to process and the reason for the processing. You may choose to provide or withhold your consent. Once consent is provided, you are able to withdraw consent at any time.

You are required to comply with all Company policies and procedures in relation to processing data. Failure to do so may result in disciplinary action up to and including dismissal.

## Virus Protection Procedures

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- 1 unauthorised software including public domain software, USBs, external hard drives, CDs, or internet downloads must not be used; and
- 2 all software must be virus checked using standard testing procedures before being used.

## Use Of Computer Equipment

In order to control the use of the Company's computer equipment and reduce the risk of contamination the following will apply:

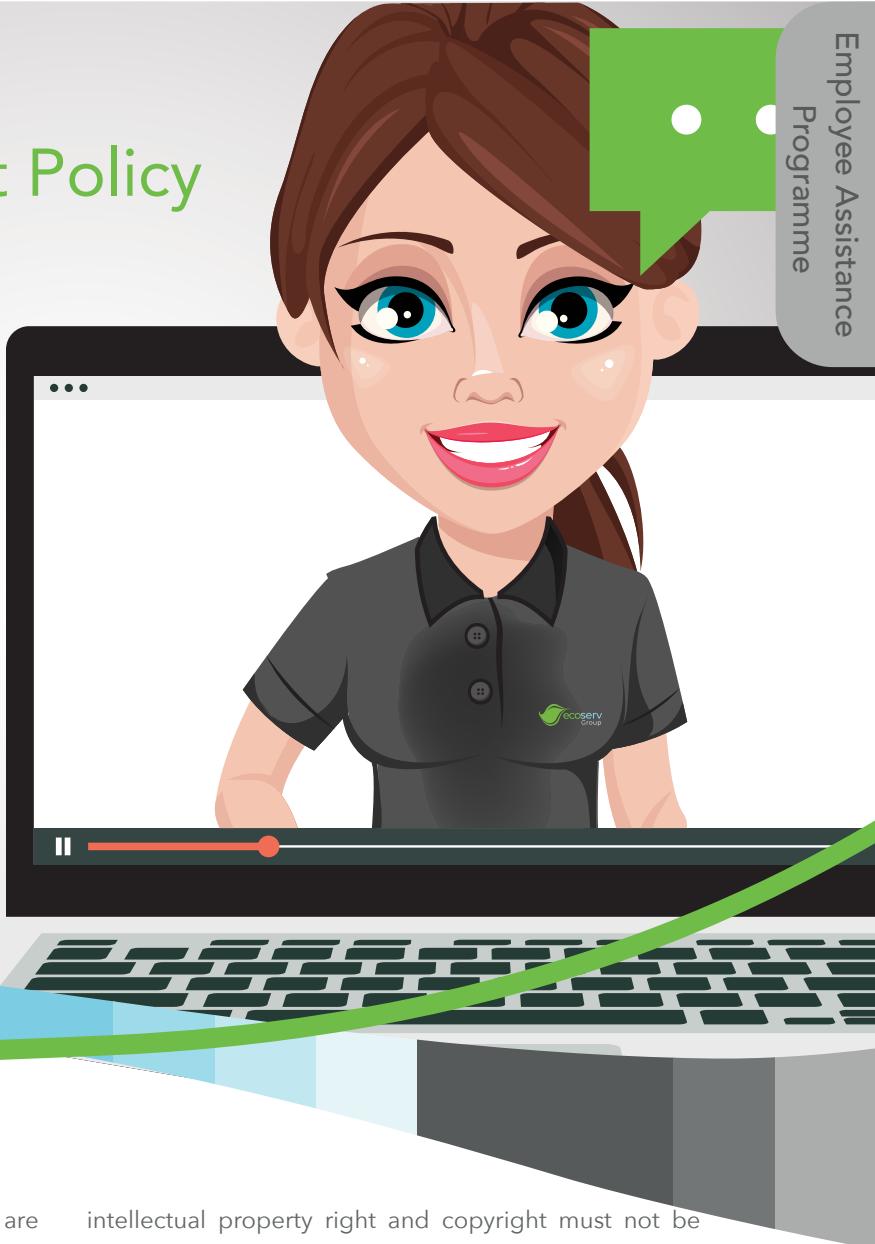
- 1 the introduction of new software must first of all be checked and authorised by your Line Manager/Supervisor before general use will be permitted.
- 2 only authorised staff should have access to the Company's computer equipment.
- 3 only authorised software may be used on any of the Company's computer equipment.
- 4 only software that is used for business applications may be used.
- 5 no software may be brought onto or taken from the Company's premises without prior authorisation.
- 6 unauthorised access to the computer facility will result in disciplinary action; and unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

# E-mail And Internet Policy

## Introduction

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of internet and e-mail within the Company. The internet and e-mail system have established themselves as an important communications facility within the Company and have provided us with contact with professional and academic sources throughout the world.

Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout



## Internet

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Company name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence. The

intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

## Procedures – Acceptable/Unacceptable Use

- 1** unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.
- 2** the internet system is available for legitimate business use and matters concerned directly with the job being done. Employees using the internet system should give particular attention to the following points:

- comply with all of our internet standards.
- access during working hours should be for business use only.
- private use of the internet should be used outside of your normal working hours.

### 3

The company will not tolerate the use of the Internet system for unofficial or inappropriate purposes, including:

- accessing websites which put our internet at risk of (including but not limited to) viruses, compromising our copyright or intellectual property rights.
- non-compliance of our social networking policy.
- connecting, posting, or downloading any information unrelated to their employment and in particular pornographic or other offensive material.
- engaging in computer hacking and other related activities, or attempting to disable or compromise security of information contained on the Company's computers.

You are reminded that above activities may constitute a criminal offence

### E-mail

The use of the e-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the Company's position on the correct use of the e-mail system.

### Procedures - Authorised Use

#### 1

unauthorised or inappropriate use of the internet system may result in disciplinary action which could result in summary dismissal.

#### 2

the e-mail system is available for communication and matters directly concerned with the legitimate business of the Company. Employees using the e-mail system should give particular attention to the following points:

- all comply with Company communication standards.
- e-mail messages and copies should only be sent to those for whom they are particularly relevant.
- e-mail should not be used as a substitute for face-to-face communication or telephone contact. Abusive e-mails must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
- if the e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The Company will be liable for infringing copyright or any defamatory information that is circulated either within the Company or to external users of the system; and

- offers or contracts transmitted by e-mail are as legally binding on the Company as those sent on paper.

### 3

## The Company will not tolerate the use of the e-mail system for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment.
- personal use (e.g., social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- online gambling.
- accessing or transmitting pornography.
- transmitting copyright information and/or any software available to the user; or
- posting confidential information about other employees, the Company or its clients or suppliers.

## Monitoring

We reserve the right to monitor all e-mail/internet activity by you for the purposes of ensuring compliance with our policies and procedures and of ensuring compliance with the relevant regulatory requirements. This includes monitoring of any additional accounts you may be requested to set up for the purposes of performing your work tasks, which are subject to the same rules as your work email account. Information acquired through such monitoring may be used as evidence in disciplinary proceedings. Monitoring your usage will mean processing your personal data. You may read more about the data we hold on you, why we hold it and the lawful basis that applies in the employee privacy notice.

## Use Of Social Networking Sites

Any work related issue or material that could identify an individual who is a client or work colleague, which could adversely affect the Company, a client or our relationship with any client must not be placed on a social networking site. This means that work related matters must not be placed on any such site at any time either during or outside of working hours and includes access via any computer equipment or mobile device.

## Security

### Keyholding/alarm Setting

If you are an allocated key holder, you must ensure that all procedures and guidelines are followed when securing the building prior to leaving. The keys and any security measure such as alarm codes must be kept safe at all times. You must not give the keys or alarm code to any third party unless authorisation is obtained from your Line Manager/Supervisor. Any loss or damage caused as a result of your failure to follow procedures or your negligence in ensuring the safekeeping of the keys and alarm code will result in disciplinary action which could lead to your summary dismissal. We also reserve the right to deduct the cost of any loss, repair or replacement from any monies owing to you.

Any breaches or security issues including the loss or theft of keys must be reported immediately to your Line Manager/Supervisor.

To satisfy the requirements of our insurers and to protect us from fire and theft, you must secure all properties and premises when unattended. The last person to leave the premises must ensure lights and appropriate electrical equipment are switched off, windows and doors are secure, and alarms are set accordingly.

## Closed Circuit Television

Closed circuit television cameras are used on our operational premises for security purposes. We reserve the right to use any evidence obtained in this manner in any disciplinary issue. We will ensure all personal data obtained in this way is processed in line with the current Data Protection Act. You may refer to the employee privacy notice for more information on the data we hold, the reasons we hold it and the lawful basis which applies.

# Standards

## Wastage

We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of our organisation.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:



handle machines, equipment and stock with care.



turn off any unnecessary lighting and heating. Keep doors closed whenever possible.



ask for other work if your job has come to a standstill; and



start with the minimum of delay after arriving for work and after breaks.

## The following provision is an express written term of your contract of employment:



In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

## Standards Of Dress & Appearance

As you are liable to come into contact with clients and members of the public, it is important that you present a professional image with regard to appearance and standards of dress.

## Employees Who Are Required To Wear A Uniform

Employees who are required to wear a uniform must ensure that they do so whilst at work, whether working on the Company's premises or elsewhere on Company business.

You will be expected to follow specific client site rules on removal of jewellery/rings/facial piercings etc. where applicable.

Uniforms (polo shirts or tabards) must be neat and clean and worn in a presentable fashion. Uniforms supplied must not be altered in any way without the Company's prior permission. If trousers are not provided, dark blue/black jeans are acceptable.

Shorts are not accepted.

Footwear: no open toe shoes or sandals, trainers or black toe covered shoes with any laces tied securely and

tucked in if length is excessive. Your shoes must be clean and in good condition.

You must ensure that you have good levels of personal hygiene and must appear presentable at all times. If you are required to wear a name badge or ID card, this should be worn at all times whilst you are at work and must not be worn elsewhere.

Where uniforms are supplied by the Company, they remain the property of the Company. You must therefore take care of them and return them in good condition on the termination of your employment. In the event that you fail to return your uniform in good condition, or you lose or damage your uniform during employment, the replacement cost of the uniform of up to £50 (standard uniform deduction is £20) may be deducted from your final salary payment, or from your next salary payment.

## Employees who are required to wear protective clothing and equipment

Employees who occupy roles that require protective clothing, such as hard hats, gloves, and masks, are required to wear this clothing whilst at work, whether working on the Company's premises or elsewhere on Company business, whenever required by law or by Company rules.

If your job brings you into contact with machinery or involves working with food, for health and safety and hygiene reasons your hair must be kept short or tied back at all times (and covered if working with food) and you must not wear jewellery other than a wedding ring.

