



COMPANY HANDBOOK
Revised Oct 2020

WELCOME

INTRODUCTION & WELCOME ONBOARD

We have produced this Company manual to help you settle into your working life at IPM Facilities and for setting out the way we work. Our team includes energetic, committed and highly talented people from diverse backgrounds, of various nationalities and with a wide range of skills. We are all focused on a common goal: **the maintenance of commercial properties**. We have set out in the following pages the do's and don'ts, the how's and why's and all the other bits of information you need to settle into our Company. Please ensure that you take the time to read this manual and its contents from cover to cover. Your compliance with the contents of the manual is required and expected as an employee.

The Company Manual is designed to provide you with information about IPM Facilities and details of your employment benefits. The employee handbook also contains the policies, procedures and rules of conduct, which the company has adopted and you are expected to follow as a member of the IPM Facilities team.

A number of the policies, procedures and rules are referred to in your contract of employment. Some form part of your contract of employment with IPM Facilities and some do not. The employment handbook specifies which policies, procedures and rules are incorporated into your contract of employment.

The employee handbook will be updated as and when changes occur. You will be notified of minor changes of detail by way of a general notice to all employees affected by the change and any such changes take effect from the date of the notice.

Where possible, you will be given not less than one month's notice, in writing, of any significant changes which may be given by way of an individual notice or a general notice to all employees. Such changes will be deemed to be accepted unless you notify us of any objection in writing before the expiry of the notice period.



A handwritten signature in black ink, appearing to read 'Mark Noakes', written in a cursive style.

Mark Noakes
Managing Director



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Accompanying this handbook is a full list of IPM Facilities Ltd Policies. These are subject to change from time-to-time as they are updated. Please check with your line manager regularly to ensure you have the latest version. Please note, all company policies are freely available to download on our website at any time.

ABOUT IPM

WHO ARE WE?

IPM Facilities is a team of property and landscape experts who are evolving rapidly and looking to grow the business in a sustained and managed way. Our working environments are vibrant to encourage creativity, teamwork and the interchange of ideas. Our staff and clients like who we are, what we do and where we are heading. Our business is not about beating the competition, it is about nurturing the strengths of our staff and cultivating creativity with our clients. It is also about working hard and playing hard and controlling the hours we all work to provide a life/work balance. This makes work intense but gives us time to do other things as well. Living is equally as important as working to us.

SENIOR MANAGEMENT

IPM Facilities as a business is run by a core group of people and it is important you know who they are and what they do.



MARK NOAKES - MANAGING DIRECTOR & OWNER

Mark is the owner of the business and has overall responsibility for the running of the business. He overviews and drives the direction of the business and works closely with all the departments within the business setting goals and strategies.



JULIE GARDINER - PROPERTY MANAGEMENT OPERATIONS DIRECTOR

Julie is in charge of the operational side of the Property Management business and drives forward the workflow for all her operational managers. She takes the overview on the direction of her team's work streams and liaises with clients at a senior level.



NEIL FLEMING - LANDSCAPE MANAGEMENT OPERATIONS DIRECTOR

Neil is in charge of the operational side of the Landscape Management business and oversees the smooth running of the department. He heads up a department of operations managers and over 50 operatives and also takes the lead on pricing of large landscape projects.

OUR SUPPORT MANAGEMENT TEAM



SONIA EVANS - HEAD OF FINANCE

Sonia heads up the financial team at IPM Facilities and has overall responsibility for all financial aspects of the business.



KEMBLE NAGAN - BUSINESS MANAGER

Kemble looks after all areas of business support and compliance, including IT, sales & marketing, tenders, business processes and solutions as well as compliance and ISO standardisation for the business.

WHERE ARE WE?

Our head office is based in Bordon and our full address is:

Unit 15, Highview Business Centre, High Road, Bordon, Hampshire, GU35 0AX



We also have operating bases at:

Farnham, Uxbridge, Crawley, Petersfield, Eastleigh, Reading and Reddich

WHAT DOES IPM DO?

IPM Facilities plans, installs, manages, and maintains - making buildings and their facilities smarter, greener, safer and more efficient

We provide facilities, property, and landscaping services to some of the UK's largest businesses. We work with our customers to ensure their buildings, workspaces and grounds are cleaner, safer, and more efficient.

Our services touch a property's entire life-cycle and infrastructure - from planning and installing to managing and maintaining. Our breadth of expertise enables us to tailor services to meet our customer's needs, whether they want us to manage every aspect of their portfolio or just provide selected services.

All of our services are supported by a strong technical management capability, market leading compliance, a skilled and able workforce, and extensive industry knowledge that comes from a company with over 25 years experience and over 100 employees.

OUR VALUES

At IPM Facilities, our values are the foundation of everything we do. From how we work with our customers, to the way we treat our people.....always with respect. Staying true to our values means more than doing our best for our customers, it ensures that services meet their requirements at all times.

We adopt the best environmental practices wherever possible and we'll always go the extra mile to reduce costs, improve results and look after the environment. We meet and exceed our customers' needs and expectations by focusing on four cornerstones:

Honesty

Our business is all about building strong relationships based on trust. So we speak honestly, act respectfully and communicate clearly among ourselves and with customers.

Entrepreneurship

Doing more for our customers means thinking creatively and harnessing the latest innovations. We embrace change and when change happens, we'll adapt to meet those changes.

Responsibility

We empower everyone to explore new ways of improving our services. Our people take responsibility for their decisions, making sure their actions are in your best interests.

Quality

Meeting our customer's expectations isn't enough, we want and aim to exceed them. Whatever the services we provide, we strive to set standards that others can only try to follow.

RESPECT

We respect the people that work for us and expect the same from you.

People don't always see eye-to-eye, and there are many things colleagues might disagree over at work. The correct order to carry out a task, the best way to solve a problem or a difference in work style could all be areas your employees often clash over. After all, everyone has a different perspective and outlook on how things will progress. However, it's important that you understand that, while discussion is important, you must be respectful, professional and pleasant while at work.



THE WAY WE WORK

WHAT DOES THAT MEAN TO YOU?

First and foremost we respect and value the people who work for us. We do this by listening to you, understanding you and helping you to learn rather than be taught. This manifests itself in creating a loose hierarchical structure where every opinion is valued, where personal needs are as important as professional needs, and in certain cases, more important. In order to grow the people who work with us you will be encouraged to learn at all stages by those that bring more experience to the business.

We actively encourage regular breaks throughout the day and a sensible finish to the working day. We understand that at times this will not happen, but for us it is a goal we should all be seeking to achieve.

We try not to work weekends, however often our services and clients may dictate this is the case and we try to structure our week so that all staff are aware of their professional commitments.