Finally, the Company accepts that members of certain ethnic or religious groups are subject to strict religious or cultural requirements in terms of their clothing and

appearance. Subject to necessary health and safety and security requirements and other similar considerations, the Company will not insist on dress rules which run counter to the cultural norms of such employees. If you are uncertain as to whether a particular item of clothing is acceptable or not, please speak to your Line Manager/Supervisor.

If you fail to comply with the above rules, this is a serious matter and will be dealt with in accordance with Ecoserv's disciplinary procedure. In addition, depending on the circumstances of the case, you may be required to go home and change your clothing. If this happens, you have no right to be paid for the period of your absence from work.

## Personal Hygiene

All employees are required to take reasonable steps to maintain acceptable levels of personal hygiene. This includes ensuring that you do not have body odour, dirty or stale-smelling clothing, dirty hair or bad breath whilst at work, whether working on the Company's premises or elsewhere on Company business.

It also includes ensuring that your clothes, hands, hair or breath do not smell of smoke whilst at work as a result of smoking outside your normal hours of work or during designated breaks. Poor personal hygiene can result in an unacceptable working environment for other employees, given the close proximity in which you have to work, and it can create a negative image of the Company when dealing with clients, customers, contractors, or suppliers. You must also refrain from wearing overpowering or excessively strong smelling aftershaves or perfumes as these can be equally unacceptable to third parties.

The chewing of any type of gum or tobacco whilst at work is expressly prohibited as it looks unprofessional in front of third parties.

The Company accepts that, occasionally, a problem of body odour or bad breath may be as a result of a health or medical issue and may not always be due to a lack of personal hygiene. In this case, you should seek medical advice from your doctor and follow that advice.

## Housekeeping

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.



# GENERAL TERMS AND PROCEDURES

## Changes In Personal Details

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours

### Other Employment

You are expected to devote the whole of your time and attention during working hours to our business. If you propose taking up employment with an employer or pursuing separate business interests or any similar venture, you must discuss the proposal with your Line Manager/Supervisor in order to establish the likely impact of these activities on both yourself and the Company. You will be asked to give full details of the proposal and consideration will be given to:

- 1 Working hours.
- 2 Competition, reputation, and credibility.
- 3 Conflict of Interest.
- 4 Health, safety, and welfare.

You will be **NOTIFIED** in writing of the Company's decision. The Company may refuse to consent to your request. If you work without consent this could result in the termination of your employment.\*

If you are unhappy with the decision, you may appeal using the Grievance Procedure.

**\*NB: This does not apply to those on a zero hour contract who should refer to the following:**

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation.

## Time Off

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of your Line Manager/Supervisor and will normally be without pay.

Unless there are exceptional circumstances, it is not expected that more than two hours will be needed to be taken off work for any one appointment. You have no contractual or statutory right to be paid for absences relating to attendance at medical appointments. Any payment of salary during attendance at such appointments is made at the absolute discretion of the Company.

## Maternity/paternity/adoption Leave and Pay

You may be entitled to maternity/paternity/adoption leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant or are notified of a match date for adoption purposes, you should notify your Line Manager/Supervisor at an early stage so that your entitlements and obligations can be explained to you.

## Parental/shared Parental Leave

If you are entitled to take parental leave or shared parental leave in respect of the current statutory provisions, you should discuss your needs with your Line Manager/Supervisor who will identify your entitlements and look at the proposed leave periods dependent upon your child's/children's particular circumstances and the operational aspects of the business.

## Time Off for Dependents

You may be entitled to take a reasonable amount of unpaid time off during working hours to take action that is necessary to provide help to your dependants. Should this be necessary you should discuss your situation with your Line Manager/Supervisor who, if appropriate, will agree the necessary time off.

## Special Unpaid Leave

The Company may, in certain circumstances, consider requests for special unpaid leave, for example, for the purposes of education, family responsibilities or for important personal reasons. However, the Company expects you to use your paid annual leave first. Otherwise, any further time off for special reasons will only be granted at the absolute discretion of the Company and you have no contractual or statutory right

to be paid for this leave. If you wish to apply for special leave, you should do so in writing to your Line Manager/Supervisor stating the period of leave requested and the reasons for it. Requests for special leave will be assessed on their individual merits and circumstances. Special leave is operated entirely at the discretion of the Company, and it may be withdrawn at any time.

## Jury Service

You are entitled to time off work to attend for Jury Service. You should notify management immediately on receipt of the Jury Summons giving full details. You will not normally be paid for this time off, and you are advised to claim the expenses which you are entitled to from the Court. These will normally include compensation for loss of earnings. -

<https://www.gov.uk/jury-service/what-you-can-claim>

## Compassionate Leave

Any time to be taken as compassionate leave will be at the discretion of your Line Manager/Supervisor. The amount of time that will be granted will depend on what is deemed to be reasonable, but is generally expected to be no more than one or two days in most situations. This leave is generally unpaid.

## Social Functions

There may be occasions where you are invited to a social function such as a Christmas Party or corporate event at your place of work or other location.

Whilst the Company would wish to encourage a relaxed and enjoyable atmosphere, colleagues are still responsible for their actions on such occasions even if they have been consuming alcohol. Any unacceptable behaviour will be held to account. Employees must remember that they continue to represent the Company in 'out of hours' social events and have a responsibility to treat each other and members of the public with dignity and respect.

## Business Gifts

As a general policy Ecoserv does not believe that giving and receiving gifts is appropriate to the efficient conduct of its business. There are, however, limited exceptions to this policy.

## Receipt of gifts

Any employee who is given a gift of any sort by a business contact (e.g., customer, supplier etc. actual or potential) must disclose the fact of the gift and its nature to a Line Manager/Supervisor.

If Ecoserv decides that the gift might constitute a bribe or other inducement, you will be required to give the gift to a Line Manager/Supervisor who will return it to the donor with a suitable covering letter.

In other instances, you will be required to return the gift to the donor with a polite note explaining Ecoserv policy.

In exceptional cases, for example where Ecoserv decides that the gift was made as a token of the donor's

gratitude for a service carried out to very high standards, you will be allowed to retain the gift. Promotional gifts such as stationery, which are not of significant value, are exempt from this policy and need not be disclosed. However, you are reminded that, since such gifts are sent only to a limited number of employees, they should be distributed to other employees where appropriate.

Failure to disclose gifts will constitute a disciplinary offence, which will be handled in accordance with the disciplinary procedure. If the gift in question was of significant value and, for example, the recipient is in a position to influence business dealings with the donor, the offence will be treated as gross misconduct.

## Giving gifts

While it is not Company policy to offer gifts to suppliers, customers etc., Ecoserv recognises that, on occasions, this may be necessary – for example, when someone carries out work on a voluntary basis or for a nominal fee.

Equally, it may be decided that a gift would be appropriate if a service has been carried out in an exceptional manner. In such a case, employees should put a request in writing to their Line Manager/Supervisor stating:

who the gift is for?

why it should be given?

the nature of the gift?

its approximate value?

Employees who send gifts which have not been approved in accordance with this procedure will not be reimbursed for the cost of the gift. Further, such action may, depending on the circumstances, be treated as a disciplinary offence, which will be dealt with under the formal disciplinary procedure.

## Travel Expenses

We will reimburse you for any reasonable authorised expenses incurred whilst travelling on our business. The rules relating to travelling expenses will be issued separately. You must provide receipts for any expenditure.

## Employees' Property And Lost Property

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight. Articles of lost property should be handed to your Line Manager/Supervisor who will retain them whilst attempts are made to discover the owner.

## Parking

Where parking facilities have been made available to you on our premises you must ensure that you observe all of our traffic requirements e.g., speed limits, etc. To avoid congestion, all vehicles must be parked only in the designated parking areas. No liability is accepted for damage to private vehicles; however it may be caused.

## Mail

Private mail should not be sent to the Ecoserv Group offices addresses. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

## Friends And Relatives Contact / Telephone Calls / Mobile Phones

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency. Personal telephone calls, both incoming and outgoing are only allowed in the case of emergency. Permission to make outgoing personal calls should be sought from your Line Manager/Supervisor. Personal mobile phones should be switched off during working hours.

It is illegal to use a mobile phone without a hands-free set whilst driving. It is our policy that you should not use any mobile phone whilst driving without a hands-free set. You should pull over to the side of the road in an appropriate place before making or receiving any telephone calls. In the event of being unable to pick up a call because you cannot find a safe place to park, you must return the call as soon as conveniently possible.

The Ecoserv Company Vehicle Policy is available from your Line Manager if required.





## Company Mobile Phones

The Company mobile phones are to be used for business purposes only except in the case of an emergency. Therefore, any personal use deemed excessive by the Company may be repayable by the employee. The Company reserve the right to deduct the appropriate sums from your salary in the event that repayments are not made. Internet usage on Company mobile phones is subject to the same provisions set out in our E-mail and Internet Policy. The Company reserves the right to monitor all communications made on Company mobile phones in order to ensure compliance with our policies and procedures.

## Buying Or Selling Of Goods

You are not allowed to buy or sell goods on your own behalf on our premises or during your working hours.

## Collections From Employees

Unless specific authorisation is given by your Line Manager/Supervisor no collections of any kind are allowed on our premises.

## Client Relations

Our business involves the provision of services to clients and some of our employees are employed to perform work on behalf of those clients, sometimes on the client's own premises. Due to this relationship, our clients may, on rare occasions, require that such an employee be removed from a job in accordance with their contract with us. In such circumstances we will investigate the reasons for such requests. However, if our client

maintains their stance, we will then take all reasonable steps to ensure that alternative work is provided. If this is not possible, we may have no alternative but to terminate such an individual's employment. This procedure is separate from any concurrent disciplinary matter that may need to be addressed.

## Behaviour At Work

You should behave with civility towards fellow employees, and no rudeness will be permitted towards clients or members of the public. Objectionable or insulting behaviour, or bad language will render you liable to disciplinary action. You should use your best endeavours to promote the interests of the business and shall, during normal working hours, devote the whole of your time, attention and abilities to the business and its affairs.

Any involvement in activities which could be construed as being in competition with us is not allowed.

## Behaviour Outside Work

Because the business demands employees of the highest integrity we have the right to expect you to maintain these standards outside of working hours.

Activities that result in adverse publicity to us, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

## Clients Premises

Whilst visiting or working at any of our client's premises, it is imperative that you familiarise yourself and comply with all of their rules and requirements including (but not limited to) security, health and safety, smoking, parking, etc. Failure to comply with site rules could result in your removal from site and disciplinary action being taken in accordance with our disciplinary procedures.

## Inclement Weather/travel Arrangement Disruption

The Company acknowledges that employees may occasionally have problems travelling to and from work due to either severe weather conditions or major disruptions to public transport (for example, train strikes). Whilst the Company is committed to protecting the health and safety of its employees, it must also ensure that its business is not unduly disrupted by external factors. This policy therefore sets out your duty to attend for work during severe weather conditions or where there are major disruptions to public transport and the relevant procedures you must follow.

When severe weather conditions occur or where there are major disruptions to public transport, you should take steps to obtain advice on the position from the appropriate external agencies and allow extra time for your journey, making alternative travel arrangements where appropriate.

In the event of adverse weather conditions, Line Manager/Supervisor must use a common sense approach in allowing employees to go home early if the employee anticipates difficulties in getting home. Line Manager/Supervisor should take a low risk approach and employees should not feel compelled to continue to work if it is the employee's opinion that the journey home will be dangerous.

Employees stating that travel into work is impossible or hazardous are to be similarly treated. In this instance lateness is better than absence.

Employees are accountable for taking practical steps in order that they can attend work. For example, if it is not possible to get to their driveway but could park down the road then this should be the chosen option.

Line Manager/Supervisor should be aware of the impact on an individual's domestic situation, family, school and childcare commitments/provision that may be impacted by bad weather. An employee is entitled to take reasonable unpaid time off to deal with sudden and unexpected problems with a dependant.

If it is practical for an employee to work from home or to take work home with no adverse impact on the team then this option should be considered. If the adverse weather is prolonged, Line Manager/Supervisor may request that annual leave is taken, the time off is made up or, where possible, that work is completed at home.

It is understood that there will be variations between functions within the business in applying these guidelines, but these will be minimised wherever possible.

A principle of positive intent should be applied where an employee is unable to attend work due to bad weather, or other disruption. Where the Company accepts that you have used your best endeavours to attend work, but you have been unable to do so, or you are late because of the severe weather conditions or the major disruptions to public transport, your Line Manager/Supervisor will discuss the options with you. At the Company's discretion, you may be required or permitted to:

make up the time at a later date

take any absence from work as part of your annual leave entitlement

take any absence from work as special unpaid leave (in this case, your pay will reduce accordingly to take account of the hours/days you have not worked)

work from home or otherwise work remotely.

The Company may base its decision on your individual circumstances, for example the distance from your home to your place of work, your mode of transport and how viable it is for you to work from home, and on the needs of the Company.

If an employee is unable to attend work due to bad weather, they must call their Line Manager/Supervisor.

If employees are sent home at the request of their Line Manager/Supervisor or the Company, they will be paid as if they had attended for the full day.

## Recording Of Formal Meetings

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

## Other Policies And Procedures

The Company has a number of other policies and procedures that will have been explained to you during your induction. Copies of these will have been provided to you separately or are available on request from the office.

## Third Party Involvement

We reserve the right to allow third parties to chair any meeting, for example disciplinary, capability, grievance, this is not an exhaustive list. Where we are required to share special category data to any third parties as part of that hearing, we ensure that a relevant condition of processing is met and we do not rely upon your consent for the processing.



# ANTI-BRIBERY POLICY

## Introduction

Bribery is a criminal offence. The Company prohibits any form of bribery. We require compliance, from everyone connected with our business, with the highest ethical standards and anti-bribery laws applicable. Integrity and transparency are of utmost importance to us and we have a zero tolerance attitude towards corrupt activities of any kind, whether committed by employees or by third parties acting for or on behalf of the Company.

## Policy

It is prohibited, directly or indirectly, for any employee or person working on our behalf to offer, give, request or accept any bribe i.e. gift, loan, payment, reward or advantage, either in cash or any other form of inducement, to or from any person or Company in order to gain commercial, contractual or regulatory advantage for the Company, or in order to gain any personal advantage for an individual or anyone connected with the individual in a way that is unethical.

## Suspicion

If we suspect that you have committed an act of bribery or attempted bribery, an investigation will be carried out and, in line with our disciplinary procedure where appropriate, action may be taken against you which may result in your dismissal, or the cessation of our business arrangement with you.

## Reporting

If you, as an employee or person working on our behalf, suspect that an act of bribery or attempted bribery has taken place, even if you are not personally involved, you are expected to report this to a Senior Manager or a Director. You may be asked to give a written account of events.

Staff are reminded of the Company's Whistleblowing Policy which is available in this Employee Handbook.

## Gifts And Hospitality

We realise that the giving and receiving of gifts and hospitality as a reflection of friendship or appreciation where nothing is expected in return may occur, or even be commonplace, in our industry. This does not constitute bribery where it is proportionate and recorded properly. No gift should be given, nor hospitality offered by an employee or anyone working on our behalf to any party

in connection with our business without receiving prior written approval from your Line Manager/Supervisor. Similarly, no gift or offer of hospitality should be accepted by an employee or anyone working on our behalf without receiving prior written approval from your Line Manager/Supervisor.

## Record Keeping

A record will be made by your Line Manager/Supervisor of every instance in which gifts or hospitality are given or received.

As the law is constantly changing, this policy is subject to review and the Company reserves the right to amend this policy without prior notice.

# WHISTLE-BLOWERS

## Introduction

Under certain circumstances, employees are protected from suffering any detriment or termination of employment if they make disclosures about organisations for whom they work.

## Qualifying Disclosures

Certain disclosures are prescribed by law as "qualifying disclosures". A "qualifying disclosure" means a disclosure of information that the employee genuinely and reasonably believes is in the public interest and shows that the Company has committed a "relevant failure" by:

- 1 committing a criminal offence.
- 2 failing to comply with a legal obligation.
- 3 a miscarriage of justice.
- 4 endangering the health and safety of an individual.
- 5 environmental damage; or
- 6 concealing any information relating to the above.

These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.

The Employment Rights Act 1996 provides protection for workers who 'blow the whistle' where they reasonably believe that some form of illegality, injustice or breach of health and safety has occurred or is likely to occur. The disclosure has to be "in the public interest". We encourage you to use the procedure to raise any such concerns.

## The Procedure

In the first instance you should report any concerns you may have to a member of the Executive Team who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.

If you do not report your concerns to a member of the Executive Team you should take them direct to the appropriate organisation or body.

## Treatment By Others

Bullying, harassment or any other detrimental treatment afforded to a colleague who has made a qualifying disclosure is unacceptable. Anyone found to have acted in such a manner will be subject to disciplinary action.

# CAPABILITY PROCEDURES

## Introduction

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

## Job Changes/general Capability Issues

If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

## Personal Circumstances/health Issues

Personal circumstances may arise which do not prevent you from attending for work, but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

## Short Service Staff

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

# DISCIPLINARY PROCEDURES

## Introduction

It is necessary to have a minimum number of rules in the interests of the whole organisation.

The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.

The following rules and procedures should ensure that:

1 the correct procedure is used when requiring you to attend a disciplinary hearing.

2

you are fully aware of the standards of performance, action and behaviour required of you.

3

disciplinary action, where necessary, is taken speedily and in a fair, uniform, and consistent manner.

4

other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process.

5

you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind.

6

you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and

7

if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

## Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

## Rules Covering Unsatisfactory Conduct And Misconduct

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- failure to abide by the general health and safety rules and procedures.
- smoking in designated non-smoking areas.
- consumption of alcohol on the premises.
- persistent absenteeism and/or lateness.
- unsatisfactory standards or output of work.
- rudeness towards clients, members of the public or other employees, objectionable or insulting behaviour,
- harassment, bullying or bad language.
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours.

- unauthorised use of e-mail and internet.
- failure to carry out all reasonable instructions or follow our rules and procedures.
- unauthorised use or negligent damage or loss of our property.
- failure to report immediately any damage to property or premises caused by you;
- use of our vehicles without approval or the private use of our commercial vehicles without authorisation.
- failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs.
- if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction.
- carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and loss of driving licence where driving on public roads forms an essential part of the duties of the post.

## Serious Misconduct

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation, you may be issued with a final written warning in the first instance.

You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

## Rules Covering Gross Misconduct

Occurrences of gross misconduct are very rare because the penalty is dismissal without notice and without any previous warning being issued. It is not possible to provide an exhaustive list of examples of gross misconduct. However, any behaviour or negligence resulting in a fundamental breach of contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute gross misconduct. Examples of offences that will normally be deemed as gross misconduct include serious instances of:

- |   |   |   |   |
|---|---|---|---|
| 1 | theft or fraud.   | 5 | possession, or being under the influence, of drugs* at work and/or testing positive for drug use in a random sample drug test in line with our policy; and    |
| 2 | physical violence or bullying.                            | 6 | *For this purpose, the term 'drugs' is used to describe both illegal drugs and other psychoactive (mind-altering) substances which may or may not be illegal. |
| 3 | deliberate damage to property.                            |   | breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.                                 |
| 4 | deliberate acts of unlawful discrimination or harassment. |   |   |

## Disciplinary Procedure

Disciplinary action taken against you will be based on the following procedure:

Offence	First Occasion	Second Occasion	Third Occasion	Fourth Occasion
Unsatisfactory Conduct	Formal verbal warning	Written Warning	Final written warning	Dismissal
Misconduct	Written Warning	Final written Warning	Dismissal	
Serious misconduct	Final written Warning	Dismissal		
Gross misconduct	Dismissal			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

## Disciplinary Authority

The operation of the disciplinary procedure contained in the previous section, is based on the following authority for the various levels of disciplinary action. However, the list does not prevent a higher or lower level of seniority, in the event of the appropriate level not being available, or suitable, progressing any action at whatever stage of the disciplinary process.

All Employees	
Formal verbal warning	your Line Manager/Supervisor
Written warning	your Line Manager/Supervisor
Final written warning	your Line Manager/Supervisor
Dismissal	your Line Manager

## Period Of Warnings

### Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a three month period.

### Written warning

A written warning will normally be disregarded for disciplinary purposes after a six month period.

### Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a twelve month period.

## General Notes

If you are in a supervisory or Managerial position, then demotion to a lower status at the appropriate rate may be considered as an alternative to dismissal except in cases of gross misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.

Gross misconduct offences will result in dismissal without notice.

You have the right to appeal against any disciplinary action.

# CAPABILITY/ DISCIPLINARY APPEAL PROCEDURE

You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.

If you wish to exercise this right, you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.

An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate, or unfair in the circumstances.

The appeal procedure will normally be conducted by a member of staff not previously connected with the process so that an independent decision into the severity and appropriateness of the action taken can be made.

If you are appealing on the grounds that you have not committed the offence, then your appeal may take the form of a complete re-hearing and reappraisal of all matters so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

You may be accompanied at any stage of the appeal hearing by a fellow employee of your choice. The result of the appeal will be made known to you in writing, normally within five working days after the hearing.