Secondly we respect and value the people we work with. We are professional and honest and truthful. By being all of these three we are able to manage our Clients' expectations on deadlines which impact on the way we work. By being open and transparent from the start, our Clients soon learn to respect our approach and our delivery. This is a key role of the Directors ensuring that the Clients are aware of our philosophy and respect that philosophy over working times.

Thirdly we think carefully about the process of how we work; namely that the services we provide are fully compliant with ISO and Health & Safety. We work in an industry full of dangers and we aim to minimise those dangers by thorough compliance, thorough planning and safe working conditions and environment.

Lastly but not least, communication is the key to our business. Whether it is communicating with each other, or with our clients and subcontractors. In this modern world where instant communication is the norm, we need to keep pace with this and respond and communicate in a timely manner.

TEAM WORKING

Our business has grown significantly since it's beginning and we are constantly trying to maintain our core values of looking after you and of seeking to be efficient in all our processes. The way we run our business has led us to develop a department structure. The key advantages are as follows:

Operational Directors and Senior Managers manage a number of managers who in turn manage their own resources, which are dedicated by the workload. The Operational Directors have a dedicated resource and it is up to them to manage the resource. They are able to manage workload much more efficiently as they determine which team member has a reasonable number of projects and no more. They are also able to manage the holidays better to ensure their teams are always resourced effectively. If their teams are overloaded, we will review resource requirements and if the workload is sustained, we will consider bringing in a new resource. **This may allow us to promote from within the Company and/or employ new team members/subcontractors from outside.**

FLEXIBILITY

The Company reserves the right to amend your job role if the needs of the Company require it. It may also be necessary for employees to temporarily take over duties not normally undertaken, particularly during holiday periods, or sickness or any other adverse conditions such as weather. In order that the Company can operate most effectively, it is an express condition of employment that all employees of the Company should be prepared to temporarily or permanently transfer to alternative roles and duties **within the Company and between sectors of the Company if the needs of the business require it.**

THE WAY WE WORK CONT.

PROBATIONARY PERIOD

All employees who join the Company will have a probationary period stated in their **contract of employment**. During this period your conduct and performance will be constantly reviewed by your immediate manager, supervisor or any other appropriate person.

These reviews may consist of a face to face meeting which will be documented.

If the Company is not satisfied with your performance, conduct or suitability you may be dismissed at any time during the probationary period with your statutory notice. Any such dismissal is not subject to the full Disciplinary Procedure. The Company reserves the right to extend the probationary period should the required expectations not be evident.

HOURS OF WORK

You will have been advised of your normal hours of work within your Individual contract of employment. The Company reserves the right to vary your normal working hours, if necessary, to meet the demands of the Company. You may be required to work in excess of your normal working hours. Any excess hours worked will be unpaid unless you have a specific entitlement to overtime payments which will be set out in your contract of Employment.

ADDITIONAL EMPLOYMENT

If you plan to take up additional employment or you have another job when you commence your employment with the company, you must discuss the nature of the additional employment with your immediate manager in order to comply with the Working Time Regulations 1998. This is to assess the effect that the additional employment will have on your ability to perform your work for this Company. You must obtain written authorisation from the Company for any additional employment.

Please be advised that additional employment also covers any work you undertake whilst working for yourself.

You should refrain from taking up any additional work that may have an effect on the company, which can include the likelihood to cause you injury that prevents you from attending work in **your normal capacity or conflicts with the interests of the Company in any other manner**.

SALARIES AND WAGES

Payment: Wages/salary will be paid directly into a bank account of your choice on a monthly basis. The Company reserves the right to vary the method of payment; however you will be notified of any such change in writing.

You will receive a detailed payslip, either electronically or by post, detailing how the payment made to you has been calculated. It will also show the deductions that have been made and the reasons for them, for example, Tax, National Insurance, etc. If you have any queries on your payslip or wages you should contact the Payroll Department without delay.

Calculation periods: You will be advised in your Individual Terms and Conditions of when you will receive your wage/salary and also the period that it is calculated over. Please be advised that it is not Company policy to make advance payments to employees.

Overpayment's/Underpayments: If you have been inadvertently overpaid or underpaid for any reason you must notify your immediate manager straight away. The over or underpayment will normally be corrected at the next payment without any notice being provided. If it is later discovered that you were overpaid the Company reserves the right to deduct such overpayment from your salary. Arrangements can be made for a longer period of repayment in cases of hardship.

Salary/Wage Review Salary/Wage reviews are normally held on an annual basis. This does not mean that you will automatically receive a pay increase. Performance levels and the profitability of the Company will be taken into account. Any changes in your salary/wages will be confirmed in writing and a record will be retained in your personnel file.

Any updates in accordance with the National Minimum Wage Regulations will be applied automatically as and when due.

P60: Each year the Company will issue you with a P60 which is a summary of your pay and the tax that's been deducted from it in the tax year. P60's are normally delivered to you in May of each year. You need to keep this form safe should you need it in the following years. Please be advised that duplicates can not be issued so please keep it safe as you may be required to provide it if you believe you have overpaid tax etc. If you leave our employment within the year you will be issued a P45 instead of a P60.

Overtime: For full time hourly paid employees, overtime will be paid at a rate agreed by the appropriate director prior to the overtime being undertaken. For salaried employees, paid overtime must be agreed beforehand with their line manager.

THE WAY WE WORK CONT.

COMMUNICATION

The company engages with our teams across a variety of channels and about a variety of topics. Company wide communications are cascaded down through your line manager. If you have any queries about IPM Facilities or your employment, your first point of contact should be your line manager. If they are unable to help, they will let you know who is the best person to speak to.

Individual communications

If we need to communicate information to you individually, we will use the personal email address that you provided on your New Starter form. If the communication concerns contractual elements of your employment, this email would be followed up with a letter sent to your home address.

This personal email address is used for setting up your auto enrollment pension record within payroll, so that the pension company can communicate with you directly regarding your pension. We will also use your personal email address if you have opted to receive your payslips electronically. It is therefore really important that you inform the HR and Payroll departments of any change to your personal email details, as soon as possible. Please be aware this is your responsibility.

All personal information you share with the company is protected under the GDPR (General Data Protection regulations). You can find further data privacy information at the back of this handbook.



TRAINING

The Company's employees play a crucial role in ensuring business success. Wherever possible, all necessary steps will be taken to ensure that employees are provided with the training they require to perform their duties effectively at all stages of employment.

The kinds of training that the Company provides falls into four broad categories: induction, on the job, in house, and external.

INDUCTION

Whenever a new employee joins the Company, the HR department (for the office) or the employees line manager's will ensure that he or she is given a proper introduction to the workplace, colleagues, catering facilities, duties, health and safety and other procedures.

Within the first few weeks of employment the line manager will assess the new employee's training requirements and arrange for that training to be provided.

The main purpose of the induction process is to enable a new employee to become productive as quickly and effectively as possible, whilst at all times remaining safe within that duty. Each induction process will be tailored to the individual employee.