# GRIEVANCE PROCEDURE

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

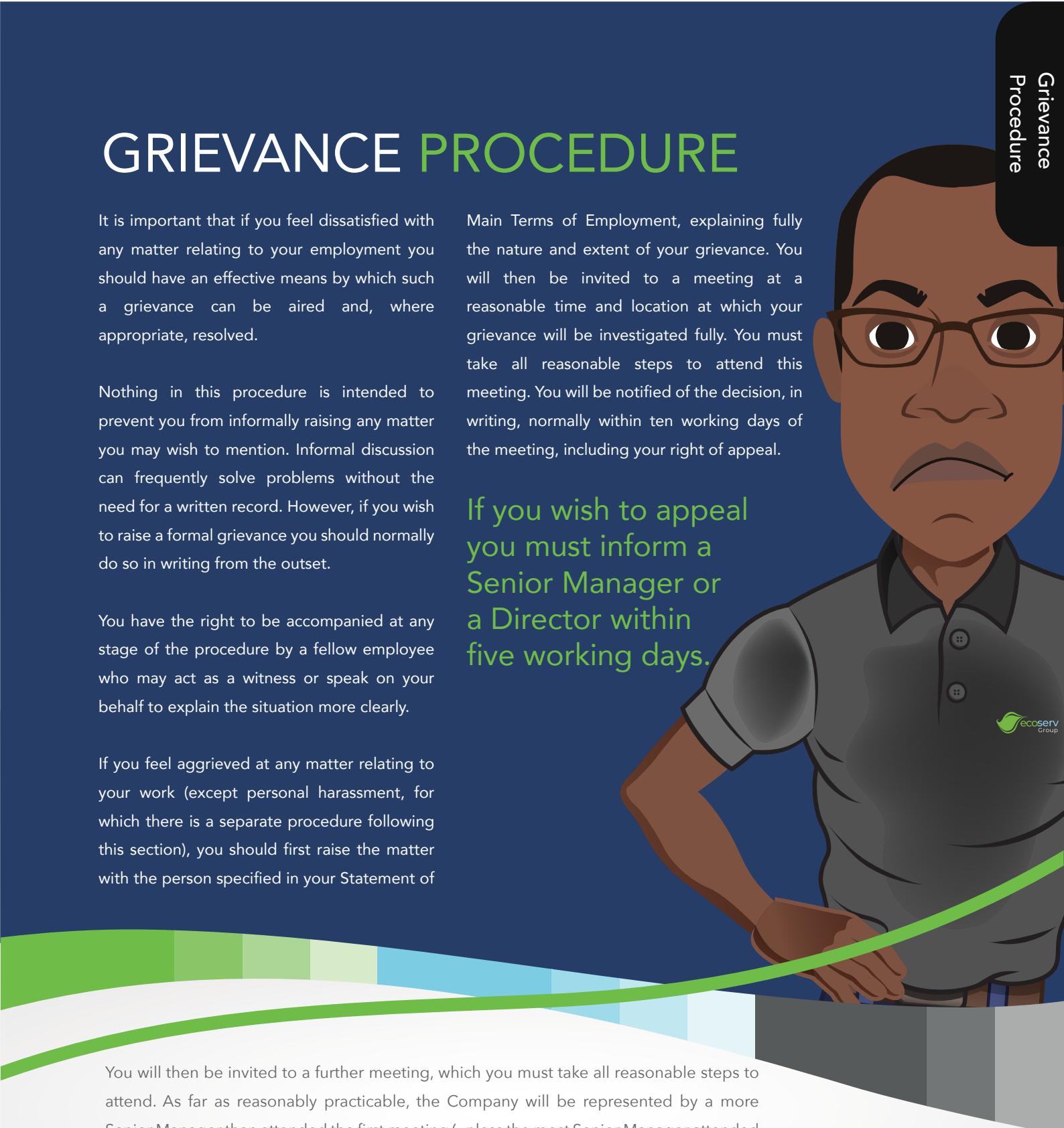
Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.

If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of

Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.

**If you wish to appeal  
you must inform a  
Senior Manager or  
a Director within  
five working days.**



You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the Company will be represented by a more Senior Manager than attended the first meeting (unless the most Senior Manager attended that meeting).

**Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.**

# PERSONAL HARASSMENT POLICY AND PROCEDURE

## Introduction



## Scope

We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all those who work for us. This includes employees, workers, agency workers, volunteers, and contractors in all areas of our Company, including any overseas sites.

## Definitions

### Harassment

This is unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

### Unwanted conduct can include:

spoken words	graffiti	acts affecting a person's surroundings
banter	physical gestures	aggression, and
written words	facial expressions	physical behaviour towards a person or their property.
posts or contact on social media	mimicry	
imagery	jokes or pranks	

## Sexual harassment

This is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.

sexual comments or jokes  
displaying sexually graphic pictures, posters or photos  
suggestive looks, staring or leering  
propositions and sexual advances  
making promises in return for sexual favours  
sexual gestures

intrusive questions about a person's private or sex life or a person discussing their own sex life  
sexual posts or contact on social media  
spreading sexual rumours about a person  
sending sexually explicit emails or text messages, and  
unwelcome touching, hugging, massaging or kissing.

Less favourable treatment for rejecting or submitting to unwanted conduct

### This occurs when:



## Circumstances Which Are Covered

This policy covers behaviour which occurs in the following situations:

- 1 a work situation
- 2 a situation occurring outside of the normal workplace or normal working hours which is related to work, for example, a working lunch or social event with colleagues.
- 3 outside of a work situation but against a colleague or other person connected to the Company, including on social media.
- 4 against anyone outside of a work situation where the incident is relevant to their suitability to carry out the role.

# Complaining About Personal Harassment

## Informal complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be a Senior Manager or a

Director who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment, you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

## Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of a Senior Manager or a

Director as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:



On receipt of a formal complaint, we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at

such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter. On conclusion of the investigation, which will normally be within ten working days of the meeting with you, the decision of the investigator, detailing the findings, will be sent in writing to you. You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

## Disciplinary Action

If the decision is that the allegation is well founded, the harasser will be liable to disciplinary action in accordance with our disciplinary procedure. An employee who receives a formal warning or who is dismissed for harassment may appeal by using our capability/disciplinary appeal procedure.

## Third Party Harassment

1

Third party harassment occurs when one of our workforce is subjected to harassment by someone who is not part of our workforce but who is encountered in connection with work. This includes our clients, customers, suppliers, members of the public. Third party harassment of our workforce will not be tolerated.

2

In order to prevent third party harassment from occurring, we have:

warned that harassment of our staff is not acceptable

Should you be subjected to third party harassment, you are encouraged to report this as soon as possible to your Line Manager/Supervisor.

Should a client or customer harass a member of our workforce, they will be warned that continued provision of our service to them will cease if they are to act in a similar way again. Should their behaviour recur, they will be informed that our service to them will cease. Any criminal acts will be reported to the police, and we will share information relating to the incident with our other branches to ensure that we maintain a consistent approach to the cessation of our services.

# TERMINATION OF EMPLOYMENT

## Resignations

All resignations must be supplied in writing, stating the reason for resigning your post.

## Terminating Employment Without Giving Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your individual Statement of Main Terms of Employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment. You will also forfeit any contractual accrued holiday pay due to you over and above your statutory holiday pay, if you fail to give or work the required period of notice.

## Return Of Our Property

On the termination of your employment, you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

## Return Of Vehicles

On termination of your employment, you must return any Company vehicle in your possession to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.



## Garden Leave

If either you or the Company serves notice on the other to terminate your employment the Company may require you to take "garden leave" for all or part of the remaining period of your employment.

**NB.**

**During any period of garden leave you will continue to receive your full salary and any other contractual benefits.**

## COMPANY VEHICLE POLICY

Below is a link to 'Driving for Business' a toolbox training information video for all Ecoserv drivers. It is to be completed within 7 days of the commencement of your employment and used in conjunction with this policy. The completion certificate is to be uploaded to:

governance@ecoserv.group

<https://businesssafe.peninsula-online.com/ELearning/DrivingForBusiness/index.html#/>

### Benefit in Kind tax

Benefit in Kind (BIK) is a tax on employees who receive benefits or perks on top of their salary. If you have a company car for private use (including for commuting), you will have to pay BIK contribution or company car tax. Every car has a BIK percentage banding which will determine how much tax you will be liable for. There are ways to avoid BIK, such as not using the vehicle for private use. This can be demonstrated by keeping a daily mileage log which must be submitted to Payroll weekly and signing a declaration confirming your usage.

### Driving Licence And Authority To Drive Company Vehicles

You must be in possession of a current driving licence and have the authority of your Line Manager to drive one of our vehicles.

Your driving licence must be produced for scrutiny by your line manager prior to driving any of our vehicles.

All licences must and will be checked by the company through the .Gov website or a third-party company before any individual is insured to drive the vehicle. If the licence check reveals anything that would preclude you driving a company vehicle then your line manager will be informed.

disqualified from driving, your line manager must be informed immediately. If you are required to drive as part of your job and we are unable to find alternative employment, your employment may be terminated.

It is your responsibility to ensure that the vehicle is not used by anyone other than authorised employees. Specific written permission must be obtained from your line manager for the vehicle to be used by any other person.

Data collected about driving licences will be processed in line with GDPR.

## Warranty

All warranty work must be reported to us prior to it being carried out. No change or alteration may be made to the manufacturer's mechanical or structural specification of the vehicle.

## Cleaning And Maintenance

When you drive one of our vehicles it is your responsibility to ensure that it is kept clean and tidy at all times and that it is returned to us in that condition after use. Any vehicles returned to Head Office which have not been cleaned internally and externally will incur a charge of £100 deductible from the driver.

Any maintenance or repair work, or replacement of parts, including tyres, must be reported to us for approval before it is carried out. Routine maintenance checks must be carried out each week before you drive the vehicle.

They are:

For electric vehicles:

- Ensure the correct tyre pressures are set
- Ensure that the tread on the types conforms to the minimum legal standard
- Refer to vehicle-specific sources of information from the manufacturer to identify precautions necessary to prevent danger.
- Visually check that safeguards are in place for the charging equipment
- Check the vehicle for signs of damage to the charging cabling and coupler. The coupler is a key movable part of the charging process. As such, it can be exposed to a greater risk of damage or wear. Make sure the coupler is suitable for the job and that its condition meets safety standards
- Ensure that you constantly monitor your charge level before driving, during driving and after driving to ensure that you have ample opportunity to charge your vehicle throughout a current or future journey.

For petrol and diesel-powered vehicles:

- Ensure the correct tyre pressures are set
- Ensure that the tread on the types conforms to the minimum legal standard
- Monitor the water coolant level and top up as necessary
- Monitor the engine oil level and top up as necessary
- Ensure that when a warning light is displayed on the dashboard, any defects are reported immediately



## Use Of Mobile Phone Whilst Driving

It is illegal to use a mobile phone or any handheld device whilst driving (without a hands-free set). You may use your mobile phone/in-vehicle device to access information for the journey ahead, e.g., traffic news but ONLY if it is safe and legal to do so.

You should never attempt to adjust the settings on any type of satellite navigation device (built-in or windscreen/dashboard mounted), or re-tune your radio whilst driving as this can result in you being distracted from your driving and could lead to a collision.

Additionally, focused diary planning will mitigate the necessity for a Teams call to happen whilst you are driving. In the event of you being unable to pick up a call because you cannot find a safe place to stop, you must only return the call as soon as conveniently possible.

Anyone who drives on company business should consider:

- Switching off any mobile phones/other in-vehicle distractions, or putting them on silent before starting your journey.
- Changing your voicemail greetings to indicate that you are not available to answer calls or return messages while driving.
- Informing clients, associates, supply chain partners, etc. of our policy, so they understand why their calls may not be answered/returned immediately.
- If during your journey, you need to use your handheld mobile phone or in-vehicle device, for making or receiving calls, you must first pull over safely to the side of the road or other safe location, and only use it once you have parked your vehicle with the ignition switched off.
- Any passenger can use their handheld or hands-free device at any time providing it does not distract the driver in any way.
- If you are involved in a road traffic collision, records of your mobile phone/in-vehicle device use will be checked by the police and may be used in any subsequent prosecution.
- Any contractual obligation from a client, such as an outright ban on the use of mobile/in-vehicle devices whilst driving, must be strictly adhered to.
- Under no circumstances whatsoever are company drivers to start or join a Teams video call whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving a Teams call.
- Failure to comply with these standards will lead to disciplinary action.

Whilst the above specifically applies to those driving on company business, we strongly advise anyone who drives either their own vehicle or a company vehicle in their own time, not to use mobile/in-vehicle devices whilst driving.

## In Vehicle Safety Monitoring Systems (IVSMS)

IVSMS are fitted to all of our vehicles. This is for several reasons, which include the prevention of crime, the safety of employees and clients, and for reducing insurance and legal costs. The footage can be monitored live or retrospectively.

IVSMS are also utilised during collision reporting and investigation procedures, enabling us to learn from and reduce the volume of road traffic collisions our driver is involved in. In addition, IVSMS fitted to Ecoserv Group vehicles will improve the safety of our drivers by reducing the risk of injuries and crashes, as well as the scope of drivers accumulating penalty points and fines - therefore protecting their driving licences, whilst also defending our drivers and our business against bogus motor claims.

These enable the Company to monitor the vehicles' whereabouts at any time, both live and retrospectively. Vehicles are monitored to assist in the safety of lone workers, to verify movements and to track the vehicle in the event of theft.

Employees should be aware that data from the IVSMS may be used and relied upon, where necessary, for insurance purposes and for disciplinary purposes.

Similarly, if there were allegations of negligence or careless driving made by clients or third parties against employees, or claims brought against any member of the Company leading to civil proceedings, by clients, third parties or employees the Company may use and/or submit the footage to the relevant authorities.

## Types of IVSMS Used by Ecoserv Group

Telemetry and vehicle tracking:

- Providing GPS data relating to the location of vehicles
- Providing data relating to driver style, driver behaviour and fuel consumption

All employees who drive a company vehicle will have their home addresses added to the company's vehicle tracking system. This is for the purpose of route optimisation and optimal scheduling of work schedules. It will also assist the company in the following areas:

- Managing fuel cost reductions
- Assessing vehicle maintenance management
- Confirmation of customer visits
- Monitoring of mileage from an employee well-being perspective
- Monitor driver behaviour and promote road safety

## Data Reporting

In the UK, there are stringent laws relating to the privacy and monitoring of employees, and this expands to in-vehicle monitoring. Please note that IVSMS are installed in all Ecoserv Group company vehicles. During working hours, employee movements are recorded.

Driving behaviour may also be monitored during working hours in order to ensure the safety of Ecoserv

Group's employees, and additionally that our company vehicles are being driven responsibly.

However, Management reserve the right to track the organisation's assets at any time in order to facilitate the investigation of an incident, an alleged incident, or a road traffic collision. In addition, Management must ensure that vehicle data is available to the authorities or internal investigations if required to do so.

## The Scope of Working Hours

Driving on company business at any time that you are driving in relation to any activity related to your job description.

## The Principles require that personal information:

- Shall be processed fairly and lawfully and shall not be processed unless specific conditions are met.
- Shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- Shall be adequate, relevant, and not excessive in relation to the purpose or purposes for which they are processed.
- Shall be accurate and, where necessary, kept up to date.
- Shall not be kept for longer than is necessary for that purpose or those purposes.
- Shall be processed in accordance with the rights of data subjects under the Act.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data, and against accidental loss or destruction of, or damage to, personal data.

We will ensure all personal data obtained in this way is processed in line with the current Data Protection Act.

## No Smoking Policy

It is our policy that all workplaces including vehicles are smoke-free, which includes the use of e-cigarettes. This policy applies to all employees, contractors, clients or members of the public including those using their own vehicle for Company business. You may only smoke during authorised breaks and in designated areas. Company disciplinary procedures will be followed if you do not comply with this policy. Those who do not comply with the smoke-free law may also be liable for a fixed-term penalty fine and possible criminal prosecution.

## Fuel

Normally fuel will be supplied for use prior to you using a Company Vehicle or you may be supplied with cash/and or a fuel card for the purpose of filling a vehicle with fuel if you are to use it for an extended period If it is the case that you do not have a fuel card for your company vehicles, but instead claim mileage, please keep copy of all fuel receipts and submit them with your monthly expense claim.

Personal mileage should be recorded separately. The company will pay 15p per business mile. If you do pay cash for fuel and you cannot provide a receipt, then you will not be reimbursed. Any persons identified as misusing company fuel or a company fuel card will face disciplinary action and, if necessary, police investigation.

### Misuse means:

- Using a fuel card to supply fuel to any other vehicle not listed on the fuel card without prior approval
- Failing to return a company fuel card when the vehicle is no longer in your possession.
- The use of a fuel card to purchase and fill jerry cans or other fuel containers.

All company fuel cards are to be returned when a vehicle is returned. If a vehicle is transferred, then the card needs to be signed for upon completion of the transfer. Users of fuel cards must always give the correct registration number and mileage to the cashier or point of sale every time fuel is purchased. There are no circumstances when these details can be omitted by the fuel card user. The only product permitted for purchase with a fuel card without prior authorisation is fuel.

## Lost or Stolen Fuel Cards

It is imperative that the loss or possible theft of a fuel card is managed quickly and effectively to minimise the risk of inappropriate use and potential financial loss to Ecoserv Group. Any loss or theft of a fuel card must be reported to your Line Manager and Ecoserv immediately. The company could be found liable for any unauthorised use if the user has been found to have been negligent with the card prior to its loss/theft.

## Fines

We will not be held responsible for any fines (e.g., parking, speeding, etc.) incurred by you whilst working for us. If we receive the summons on your behalf, we will pay the fine and deduct the cost from any monies owing to you. In addition, if the company has been charged an administration fee from a third party, this fee will also be charged to the driver.

## Damage or injury

If you are the driver of any of our vehicles involved in an accident which causes damage to our vehicle or property, another vehicle, or injury to any person or animal, you must notify us immediately.

You are required to give your name and address, the name and address of Ecoserv, the registration number of the vehicle and the name of our Insurance Company to any person having reasonable grounds for requiring such information.

It is important that you give no further information. If for some reason it is not possible to give this information at the time of the accident, the matter must be reported to the police as soon as possible, but within twenty-four hours of the occurrence.

In addition, in the case of an incident involving injury to another person or for example notifiable animals (i.e. dogs), you are responsible for notifying the police of the occurrence, and you must provide the company's insurance policy number to a Police Officer attending the accident, or any other person having reasonable grounds for seeing it.

The accident must be reported to a police station or to a Police Officer within twenty-four hours. If you are not then able to produce the certificate, you must, in any event, produce it in person within five days after the accident, to the police station as you may specify at the time of first reporting the accident.

Any damage caused to the company's property or to that of a third party, and the driver was a fault then the driver will be responsible for any damages up to £250. At-fault incidents also include incidents whereby there is no third party to claim from.

## Theft of a Company Vehicle

In the case of theft of one of our vehicles, the police and Ecoserv must be informed immediately. Full details of the contents of the vehicle must also be given.

## Theft from a Company Vehicle

If any contents are stolen from the vehicle, you must inform the police and Ecoserv Group immediately.

Please note that only Company property is insured by Ecoserv Group, and you should make your own insurance arrangements to cover your personal effects.

The vehicle should be kept locked when not in use and the contents should be stored out of sight, preferably in the boot. If a vehicle is stolen, we are required to prove to the Insurance Company that there has been no negligence and therefore, we must hold you responsible in the event of such negligence.

## Accident Procedure

It is a condition of our insurance policy that our insurers are notified of all accidents, even if apparently of no consequence. You must, therefore, as soon as possible after the accident, obtain an accident report form from us which must be completed and returned to us within twenty-four hours. All the information required on the form must be completed.

You should note that whenever possible the following particulars should appear in the relevant form:

- The name and address of the other driver and the name and address of his/her insurers.
- The names and addresses of all passengers in both our vehicle and the third party's vehicle.
- Names and addresses of all witnesses. It will be of considerable assistance if statements can be obtained from all witnesses at the time of the accident.
- Particulars of the police attending i.e., name, police officers force number and division.
- A detailed sketch must be provided showing the relative position of the vehicle before and after the accident, together with details of the roads in the vicinity, e.g., whether they are major or minor roads and as many relevant measurements as possible.
- If our vehicle is undriveable you are responsible for making adequate arrangements for the vehicle to be towed to a garage, and the name and address of the garage where the vehicle may be inspected must be stated on the claim form.
- We will organise for repairs to be carried out.
- Under no circumstances may repairs be put in hand until the Insurance Company has given its agreement. We will notify you when this has been done.

In addition to the above, you must work with your line manager to ensure that the following forms are completed and uploaded by your line manager to the Peninsula Health & Safety Portal:

- RTC (Road Traffic Collision) Accident Record Form
- Accident Investigation Record

You should not under any circumstances express any opinion one way or the other on the degree of responsibility for the accident. Only exchange particulars mentioned in (a) above and nothing more.

## Road Fund Licence

The road fund licence for each vehicle will be renewed automatically when due.