ON THE JOB TRAINING

Very often, new skills can be gained as part of on the job training by recently trained and/or more experienced colleagues. Employees will undergo this kind of training from time to time throughout their employment with the Company.

IN HOUSE TRAINING

From time to time, the Company will bring outside trainers into the workplace and organise internal training courses. This form of training will often be triggered by the introduction of new equipment and working methods and will be arranged when on the job training cannot be supplied.

EXTERNAL TRAINING

Very often, the employee's requirements will be adequately met by a combination of on the job and related in house training.

From time to time, however, it may be necessary to arrange external training

External training may be provided in a variety of forms ranging from short courses of a few hours duration, through to lengthy courses leading to the award of qualifications, as well as on-line courses.

Employees who undertake external training courses with significant cost implications will be required, before booking the course, to sign a 'Repayment of Training Clause' to repay in full the costs of the course if they leave the Company's employment within 14 months of the end of the course.



VEHICLES AND DRIVING

DRIVING LICENSES AND DRIVING OFFENSES

In order to be permitted to use a Company vehicle an employee must hold a full and valid UK or EU driving licence. Employees are required to be aged 21 or over to drive a company vehicle and must have a minimum of one year driving experience.

All Employees who drive on company business will be issued the Company Drivers Policy and will be required to acknowledge receipt and understanding of the contents. Employees who drive either their own or a company fleet vehicle on company business are required to inform the HR department whenever there is any change to the details on their licence.

If an employee is charged or convicted of driving offences, or has his or her driving licence endorsed, the employee must report this fact to management at the earliest opportunity and in any event within 24 hours.

The Company carries out annual DVLA drivers licence checks. Refusal by an individual to consent to a check, will prevent them driving company vehicles and may involve a review of their contract of employment.

Driving related fines are the responsibility of the employee who incurs them, whether or not incurred in the course of Company business. Any fine received by the company will be forwarded to the employee and must be paid immediately by the employee. If an employee fails to pay a driving related fine, the Company will deduct the cost of paying this fine (and any increased cost due to the delay) from his or her pay.

If an employee is disqualified from driving, and the employee is required to drive for all or a significant proportion of his or her job, the Company reserves the right to terminate that employee's employment if there are no alternative roles available.

All employees may be suspended indefinitely from the driving of company vehicles if it's the reasonable belief of management that your competency to drive is below expected standards, and again the Company reserves the right to terminate that employee's employment if there is no alternative work available.

PERSONAL USE

Employees are not permitted to use any of the Company's vehicles for personal purposes without the prior written permission of management. For the avoidance of doubt, Company vehicles are for the benefit of the Company and not any particular individual.

The Company reserves the right to require employees who are absent from work, to make their vehicles available for business use by other employees.

MAINTENANCE

Employees are wholly responsible for ensuring the proper maintenance of the vehicle in accordance with the manufacturers' recommendations and the requirements of U.K. law.

The Company will meet the costs of maintaining and repairing Company vehicles where those costs arise in the course of normal use of the vehicle.

ACCIDENTS AND DAMAGE

Employees must immediately report to management all accidents and a full accident report must be completed and given to their line manager. Any damage to a Company vehicle which is not involved in an accident must be immediately reported to their line manager and a full written report of the circumstances in which the vehicle was damaged should be submitted thereafter.

If damage to a Company vehicle is incurred as a result of an employee's negligence or poor driving the employee will be liable for the total cost of repairing the vehicle. Payments will be deducted from the employee's pay unless an alternative method of payment is agreed with management.

VEHICLES AND DRIVING CONT.

DRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS

If an employee is taking medication that may affect their ability to drive safely or is otherwise found in charge of a Company vehicle while under the influence of alcohol or drugs (prescribed or otherwise) where that alcohol or drug use has any potential effect on the employee's fitness to drive, he or she will be subject to disciplinary action up to and including summary dismissal.

CONGESTION CHARGE

Where business travel is necessary within the London congestion charge zone at a time when the congestion charge is operative, the Company will be responsible for payment of the congestion charge providing the employee informs the office of the journey at the earliest opportunity and no later than 5.00p.m. on the day of the journey.

The employee will be responsible for any congestion charge, surcharge or penalty charge incurred as a result of the employee's failure to notify the Company of travel within the congestion charge zone.

USE OF VEHICLES ON COMPANY BUSINESS

Employees are required to drive in a safe, lawful and efficient manner, in all weather and traffic conditions, observing the recommendations of the Highway Code.

Employees must not take vehicles onto the road if they know or suspect that it has a serious defect.

The image that the Company presents to its customers is influenced by the cleanliness and appearance of its vehicles. Employees are required to wash and clean the vehicle as often as it is necessary to maintain a smart professional image.

Employees are required to use the most direct routes when carrying out Company business.

Employees are required to advise management of any problems or delays which could affect the scheduling for that day.

Employees must always lock and alarm the vehicle when they leave it unattended.

Employees must remove any valuable items of equipment from the vehicle overnight and store them securely.

Employees are not permitted to carry passengers in Company vehicles, except for employees of the Company, unless otherwise agreed by management.

The safety and security of the vehicle, passengers and/or loads is the responsibility of the driver.

Employees who collect supplies on behalf of the Company must ensure they obtain the appropriate receipt for such supplies and inform their line manager.

Employees are responsible for ensuring that all loaded goods are evenly distributed and secured in order to prevent any movement which could cause damage to goods or cause any nuisance or danger to other road users.

MOBILE TELEPHONES AND DRIVING

It is a criminal offence to drive (or have another person drive) a motor vehicle while using a 'hand held' mobile telephone.

For the purposes of the legislation, 'driving' will include sitting in a stationary vehicle with the engine running and a 'hand held' mobile telephone will include any 'hands free' mobile telephone if it is held at any point during the call. Using a 'hands free' mobile phone while it is in its holder will not be an offence, however use should be kept to a minimum and employees are encouraged to find a safe place to pull over before commencing any mobile phone call.

HAND HELD MOBILE TELEPHONES

Employees must:

- never use a hand held phone while driving;
- keep the phone switched off while driving; and
- only use the phone once the vehicle has been parked in a safe place and the engine has been switched off.

VEHICLES AND DRIVING CONT.

HANDS FREE MOBILE TELEPHONES

Even a hands free phone can cause distraction and it should not be used for making calls while driving unless absolutely necessary. Employees who wish to make a call while driving should only use the telephone once the vehicle has been parked in a safe place and the engine has been switched off.

It is also preferable not to use a hands free telephone for taking calls if at all possible. In circumstances where employees must take a call on a hands free device they should say they are driving and end the call quickly.

Where a hands free telephone is used to take a call whilst driving the telephone must remain in its holder at all times and must not be 'held' at any point during a call.