## Travel Overseas

Our vehicles may not be taken out of the country without written permission from a Designated Person. Our insurance policy covers the use of the vehicle in Great Britain. Before travelling with the vehicle anywhere else you must obtain our permission and, no later than fourteen days beforehand, provide us with a list of the countries to be visited and the relevant dates. A letter of authorisation will be issued which must accompany the vehicle and a Green Card may be necessary. On return to the United Kingdom, these should be returned to us for cancellation. Unless the journey is on approved business, the cost of any Green Card may be charged to you and must be paid for before the journey starts.

## Permitted Use

Subject to the restrictions already stipulated, our vehicles may only be used for our authorised business of delivering/travelling to and from clients for the purpose of servicing clients and prospective clients unless previous arrangements for private domestic or social use have been agreed upon with us in advance. Company vehicles may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public highway or on private land.

## Personal Liability for Damaged Vehicles

Where any damage to one of our vehicles is due to your negligence or lack of care, or where there is no third party involved, we reserve the right to insist on your rectifying the damage at your own expense or paying the excess part of any claim on the insurers. Repeated instances may result in the use of the vehicle being withdrawn and disciplinary action being taken.

## Fitness to Drive

Any person who must drive whilst working for Ecoserv Group must ensure they are physically and mentally fit to do so safely. Key areas include eyesight and relevant aspects of physical and mental health. We require drivers to immediately report to their Line Manager any temporary or permanent impairments that may affect their ability to drive safely.

You must be aware of signs of fatigue, ill health, and stress. If you are advised by a medical professional or similar that you are not to drive for any reason, then you must inform your line manager immediately and not drive the company vehicle again until the medical professional or similar has confirmed, in writing that you can drive again.

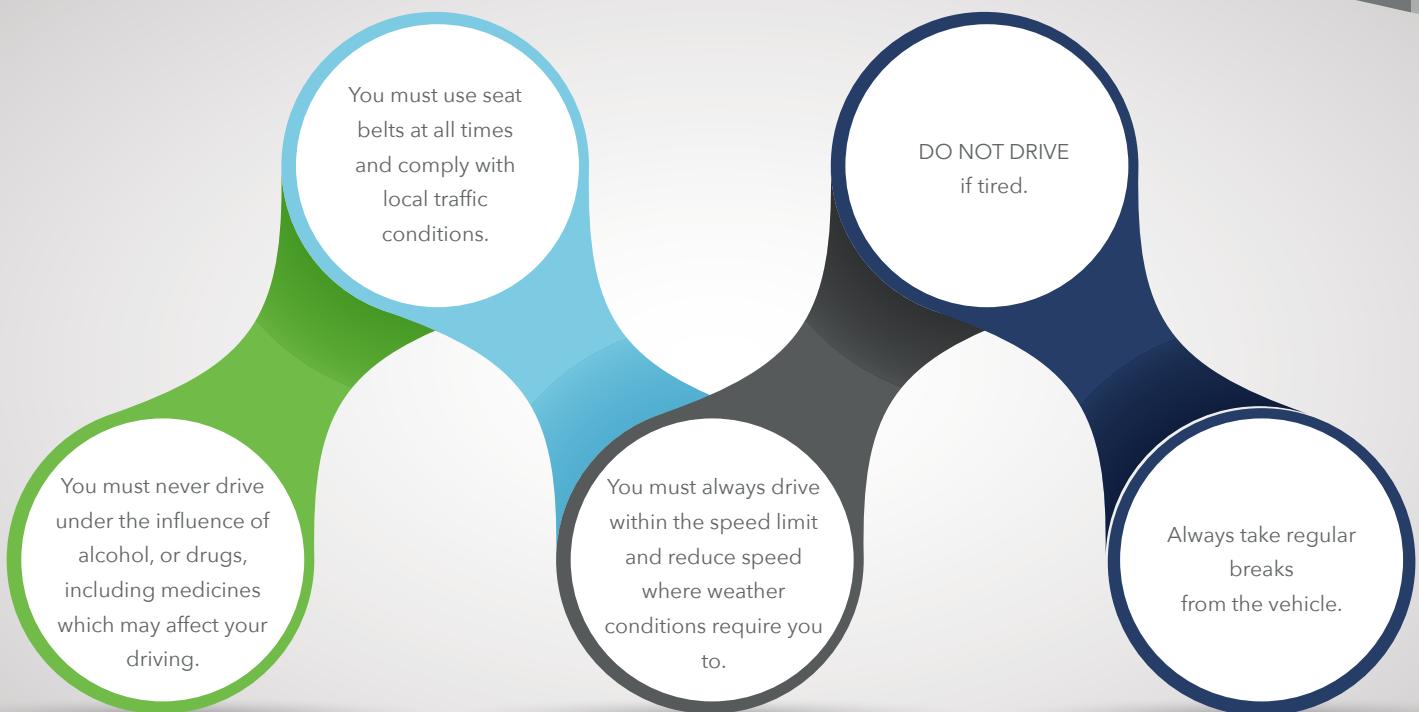
This written confirmation us be provided to us before you can again drive a company vehicle. If you are unwell, do not attempt to drive.

As a driver, you must also ensure that the vehicle seat and positioning are correctly adjusted, so that you are in a good ergonomic position whilst driving. Posture is important to avoid musculoskeletal injuries too.

Avoid slouching and wear suitable footwear for driving. Take particular care when handling or lifting equipment out of the vehicle as this involves bending and stretching and get help if the load is too heavy to handle on your own.



# ADDITIONAL GUIDELINES MUST BE EMPHASISED



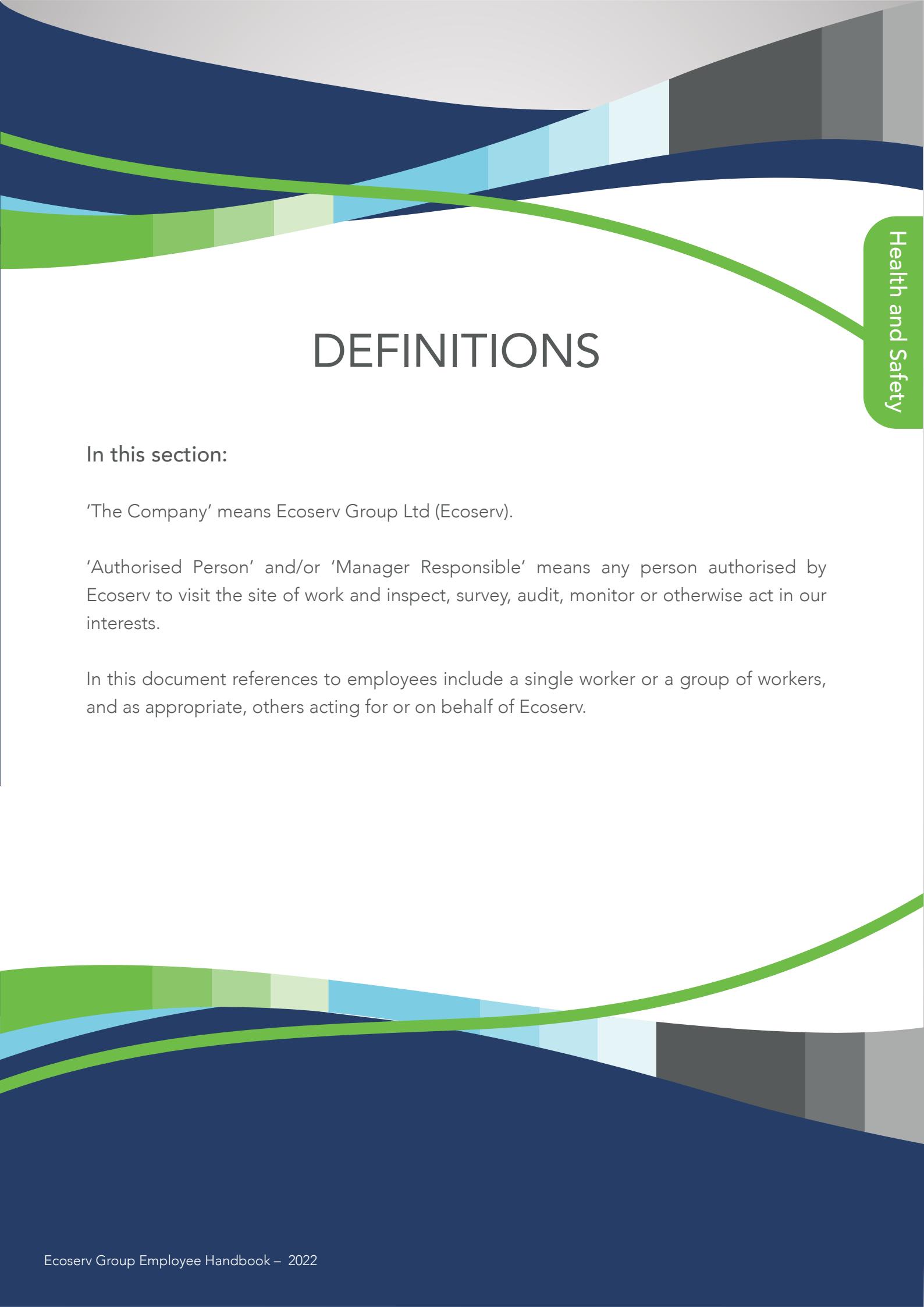


# INTRODUCTION

## Health and Safety

We require high standards of health and safety from our employees.

We are committed to ensuring that work undertaken in our buildings, on our property and at other sites are carried out to the highest possible standards of health and safety. To help us achieve this goal you are required to play your part.



# DEFINITIONS

Health and Safety

## In this section:

'The Company' means Ecoserv Group Ltd (Ecoserv).

'Authorised Person' and/or 'Manager Responsible' means any person authorised by Ecoserv to visit the site of work and inspect, survey, audit, monitor or otherwise act in our interests.

In this document references to employees include a single worker or a group of workers, and as appropriate, others acting for or on behalf of Ecoserv.

# ABOUT THIS HANDBOOK

This section provides general information to employees carrying out work for Ecoserv about the sensible approach to health and safety that we expect of them. You should make your workforce aware of the contents of this handbook and our approach to health and safety at work.

Where work by employees are subject to The Construction, Design and management, Regulations 2015 we expect all parties of the contract, ourselves as Client, Designers and Employees to work together in collaboration as required by those regulations and ensure compliance with the specific requirements.

Everybody at work has a responsibility to protect their own health and safety and that of others. We want everyone to remain safe and healthy, regardless of whether they are an employee, a customer, or a visitor.

We expect you to help us to achieve this aim by working in a professional manner and observing legal requirements. Please take a few minutes to read through this handbook to make yourself aware of our site rules and emergency procedures. If you have any questions, or are unsure of anything contained in this handbook, please speak to your Supervisor / Line Manager. Please sign and return the undertaking in the final page of this booklet as confirmation that you have read and accept the contents of this document.

We are anxious to minimise the risk of accidents and injuries to people and accidental damage to premises, plant, and equipment.

We expect you to understand and comply with the legal requirements that apply to the work activity that you will be carrying out on behalf of The Company. We also expect you to understand your common law duties to your co-workers, to Ecoserv and our workforce and anyone else who could be affected by your work.

## Safety

- 1**
- 2**
- 3**
- 4**
- 5**

You should make yourself familiar with our Health and Safety Policy and your own health and safety duties and responsibilities, as shown separately.

You must not take any action that could threaten the health or safety of yourself, other employees, clients, or members of the public.

Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn and used at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear/equipment is your responsibility.

You should report all accidents and injuries at work, no matter how minor, in the accident book.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

# SIGN IN PROCEDURE

## Training

Employees should ensure that they are properly trained and qualified for the work they are to do. You should also be trained and given information about the specific hazards, risks and control measures that apply to the work being done on behalf of The Company. For workers with little or no understanding of spoken English, or who cannot read English, special arrangements will be made to ensure that they receive and understand the information. This can be achieved in a variety of ways, including the use of fellow workers as translators, organising language skills training, and placing migrant workers among English speaking workers so that they can acquire language skills. It is important that migrant workers can understand and give safety and emergency instructions and warnings; particularly if they are in a safety critical role.

We may require workers to make themselves available for any training which we consider is necessary to ensure that they can safely carry out their work.

For everyone's safety we need to know who is at work and on our site at any given time. We therefore require all workers working at our site to sign-in each day using the visitors' book. They must also sign out when they leave the premises.

# Lone Worker

## Introduction

Lone workers spend some or all of their working hours alone for a variety of reasons: they may work in an isolated location, be at a client's or customer's premises, work from home or may simply be working outside normal shift hours. In any case, the Company recognises that working alone may involve an increased risk to the health and safety of its employees.

As a consequence, the Company has a policy that helps to ensure that it succeeds in its responsibility to manage the risks faced by its employees.

## Aims of the Policy

To ensure the safety of lone workers when exercising their duties in the absence of any colleagues or supervisors; and to ensure that the Company complies with all of its legal obligations.

# SIGN IN PROCEDURE

## Risk Assessments and Method Statements

We will have explained any particular hazards and risks at our site and in connection with the work at the initial tender or quotation stage. We will have told you about any asbestos containing materials (ACMs) present and our asbestos management plan. You must take these into account when working for us and in your own risk assessments and method statements.

If we have required written risk assessments and method statements for the work at the tender stage or in advance of work starting, we expect them to be followed to the letter. If we have asked that your risk assessments or method statements be reviewed and revised, we expect that to have been done before work begins and that arrangements are made to ensure they are followed in practice.

## Awareness of Health and Safety Systems – Advice To Workers

No benefits will be gained from risk assessments and method statements unless everyone involved in the work activities are fully aware of their contents. Risk assessments will inform workers about the hazards and risks present in the workplace. Along with the method statement, they demonstrate how the risks can be controlled by a methodical approach. They will help you to complete the job without injury or ill-health.

If you can answer YES to the following questions you are working along the right lines:

1

Have you completed or been given details of the risk assessments and method statements for this work?

2

Do you understand the task and the hazards involved in the job?

3

Have all the people who may be affected been identified?

4

Are you happy that all the measures to prevent workers being injured or exposed to health risks have been taken?

5

Do you know what to do and whom to contact if the job goes wrong?



## Risk Assessments

The Company will carry out risk assessments on all types of work that are (or are likely to be) undertaken alone with particular regard when doing so to the following factors:

- Equipment (must be suitable and safe for use by one person);
- Location.
- Materials (all materials used must be suitable for use by one person); and
- Proximity to Help.

## Procedures

All lone workers should adhere to the following guidelines when working alone:

- Avoid unnecessary out of hours working where possible.
- Use the Time and Attendance system as normal to record start/finish times.
- Notify your Line Manager/Supervisor in advance if you are intending to work outside normal hours.
- Familiarise yourself with your location, fire safety procedures and escape routes in the event of an emergency.
- Where possible ensure that you have keys to all entrances and exits and keep them locked at all times.



If you have answered NO to any of the above, then think again and make improvements to the risk assessments and the method statement.

If in the course of the work you find that your risk assessments or method statements do not match what you are doing stop work immediately, or as soon as it is safe to do so, and advise your Supervisor / Line Manager.

In some limited circumstances we may require you to work under a formal Permit to work. This will only happen where the work involves specific hazards where the risks to health or safety are exceptionally high. The purpose of the Permit To Work (PTW) is to ensure that adequate controls for these hazards are in place before the work begins and to act as a means of communication between the parties involved. Where a PTW is required, we will have told you about this requirement during negotiation of our contract.

## We will initiate a Permit To Work for the following activities:

1

Hot Work involving plant that has contained or is near hazardous substances.

2

Work in Confined Spaces.

3

Work on High Voltage Electrical Services.

If during the course of your work on our premises, you find that you need to undertake any of these activities you must refer to your Contract Administrator before undertaking the task. They will arrange for our PTW procedures to be put in place.

# HAZARDOUS SUBSTANCES

If your work involves the use of substances hazardous to health, you are expected to ensure that risks to your workers and ours are properly controlled. Appropriate controls should be in place when they are in use. When not in use they must be stored securely.

## Flammable and Highly Flammable Substances

If your work involves the use of flammable or highly flammable substances you are expected to ensure that risks to our property and premises, your workers and ours are properly controlled. Appropriate controls should be in place when they are in use and when not in use they must be in secure fire resistant storage.

## Personal Protective Equipment

Personal Protective Equipment (PPE) should only be used when there are no other methods of controlling risk to an acceptable level. When your risk assessment indicates a need for your workers to use PPE you must provide it to them free of charge and ensure that it is worn whenever it is necessary.

## Safety Signs

You will be provided with suitable warning signs and barriers. They are a good way of warning people about the risks from your work, but they don't remove the hazard. You must remember that there are many different people who work at and visit our sites. Many of these will not be aware of the hazards and risks created by their and/or your presence; signs are a good way of warning them to be careful. But remember that the use of signs do not remove your primary duty of providing active safety management.

## Plant Tools and Equipment

Plant, equipment, and tools must be:

- Suitable for the purposes of the work and used only for the purpose for which they were designed.

- In safe condition, adequately maintained and regularly inspected (including a visual inspection prior to use). Properly guarded with all guards fitted and correctly adjusted before use.
- Used only by trained, experienced and competent operators.
- Switched off immediately after use.
- Removed to a safe place and/or left in a safe condition before being left unattended.
- In occupied premises they should be isolated from their power source and protected from tampering.
- In occupied premises plant such as table saws, planers, welding equipment etc. should be used only in designated and appropriate areas with adequate means of preventing unauthorised access. Wherever possible tools should incorporate dust collection systems.
- You must only operate or use plant and equipment that you have been specifically trained for. If you hold any relevant operative training certificates and tickets, have them available whilst on site, as they may be checked at any time. Please note that short briefings by a Hire Company will not normally be accepted by Ecoserv as relevant training.
- Do not use or allow your workers to use any plant or equipment unless properly trained to do so.



If you **discover** a  
fire remember  
to stay  
**CALM**

Health and Safety

“ The safety of  
the **PEOPLE**  
shall be the  
**HIGHEST** law. ”

— Marcus Tullius Cicero

# WELFARE

Your Supervisor / Line Manager will explain any on-site welfare facilities that are available for your use. If you use our staff rest area, you must wear clean overalls or clothes. Please be polite and considerate to others.

Please respect our facilities. Do not use wash hand basins and sinks for cleaning tools or for discarding unwanted materials such as paints and oils. Leave our sanitary facilities in the same condition you found them.

## SMOKING, ALCOHOL AND DRUGS

### Alcohol and Drugs Policy

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and dependent on the circumstances, this may lead to your dismissal.

We expect you to observe the law and not permit

smoking in the workplace. You must observe all no smoking signs. Please be considerate to others and only smoke in designated, open air smoking areas.

You should not report for work if under the influence of alcohol, illegal drugs, or medication.

We do not allow our workforce to drink alcohol on the premises and those who attempt to work whilst under the influence of alcohol or illegal drugs are always subject to disciplinary procedures. We apply similar rules to other people working on our premises. Should any workers be seen drinking alcohol or suspected of working under the influence of alcohol or illegal drugs they will be required to leave the site. They will not be allowed back or on any other workplace under our control.

### Alcohol And Drug Testing

The Company reserve the contractual right to carry out alcohol and drug testing on you during their normal working hours. These tests are random and do not imply suspicion in relation to any individual.

In addition, the Company reserves the right to require you, where you are suspected to be under the influence or a user of drugs and/or alcohol to submit to an appropriately administered and supervised test.

If you are required to submit to a test, you will have the right to be accompanied by a fellow work colleague available at the time of the request.

You retain the right to refuse to be tested, however, you should be aware that your refusal may be regarded as breach of contract which may lead to disciplinary action and result in your dismissal.

All personal data collected for this purpose will be processed in line with the current Data Protection Act.

## Fitness for Work

If you arrive for work and, in our opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others, and send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

## MUSIC AND MOBILES

Unless you have specific permission, the use of radios and other music producing devices is forbidden when working on our premises. They can be an unwelcome nuisance and a distraction to other workers.

Mobile phones should be used considerately. Please don't have loud conversations in occupied corridors or next to working offices.

## FIRST AID

If you or a colleague have an accident that can't be treated with your own first aid kit, report to Supervisor / Line Manager. We will call the nearest First Aider or Appointed Person or summon the emergency services for you.

Always report accidents to your Supervisor / Line Manager and make sure that they record it in the site accident book. It is important to us that we learn about any accident in order for us to ensure that no-one else is injured in the same manner.

Always record any accidents you have at work, no matter how trivial they may appear at the time and report to Supervisor / Line manager and report to Peninsula.

-  1 Any exposed cut or burn must be covered with a first-aid dressing.
-  2 If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
-  3 Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

# FIRE SAFETY

1

Close the door - make work area safe before leaving. Alert the alarm by smashing the nearest break glass unit.

2

Leave the building through the nearest exit. Meet at the assembly point.

3

Don't put yourself at risk. Do not tackle the fire unless you have been trained and are not alone. Do not stop to collect personal belongings. Do not use lifts. Help others to escape if necessary.

4

If, when you get to the assembly point, any of your colleagues are missing tell your Supervisor or any Fire Marshal immediately. Never go back into the building unless you are told that it is safe to do so.

5

If you are creating dusts or non-hazardous fumes, make sure that you have located and covered all local smoke detectors first. BUT never do this without first telling your Supervisor / Line Manage.