GENERAL

Employees should:

- use voicemail or call divert so that messages can be left while driving
- use breaks from driving to take calls – this also reduces tiredness
- never stop on hard shoulders except in an emergency; and
- never require any other employee to breach the terms of the company vehicle policy

Breach of any of the terms of this policy may result in disciplinary action up to and including summary dismissal.



COMPUTERS AND IT SERVICES

COMPANY MOBILE TELEPHONES

For mobile telephones, please refer for the mobile phone policy

GENERAL

The company does not permit the downloading of games, films, apps or other data onto company equipment without the express permission of the Managing Director. Company IT equipment & telephones are provided for business purposes. Employees are permitted use of said equipment for personal purposes only in exceptional circumstances.

The Company reserves the right to deduct the cost of repair to company equipment if this facility is found to have been abused by the employee, as well as the cost of personal telephone calls made by employees on Company telephones from an employee's pay, where the Company considers the level of personal usage is unreasonable.

COMPUTERS, EMAIL AND THE INTERNET

To maximise the benefits of our computer resources and minimise potential liability, employees are only permitted to use the Company's computer systems in accordance with the Company's Data Protection and Monitoring Policies and the following guidelines.

General Rules

The Company's computer systems, software and their contents belong to the Company, and they are intended for business purposes. Employees are permitted to use the systems to assist in performing their jobs.

The Company has the right to monitor and access all aspects of its systems, including data which is stored on the Company's computer systems in compliance with the Data Protection Act 1998 and GDPR regulations.

Employees must receive prior approval from management before using any part of the computer systems for personal use. Where approval has been given, employees are only permitted to use the computer systems for personal use during their break times.

Security

To safeguard the Company's computer systems from viruses, employees are not permitted to load or run unauthorised games or software, or to open documents or communications from unknown origins. Where the computer has Internet or electronic mail (e-mail) facilities installed, employees are not permitted to download or open files from the Internet.

The Company reserves the right to require employees to hand over all Company data held in computer usable format.

Use of E-mail

The Company's computer systems contain an e-mail facility which is intended to promote effective communication within the Company on matters relating to its business. Employees should only use the e-mail system for that purpose. The Company encourages employees to make direct contact with individuals rather than communicating via e-mail.

E-mails should be written in accordance with the standards of any other form of written communication, and the content and language used in the message must be consistent with best Company practice. Messages should be concise and directed to relevant individuals on a need to know basis.

E-mails can be the subject of legal action (for example, claims of defamation, breach of confidentiality or breach of contract) against both the employee who sent them or the Company. Employees are also reminded that e-mail messages may be disclosed to any person mentioned in them. Employees must therefore always be careful if they write about people in e-mails.

Deletion or permanent removal of any email, both incoming and outgoing from a company domain email address is forbidden, unless specifically instructed to from the IT department (due to malicious content contained therein).

COMPUTERS AND IT SERVICES CONT.

MONITORING

Monitoring will not take place unless it is carried out in accordance with the Company's Monitoring Policy. Please refer to the relevant section of the company handbook for further details.

INAPPROPRIATE USE

Misuse of the Company's computer systems may result in disciplinary action up to and including summary dismissal. Examples of misuse include, but are not limited to, the following:

- sending, receiving, downloading, displaying or disseminating material that insults, causes offence or harasses others;
- accessing pornographic, discriminatory or other inappropriate or unlawful materials;
- engaging in on line chat rooms or gambling;
- forwarding electronic chain letters or similar material;
- downloading or disseminating copyright materials;
- transmitting confidential or proprietary information about the Company or its clients;
- downloading or playing computer games; and
- copying or downloading software.



UNIFORMS

It is a condition of employment that employees in specific roles wear any uniforms or clothing specified by the Company at all times during working hours. This includes personal protective clothing (PPE).

Employees must ensure that they wear the PPE provided when carrying out tasks which may make their uniform dirty or damaged.

The Company will supply employees with the appropriate uniforms or clothing. Employees are expected to take care of any such items and to maintain them in a reasonable condition. Any damage caused to uniforms or clothing as a result of the employee's actions may result in an appropriate deduction being made from the employee's pay.

Employees must return any uniforms or clothing supplied by the Company on the termination of their employment. The Company reserves the right to deduct from the employee's final pay the cost of any uniforms or clothing that are lost, damaged or not returned.



DRESS CODE

This policy is designed to guide employees on the required standards of dress and appearance. Employees must maintain an appropriate standard of dress and personal appearance at work and conduct themselves in a professional manner at all times both within the workplace and when representing IPM Facilities.

The policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance, and staff must use common sense in adhering to the principles underpinning the policy.

IPM Facilities recognises the diversity of cultures and religions of its employees and will take a sensitive approach when this affects dress and uniform requirements. Where necessary the HR Department can disseminate appropriate information explaining cultural dress and customs. However, priority will be given to health and safety, security, and other similar considerations.

While working for IPM Facilities, employees represent the Company. The appearance of employees contributes to our reputation and the development of our business. All employees are required to be neat, clean and tidy and of smart appearance in a way to present themselves at all times in accordance with their professional status and dress in a manner appropriate to their role, whether working on the Company's premises, Client's premises, or elsewhere. Certain items that are not permitted at work are:

- Dirty/frayed/torn clothing
- Sports clothing, for example tracksuits and sports shirts
- Shorts
- Flip-flops
- Hoodies (unless as part of a uniform)
- Clothing that displays slogans or symbols that could cause offence or do damage to the Company's reputation
- Hats (unless as part of a uniform)
- Clothing or jewelry that could present a health and safety risk.
- Low cut T-shirts, blouses, and transparent clothing

Employees who meet with clients, vendors or represent the Company to members of the public must present a positive image of the Company. In this regard, acceptable attire is business wear i.e. suit or jacket and trousers/skirt/dress. Shirts and blouses are expected to be ironed. Ties are not mandatory.

Employees who are required to wear a uniform

Employees who are required to wear a uniform must ensure that they do so during working hours, unless advised otherwise by their manager. Uniforms must always be clean and worn in a presentable fashion. The uniforms issued must not be altered in any way without the Company's permission.

Employees who are required to wear protective clothing and equipment

Employees who occupy roles that require protective/safety clothing or footwear are obliged to wear this clothing while carrying out their duties as required by law or by the Company's rules. If unsure, they should seek guidance from their line manager or the Health and Safety officer within the Company.

EXPENSES

The Company will reimburse employees in respect of any expenses wholly, necessarily and proportionately incurred in the course of their work. The Company reserves the right to refuse to pay an expense claim where the expenditure is unreasonable or unnecessary.

With the exception of parking charges, all expenses must be approved by a Director in advance of the expenditure being incurred.

Expense claims must be submitted using an expense claim form to a Director and expenses will be reimbursed by BACS into your nominated bank account.

Any special ad hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

Claims will be reimbursed provided:

- they are reasonable;
- they are backed up with receipts; and
- the appropriate documentation has been completed.

A full schedule of each months cut off date is available for each year from the finance department



HOLIDAYS

ANNUAL HOLIDAYS

It is important for your overall health and wellbeing to have breaks from work. The Company will encourage all employees to plan their holidays at regular intervals throughout the year and, whenever possible we will endeavor to ensure that employees are given their preferred requests for holidays.

The Company holiday year commences on 1 January and finishes on 31 December and operates on a 'use it or lose it' basis. It is the employees responsibility to submit a request for holiday to their line manager.

Full time employees annual holiday entitlement in any holiday year is a minimum of 20 days or as set out in your contract of employment. Part time employees will receive holiday on a pro rata basis.

Employees with less than 12 months continuous service with the Company are not entitled to take annual holiday until it has accrued, unless this has been authorised by your line manager in advance using the holiday request form which is available from your Line Manager or the office.

Hourly paid employees will be paid at their basic rate of pay and salaried employees will be paid their normal salary in respect of periods of annual holiday.

The weekly holiday pay of employees with no normal working hours will be their average weekly pay calculated over the prior 12 months before the holiday is taken.

Employees are not permitted to carry over accrued annual holiday from one holiday year to the next, with the exception of employees who due to sickness or statutory leave e.g. maternity leave, have been unable to take holidays within the holiday year due to their absence.

Holiday that is not taken within a holiday year will be lost and not paid in lieu. This is a legal requirement under the Working Time Regulations. Workers who have not taken all of their statutory annual leave entitlement due to COVID-19 will now be able to carry it over into the next 2 leave years, under measures introduced by Business Secretary Alok Sharm on Friday 27 March, 2020.

All periods of annual holiday must be authorised in advance by your line manager. Employees must not make firm annual holiday arrangements before receiving confirmation from management that their request has been authorised using the Holiday Request Form.

Employees are required to submit completed Holiday Request Forms to their line manager as early as possible, giving a minimum of four weeks' notice.

No more than two consecutive week's holiday will be allowed at any one time unless exceptional circumstances exist and at the discretion of the Company and with prior written agreement.

During the Landscape division's operationally critical period of April to the end of July, **all employees engaged in that division may only be allowed one week's holiday.**

Employees who take unauthorised leave may be subject to disciplinary action.

Requests for annual holiday will normally be granted on a 'first come, first served' basis. Owing to the needs of the business, management reserves the right to limit the number of employees who may be permitted to take holiday at any one time. The granting of all holiday requests will be subject to adequate cover being available and the overall needs of the Company.

Employees who are ill during a period of authorised annual holiday are not normally permitted to take the annual holiday at a later time, unless this has been authorised by your line manager and the period is covered by a medical certificate completed by a medical practitioner.

On termination of employment, employees will be entitled to be paid for holiday accrued but not taken at the date of termination of employment.

If on termination of employment an employee has taken more annual holiday than he or she has accrued in that holiday year, an appropriate deduction will be made from the employee's final pay.

When you are working under notice the Company reserves the right to require you to take or not to take any remaining holiday entitlement during this period.

HOLIDAYS CONT.

USING ANNUAL LEAVE ALLOWANCE TO RETURN TO YOUR HOME COUNTRY

IPM Facilities appreciates that some employees use their annual leave entitlement to return to their home country, to visit family etc. You must speak to your line manager and complete a holiday request a minimum of four weeks beforehand. All holiday requests will be authorised without prejudice, based on the needs of the company.

Please note, there have been several examples of employees extending their visit home beyond the authorised leave period with no explanation to the company. This puts strain on the scheduling of work, is unfair to your colleagues and will not be tolerated.

Employees who do not return to work on the day they are expected will be investigated and may be subject to the company disciplinary procedure. Repeated transgressions may lead to the termination of your employment.

PUBLIC HOLIDAYS

Full time employees are entitled to eight public holidays each year. The public holidays that are recognised are New Year's Day, Good Friday, Easter Monday, May Day, Spring Bank Holiday, August Bank Holiday, Christmas Day and Boxing Day.

Part time employees are entitled to public holidays pro rata. Where the Company closes on a public holiday and the employee has exhausted his or her pro rata public holiday entitlement, the employee will not be paid for this day. If the employee wishes to be paid for this day, he or she should take this time from his or her annual holiday entitlement, or arrange to work on an alternative day, at the sole discretion of the Company in accordance with the needs of the business. Public holidays are in addition to annual holiday entitlement and form part of your statutory entitlement.

Employees may be required to work Public Holidays in order to meet the needs of the business, unless your contracted hours include bank holidays. Payment for bank **holidays will only be attracted if that bank holiday falls on your normal working day.** Employees will be given as much notice as possible of such a requirement.

If a public holiday falls within a period of sickness absence, it will be paid as sick pay.



SICK PAY ENTITLEMENT

ABSENCE DUE TO SICKNESS

Employees are required to notify their line manager and the office as soon as possible of their sickness absence and the reasons for it. They should do this personally at the earliest opportunity by telephoning no later than the start of their shift on the first day of the absence.

It is essential that employees keep the Company updated on the circumstances of the absence and of its estimated duration. Where a period of absence is not covered by a statement of fitness for work (Fit note), employees are required to update the Company on a daily basis.

STATUTORY SICK PAY (SSP)

Employees who are absent from work because of sickness will normally be entitled to receive Statutory Sick Pay (SSP) from the Company providing they meet the relevant criteria as set out below – headed “Criteria”. (Certain employees are excluded from the SSP scheme, e.g. employees who earn below the lower earnings limit for National Insurance purposes).

Once the criteria have been met, SSP is not normally payable for the first three days of sickness absence, unless the employee has been absent and in receipt of SSP within the previous 56 days. Thereafter the Company will normally pay SSP at the statutory rate in force for a maximum of 28 weeks.

Criteria

In order to qualify for SSP the employee must notify their line manager or the HR department by telephone (on 01420 550060) as early as possible on the first day of sickness absence. Employees must also submit a self-certificate of absence form which is available from your line manager or the HR department as soon as practicable. The Company reserves the right to withhold payment of SSP where an employee fails to follow the correct procedure. **The employee must keep the company updated on a daily basis unless the sickness period is already covered by a doctor’s note.**

ADDITIONAL SICK PAY

The Company does not operate a formal Company Sick Pay Scheme (CSP) but may pay CSP in addition to SSP at its entire discretion in individual circumstances and subject to satisfactory medical evidence. In any case, the rules set down in the Company's Absence Procedure must be followed.

There is no entitlement to additional sick pay during the first two days of any absence, except at the discretion of the Company. Statutory Sick Pay rules call these days 'waiting days'.