6

Keep corridors, stairs and fire exits clear at all times. Remember - You will be breaking the law if you block emergency exits in any way.

## ASBESTOS

When in good condition, asbestos does not pose a threat to health and safety. However, if disturbed, the asbestos can release harmful fibers.

If in the course of your work you discover or suspect that a material might contain asbestos, stop work immediately, tell other workers, and tell your Supervisor / Line Manager.

If a Supervisor or Manager is not immediately available, make sure the work area is cleared and if possible make sure that the asbestos cannot be disturbed. Don't cause unnecessary panic, ensure other workers leave the area.

Once your Supervisor / Line Manager is aware of the situation they will decide what action is necessary. The material may already have been tested and found to be asbestos free but if not they will arrange for the suspect material to be tested for asbestos content.

**UNDER NO CIRCUMSTANCES SHOULD YOU OR ANY OF YOUR COLLEAGUES DISTURB THE MATERIALS UNTIL IT IS CONFIRMED AS CONTAINING ASBESTOS OR THAT IT IS ASBESTOS FREE.**

# CAR PARKING AND TRAFFIC RULES

You must only park in designated car parks and marked bays. Vehicles illegally parked are liable to be ticketed or clamped. All road traffic signs particularly one-way restrictions, speed signs and pedestrian crossings must be observed.



Health and Safety

# Reporting Of Accidents and Dangerous Occurrences

All accidents, incidents, near misses or dangerous occurrences involving Ecoserv employees, those of our contractors, or involving a third party related to our activities should be reported to Peninsula 0844 892 2785.

You must provide the Peninsula with copies of any statutory notification to the Enforcing Authorities using the official form (or a copy of a confirmation report received from the enforcing authorities) regarding any accident, dangerous occurrence or work related ill health that occurs on our site.

In the case of serious accidents (e.g., resulting in serious injury or hospital treatment) or serious dangerous occurrences (e.g., scaffold collapse), you must immediately inform the Peninsula and occupier or person in charge of the building. We may require that you undertake a formal investigation or carry out the investigation ourselves. We expect your co-operation.

## Environmental Issues, Noise and Nature Conservation

All reasonable measures must be taken to effectively control emissions that are likely to be harmful to the environment or persons on or near the site.

Suitable precautions must be taken to prevent harmful exposure to noise, radiation, dust, fumes or other hazardous substances. Where necessary, operations likely to generate significant levels of harmful dust or fumes, or are otherwise likely to pollute the air, should be screened or sealed off and adequately ventilated. Only suitable, clean, serviceable, and fireproof tarpaulins, dust sheets or similar should be used. Where polythene sheeting is used it must be of appropriate thickness and undamaged. Ventilation systems must not discharge polluted air into occupied areas or areas where pollution may cause a statutory nuisance to others.

Adequate precautions must be taken to prevent harmful materials and other building materials entering the drains, sewers or waste pipes. On no account should sinks, drains etc. be used for disposal of waste building materials or chemicals (including solvents).

All employees must comply with the requirements of noise legislation. Work likely to involve excessive noise, at or above 80 dB A, should not begin without the prior consent of Supervisor / Line Manager or person in control of the premises.

Employees should always presume that bats might be present in existing buildings and make all necessary enquiries to establish whether this is so or not. Bats are a protected species under Wildlife and Countryside Acts. If bats or evidence of bats is discovered during the course of the work, work should be stopped, and the Supervisor / Line Manager informed immediately. Similar requirements apply to other protected species of flora and fauna.

Work on or near water, especially when stagnant, carries with it the risk of a variety of water borne diseases including Weils Disease (from rats' urine), Leptospirosis, Legionellosis and E-Coli. Employees should take account of these possibilities when planning safe systems of work on or near water including tanks or storage vessels.

# SERVICES

Only qualified competent and where necessary, licensed tradesmen will be permitted to work on mains services or service installations. Work on gas pipes, fittings and joints must be carried out by Gas Safe™ registered tradesmen and inspected and tested before and immediately after commissioning. Similarly, only registered electrical contractors should be allowed to carry out work on electrical systems.

Temporary cable runs, pipe work etc. should be of suitable construction, adequate strength and capacity and safely placed out of reach, or buried, or adequately protected against mechanical or environmental damage. Other services incidental to the work should not be modified, interrupted, or otherwise disturbed without the prior approval of the Building Manager.

Exposed services must be adequately supported and appropriately protected from mechanical

or environmental damage. Exposed services, particularly gas mains, should be reinstated only with such materials and in such ways as are suitable for their long-term protection. Site plans should be amended to show the location of any discovered services and any deviations of service runs from existing plans.

Damage to services should be immediately reported to the Supervisor / Line Manager and the appropriate Supply Authority. Where necessary, the immediate vicinity should be evacuated, and site personnel posted to prevent further danger.

If a gas leak is suspected all naked flames and other potential sources of ignition should be extinguished and/or removed to a place of safety. Police and Fire Services should be alerted as necessary, the Police should always be alerted where dangers are likely to affect others off site. Details of local public utility authority emergency contacts should be immediately available to those in charge of the site.

## ROOF WORK

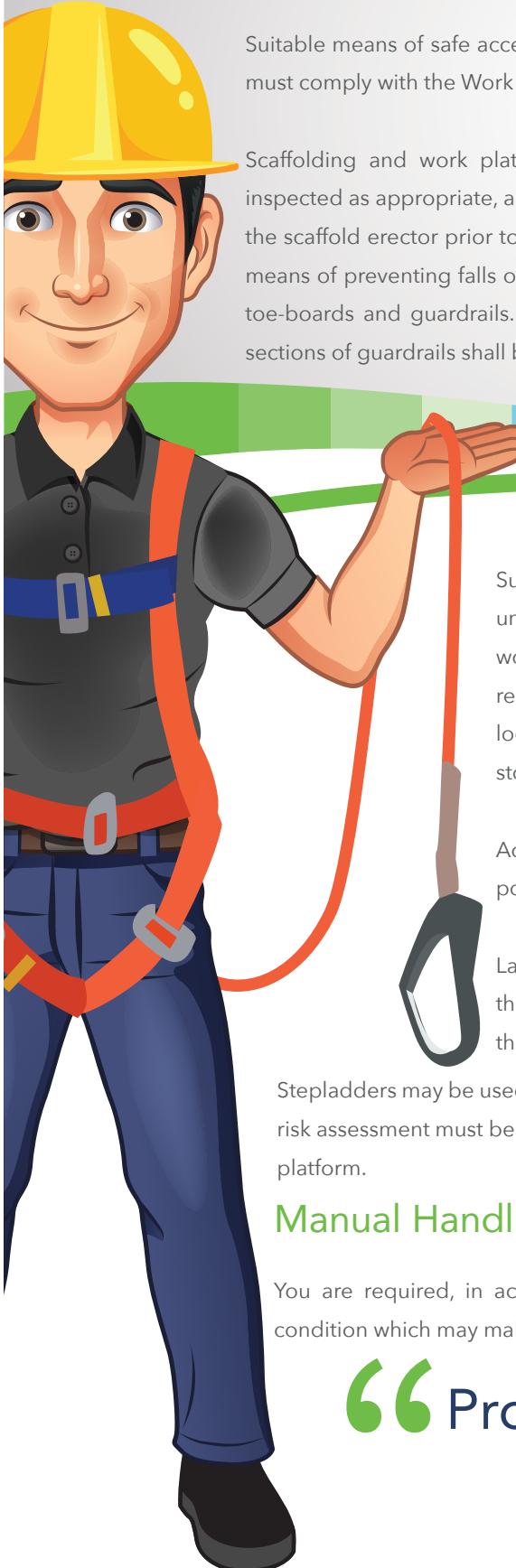
Where roof work is involved, All workers who have been trained and have the knowledge, experience, and resources to safely undertake the work. Precautions must be taken to prevent workers falling through fragile roofs or from the open edges of a roof. In normal circumstances roof work will require the use of edge protection at edges where there is a risk of a fall from such heights. The best protection is offered by using suitable barriers, or guardrails with toe-boards, or a suitable working platform.

Where we know that a roof structure is fragile, warning signs should be posted. You must not ignore these warnings. You will need to provide suitable boards and working platforms to prevent your workers from falling through the roof. You must also be alert for any parts of the roof where we are unaware of fragile materials. If you identify any take the appropriate precautions and inform the Supervisor / Line Manager.

On pitched roofs suitable roof ladders or crawling boards should be used where the pitch is 30 degrees or more. Roof ladders or crawling boards may also be necessary on roofs with a pitch of less than 30 degrees, where the roof is uneven, or the surface is likely to be slippery.



# WORK AT HEIGHT ACCESS EQUIPMENT, SCAFFOLDS, LADDERS ETC



Suitable means of safe access and egress must be provided at all times when required. All work at height must comply with the Work at Height requirements.

Scaffolding and work platforms must allow adequate working space, be properly constructed, and inspected as appropriate, and records kept of inspections. A clearance certificate should be obtained from the scaffold erector prior to the scaffolding being taken into use. Particular attention must be given to the means of preventing falls of personnel, tools or materials. Work platforms must be fitted with appropriate toe-boards and guardrails. Temporary openings to allow access, such as hoist gates or the removal of sections of guardrails shall be closed off as soon as practicable.

Suitable precautions must be taken to prevent unauthorised use of access equipment. At the end of the work day, or at other times before leaving the site, access ladders must be removed from low level work, from the lower stage of scaffolding or other similar locations where there is a risk of a fall from height. Ladders must be securely stored, or other suitable measures taken to deny access to height.

Access ladders should be in sound condition, free from defects, correctly positioned and appropriately secured to prevent slipping.

Ladders are not to be used as a workplace unless the work is going to take less than 30 minutes and the user will be able to maintain 3 points of contact throughout the work.

Stepladders may be used as a work platform where the work is of short duration. However, a site specific risk assessment must be carried out beforehand to determine the suitability of stepladders as a working platform.

## Manual Handling

You are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make you more vulnerable to injury.

**“Protect **YOURSELF** against a fall when working at heights”**

# HOUSEKEEPING

Finally, keep your work areas clean and tidy at all times. Ensure that you do not cause trip hazards or leave harmful or flammable materials lying around. Also make sure that your equipment cannot be tampered with whilst it is in a public area.



## EMPLOYEE ACKNOWLEDGMENT SLIP.

Please complete this form and return it to your Supervisor or Line Manager

I have read and understood the information in this handbook. I agree to comply with the information given and all instructions whilst working on site. I also agree to liaise with the Supervisor or Line Manager at all times. I have received the relevant on-site training.

Employee Name (Print); .....

Signature:..... Date: .....

Ecoserv Manager Name (Print); .....

Signature:..... Date: .....