For all sickness absence of up to 6 days the employee must complete a sickness self-certification form immediately upon return to work.

Where an employee's absence lasts more than 7 calendar days a Fit Note completed by a medical practitioner must be forwarded to management to cover the absence.

Every employee who has been absent due to sickness in excess of 5 days, will be interviewed by management immediately upon return to work. The reasons for the employee's absence will be discussed and the completed sickness form will be considered. The Company will monitor each employee's attendance at work so that any unacceptable levels of absenteeism may be addressed.

SICK PAY ENTITLEMENT CONT.

ACCESS TO MEDICAL REPORTS

From time to time it may be necessary for the Company to obtain a medical report from an employee's doctor in order to gather further information about the employee's medical condition and its probable effect on the employee's future attendance at work or the ability to do his or her job.

Employees have rights under the Access to Medical Reports Act 1988. Should the Company find it necessary to obtain a medical report concerning an employee's fitness for work or any other relevant matter the employee will be asked for his or her written consent. At the time of the request for consent the employee will be advised of his or her rights under the Act.

STATUTORY RIGHT TO TIME OFF

Employees have the right to request time off work in the following circumstances:

Time off to Receive Antenatal care

Pregnant employees are entitled to take reasonable time off with pay during working hours to receive antenatal care. The Company may require an employee who wishes to take time off for this purpose to provide medical certification of her pregnancy and an appointment card, except for the first appointment.

Family Friendly Leave

This includes maternity, paternity, adoption and parental leave and time off for dependents, details of which are set out in the relevant sections of this Handbook.

Time off in Redundancy Situations

Employees are entitled to a reasonable amount of paid time off to look for other work or make arrangements for retraining if they are under notice of dismissal for redundancy.

OTHER AUTHORISED TIME OFF

Jury Service

If you are called for Jury Service, you should present the "Jury Services Notification Slip" to your Line Manager (i.e. Supervisor, Contracts Manager or Operations Manager). However, you will be expected to return to work on such days as adjournments make this practicable. If the timing of the jury service conflicts with your work needs, you must inform your immediate manager in the first instance. Any absence you have for jury service will be classed as authorised but unpaid. You are entitled to claim statutory compensation from the courts in respect of your time on jury service, this will normally include compensation for loss of earnings.

Public Duties

You are entitled to reasonable authorised and unpaid time off during working hours to perform the duties associated with positions such as Justices of the Peace, members of a Local Authority, statutory tribunal or police authority. You must provide official documentation to the Company at the time of your application for such leave.

There is no statutory right to be paid for this time off and the permitted amount of time off is that which is reasonable in the circumstances.

Compassionate/Bereavement Leave

The Company will allow employees to take time off at the death of immediate family (those being husbands, wives, partners, parents or children). Employees may take the time as holiday or authorised unpaid leave. All requests must be made at the earliest opportunity and ideally by the first scheduled work day following a death and submitted to their line manager before leave is taken. Requests for Bereavement leave should be made on the Absence Request Form and will be considered on an individual basis and where possible accommodated. Any paid Bereavement leave will be at the discretion of the Company. Typically, bereavement up to two working days can be granted for deaths where no funeral arrangements are required to be made by the employee (i.e. grandparents) or for up to five working days where the employee has funeral arrangements to make (i.e. parents).

Unpaid Authorised Absence

The Company may grant unpaid leave of absence at its discretion and on a case by case basis. All requests should be made in advance to management. Employees are not permitted to take unpaid leave of absence without prior management permission except in cases of emergency.

ABSENCE PROCEDURE AND RULES

GENERAL

Employees must ensure that any time off (other than in the case of sickness) is authorised in advance by their manager. Employees should complete an Absence Form on their first day back at work.

ABSENCE

As the employee you have a responsibility to the Company just as the Company has a responsibility to you. The Company intends to promote good practice which reflects both the service needs of the Company and our commitment to the wellbeing of our employees.

All absence and lateness is monitored and managed effectively. Employees are required to attend work in line with their Individual Terms and Conditions of Employment and understand that the Company may take corrective action in the event of poor attendance levels.

Lateness

Lateness is considered as a form of absence and every employee is required to ensure that they report for work on a timely basis. In the event that an employee is late this will be considered as an occasion of absence. Lateness is subject to inclusion in the Absence Management System and can add towards reaching an Absence Trigger. Lateness is subject to appropriate deductions from wages for lost time.

Absence Due to Adverse Weather

During the winter period, extreme poor weather may seriously delay or prevent you from attending work. Whilst the Company expects each employee to make every reasonable effort to attend work, and if appropriate, consider alternative modes of transport. However, there may be some occasions where this is not possible. If you are unable to attend work or anticipate a problem in getting to work as normal, you must telephone your immediate manager without delay and be prepared to state what you have done as an attempt to get to work.

MEDICAL AND DENTAL APPOINTMENTS

Employees are requested to arrange any medical or dental appointments outside working hours. Where this is not possible, employees must obtain permission from management before taking any time off and give reasonable notice of any appointments. Wherever possible, appointments should be arranged for first thing in the morning or last thing at night to minimise any disruption to the Company.



MATERNITY LEAVE AND PAY

INTRODUCTION

Every employee who is pregnant has the right to Ordinary Maternity Leave of 26 weeks and Additional Maternity leave of 26 weeks from day one of employment, providing a total statutory entitlement of 52 weeks' maternity leave.

It should also be noted that women are legally obliged to take a minimum of two weeks' maternity leave after giving birth.

ORDINARY MATERNITY LEAVE

During Ordinary Maternity Leave (OML) an employee is entitled to receive all her normal contractual benefits (including annual holiday entitlement), excluding pay, while she is absent from work.

An employee is entitled to return to her original job at the end of the OML period.



ADDITIONAL MATERNITY LEAVE

During Additional Maternity leave (AML) An employee has the right to a further 26 weeks' leave, which will run directly from the end of her OML period.

The employee's contract of employment continues throughout AML and she is entitled to receive all of her normal contractual benefits (including annual holiday entitlement), excluding pay, whilst she is absent from work.

The employee is entitled to return to her original job at the end of AML. However, if this is not reasonably practicable, she should be offered a similar job on no less favourable terms and conditions.

NOTIFICATION PROCEDURES FOR MATERNITY LEAVE

To qualify for maternity leave the employee must comply with the rules and procedures set out below.

1. No later than the end of the 15th week before the expected week of childbirth (EWC), the employee must give the Company notice of:
 - the fact that she is pregnant;
 - her expected week of childbirth, which should be confirmed with the medical certificate MATB;
 - the date on which she intends to start her maternity leave. This must be in writing if requested by the employer, using the Maternity Notification Form.
2. Within 28 calendar days of the employee giving notice, the Company will respond in writing to the employee, confirming her full entitlement to maternity leave (both 26 weeks' OML and 26 weeks' AML) and the date when she is expected to return to work.
3. The earliest the employee may start her maternity leave is 11 weeks before the expected week of childbirth. An employee may change her mind about when she wants to start her leave, providing she gives the Company at least 28 calendar days' notice of the change.
4. The employee does not need to give notice of her return to work if she simply returns at the end of her maternity leave period. However, if she wishes to return to work before her full entitlement to maternity leave has ended, she must give the Company a minimum of 28 calendar days' notice of the date of her earlier return.
5. If the employee fails to give the required 28 calendar days' notice of an earlier return to work, the Company may postpone the employee's return until the end of the 28 calendar days' notice she should have given, or until the end of her maternity leave period, whichever is earlier.

MATERNITY LEAVE AND PAY CONT.

An employee does not lose the right to return to work if she does not follow the correct notification requirements. However, the Company may take appropriate disciplinary action if she fails to return to work at the end of her maternity leave period, the exception being if the employee has informed the company that she will be accessing her Parental Leave entitlement immediately after her Maternity leave end date.

POSTPONING RETURN TO WORK

There are no provisions for extending Maternity Leave. If the employee is unable to return to work because of ill health at the end of her leave, the Company's normal sick leave procedures will apply.

STATUTORY MATERNITY PAY

All employees who have been continuously employed for at least 26 weeks ending with the 15th week before the expected week of childbirth (the Notification Week), and who satisfy the following conditions, are entitled to receive Statutory Maternity Pay (SMP) from their employer. The employee must:

1. still be pregnant at the 11th week before her expected week of childbirth or have had the child by that time; There is an entitlement to maternity leave and pay in the unfortunate event of stillbirth after 26 weeks of pregnancy.
2. have average weekly earnings equal to or above the Lower Earnings Limit for National Insurance purposes over the eight week period up to and including the Notification Week;
3. give the Company a minimum of 28 calendar days' notice that she intends to be absent from work because of her pregnancy; and
4. Provide the Company with medical certification of her expected week of childbirth, normally using form MAT B1.

SMP is payable for up to 39 weeks. The first six weeks are payable at the higher rate which is 90% of the employee's average earnings. The remaining 33 weeks are payable at the prevailing statutory rate of SMP.

SMP pay is treated as earnings and is therefore subject to PAYE and national insurance deductions.

Employees who do not qualify for SMP should claim Maternity Allowance from their local Job Centre Plus office.

REASONABLE CONTACT

The Company will maintain reasonable contact with the employee during their maternity leave and include them in the communication of newsletters, memos and job vacancies.

Employees on maternity leave can agree with the company to work for up to ten “keeping in touch” days (KIT days) without bringing their maternity leave to an end or losing their right to SMP.

PREGNANCY RELATED ABSENCE

An employee’s maternity leave will automatically start if she is absent from work for a pregnancy related absence during the four weeks before the child is due.

ANTENATAL CARE

All pregnant employees are entitled to take time off with full pay during working hours to receive antenatal care. The Company may require an employee who wishes to take time off for these purposes to provide medical certification of her pregnancy and an appointment card, except in connection with the first appointment.

Prospective fathers (or the mother’s spouse or partner of either sex) has the right to take unpaid time off to attend up to two antenatal appointments with expectant mothers of children born, matched or place for adoption. They will be entitled to a maximum of 6.5 hours’ absence for each appointment. This is a provision of the Children and Families Act.



PATERNITY LEAVE AND PAY

Eligible employees (see below) are entitled to take up to two weeks' paid Paternity Leave following the birth of their child in order to care for the child or support its mother. During Paternity Leave, most employees will be entitled to Statutory Paternity Pay (SPP), which will be the same as the standard rate of Statutory Maternity Pay (SMP).

ELIGIBILITY FOR ORDINARY PATERNITY LEAVE AND PATERNITY PAY

In order to qualify for Paternity Leave and Statutory Paternity Pay the employee must:

- be the biological father of the child or the mother's spouse, civil partner or partner (of either sex) or the adoptive parent of a child (of either sex) who does not elect to take statutory adoption leave
- have or expect to have responsibility for the child's upbringing;
- have worked continuously for the employer for 26 weeks leading into the 15th week before the expected week of childbirth; and
 - have worked continuously for 26 weeks by the week in which the adopter is notified of being matched with a child from within the UK or;
 - have worked 26 weeks continuously by the week in which the adopter receives official notification or if the notification was received prior to their employment with us 26 weeks continuous service and
- have average weekly earnings equal to or above the Lower Earnings Limit for National Insurance purposes over the eight week period leading up to and including the Notification Week.

The company may ask an employee to provide a self certificate as evidence that he or she meets these conditions. The self certificate must provide the information required above and include a declaration that the employee meets the necessary conditions.

TAKING ORDINARY PATERNITY LEAVE

An employee is permitted to take Ordinary Paternity Leave in units of either one whole week or two consecutive whole weeks.

Leave may start on any day of the week on or following the child's birth but must be completed:

- within 56 calendar days of the actual date of birth of the child; or
- if the child is born early, within the period from the actual date of birth up to 56 calendar days after the expected week of birth or
- within 56 days of the child's placement for a UK adoption or
- within 56 days of the date of the child's entry into the country for overseas adoption

Employees are only entitled to one period of Ordinary Paternity Leave for each pregnancy, even if more than one child is born or placed at the same time.

An employee may change his or her mind about the starting date for Paternity Leave, providing he or she tells the Company at least 28 calendar days in advance of the changed start date where reasonably practicable.



PATERNITY LEAVE AND PAY CONT.

NOTIFICATION PROCEDURES FOR ORDINARY PATERNITY LEAVE

An employee who wishes to take Paternity Leave must notify the Company by the 15th week before the expected week of child-birth, or within 7 days of the adopter being matched with a child within the UK (unless this is not reasonably practicable), or within 28 days of the adopter receiving official notification (or if the adopter received official notification before the employee joined the company, within 28 days on which the employee completes 26 weeks continuous service, stating:

- the week the child is due, expected to be placed
- the date when the adopter received official notification and the date when the child is expected to enter the country
- whether the employee wishes to take one week or two weeks' leave; and
- when the employee wants the leave to start.

CONTRACTUAL BENEFITS DURING ORDINARY PATERNITY LEAVE

An employee on Ordinary Paternity Leave is entitled to enjoy normal terms and conditions of employment, with the exception of pay. The employee is entitled to return to the same job following Paternity Leave.

ELIGIBILITY FOR ADDITIONAL PATERNITY LEAVE AND PATERNITY PAY

- Additional paternity leave (APL) has been replaced by shared parental leave from 5th April 2015.
- Employees will lose the right to ordinary paternity leave if they take a period of shared parental leave in relation to the child first.



ADOPTION LEAVE AND PAY

Employees who adopt a child may be entitled to adoption leave and Statutory Adoption Pay. This right applies to both men and women.

ADOPTION LEAVE

Employees will be entitled to 26 weeks' paid Ordinary Adoption Leave (OAL) and 26 weeks' Additional Adoption Leave (AAL), in order to care for a newly adopted child upon meeting the eligibility criteria.

To qualify for adoption leave, an employee must:

- be newly matched with a child for adoption by an approved adoption agency; and
- have worked continuously for the company for 26 weeks leading into the week in which the employee is notified of being newly matched with a child by an approved adoption agency for adoption if adoption from within the UK; or
- when adopting from overseas, have worked continuously for the company for 26 weeks before the week in which they receive notification from the relevant authority or 26 weeks continuous service with the company if the notification was issued prior to you joining the company

Additional Adoption runs directly from the end of the Ordinary Adoption Leave period.

Only one period of adoption leave will be available irrespective of whether more than one child is placed for adoption as part of the same arrangement.

CONTRACTUAL RIGHTS DURING ADOPTION LEAVE

During OAL and AAL, an employee is entitled to all normal contractual benefits (including annual holiday entitlement) with the exception of remuneration.

An employee is entitled to return to his or her original job at the end of the OAL period. An employee who returns from AAL is entitled to return to the same job or, if this is not reasonably practicable, a suitable alternative role on terms no less favourable.

NOTIFICATION PROCEDURES FOR ADOPTION LEAVE

To qualify for adoption leave, an employee must give the company the matching certificate from the adoption agency or official notification from the relevant authority as evidence of entitlement to adoption leave. The employee must also comply with the following rules and procedures:

1. Within seven calendar days of being matched for a child in the UK or no later than 28 days after receiving official notification from the relevant authority in the UK for overseas adoptions, the employee must provide the company with notice of:
 - the date the child will be placed with them; or
 - the date when they received official notification and the date that the child is expected to enter the country; and
 - the date on which the employee intends to start adoption leave.
2. Within 28 calendar days of the employee giving notice, the company will respond in writing to the employee confirming his or her full entitlement to adoption leave (both 26 weeks' OAL and, 26 weeks' AAL) and the date when the employee is expected to return to work.
3. An employee who is adopting may choose to start adoption leave:
 - from the date of the child's placement; or
 - from the date that the child enters the country; or
 - from a fixed date which can be up to 14 calendar days before the expected date of the placement; or
 - from a fixed date no later than 28 days after the child's date of entry for overseas adoptions

ADOPTION LEAVE AND PAY CONT.

An employee will be able to change his or her mind about the start date of adoption leave, providing the employee tells his or her employer at least 28 calendar days in advance.

4. The employee does not need to give notice of a return to work if he or she simply returns at the end of the adoption leave period. However, if the employee wishes to return to work before the full entitlement to adoption leave has ended, the employee must give his or her employer a minimum of 28 calendar days' notice of the earlier return date.
5. If the employee fails to give the required 28 calendar days' notice of an earlier return to work, the employer may postpone the return until the end of the 28 calendar days' notice the employee should have given, or until the end of the adoption leave period, whichever is earlier.
6. An employee does not lose the right to return to work if he or she does not follow the correct notification requirements. However, the employer may take appropriate disciplinary action if the employee fails to return to work at the end of his or her adoption leave period.



STATUTORY ADOPTION PAY

Employees who qualify for adoption leave, will also qualify for 39 weeks' Statutory Adoption Pay (SAP) provided their average weekly earnings are above the lower earnings limit for national insurance purposes. The weekly amount is:

- 90% of your average weekly earnings for the first six weeks
- Statutory rate or 90% of your average weekly earnings (whichever is lower) for the next 33 weeks.

Employees who do not qualify for Statutory Adoption Pay may be able to claim financial support from their local Job Centre Plus office.

REASONABLE CONTACT

The Company will maintain reasonable contact with the employee during their adoption leave and include them in the communication of newsletters, memos and job vacancies.

Employees on adoption leave can agree with the company to work for up to ten "keeping in touch" days (KIT days) without bringing their adoption leave to an end or losing their right to SAP.

PLACEMENT ENDS

If the child's placement ends during the adoption leave period, the employee will be able to continue adoption leave for up to eight weeks after the end of the placement.

PATERNITY LEAVE AND ADOPTION

The partner of an individual who adopts, or the other member of a couple adopting jointly, may be entitled to Paternity Leave and Paternity Pay.



PARENTAL LEAVE

Parental leave is unpaid. You're entitled to 18 weeks leave for each child and adopted child, up to their 18th birthday.

The limit on how much parental leave each parent can take in a year is 4 weeks for each child.

You must take parental leave as whole weeks (eg 1 week or 2 weeks) rather than individual days, unless your child is disabled. You don't have to take all the leave at once.

A 'week' equals the length of time an employee normally works over 7 days.

An employee must meet the following criteria to be entitled to Parental Leave:

- They are the parent named on the birth certificate
- They are the adoptive parent of a child
- They hold formal responsibility for a child (obtained through a court or with a parental responsibility agreement) or
- They are the legal guardian

Parental Leave may only be taken in blocks of one complete week or more except in the case of parents of children with a disability who may take Parental Leave one day at a time.

An employee is required to give the Company a minimum of 21 calendar days' notice in writing of his or her request to take Parental Leave.

The Company has the right to postpone Parental Leave for up to six months if the business would be unacceptably disrupted by the employee's absence. However, Parental Leave requested to take place immediately after the birth of a child may not be postponed provided that the employee has given 13 weeks' notice of his or her intention to take Parental Leave at this time.



SHARED PARENTAL LEAVE

Shared Parental Leave is designed to give parents more flexibility in how to share the care of their child in the first year following birth or adoption. Parents will be able to share a pot of leave, and can decide to be off work at the same time and/or take it in turns to have periods of leave to look after the child.

To qualify, the mother or adopter must be entitled to some form of maternity or adoption entitlement, have given notice to curtail it and must share the main responsibility for caring for the child with the named partner. For a parent to be eligible to take Shared Parental Leave they must be an employee and they must pass the continuity of employment test. In turn, the other parent in the family must meet the employment and earnings test.

- Continuity of employment test: the person must have worked for the same employer for at least 26 weeks at the end of the 15th week before the week in which the child is due (or at the week in which an adopter was notified of having been matched with a child or adoption) and is still employed in the first week that Shared Parental Leave is to be taken.
- Employment and earnings test: the person must have worked for at least 26 weeks in the 66 weeks leading up to the due date and have earned above the maternity allowance threshold of £30 week in 13 of the 66 weeks.

Where both parents satisfy these tests they will both be able to share the leave. However, a family can still use Shared Parental Leave even when only one parent actually meets the eligibility criteria. For example, a self-employed parent will not be entitled to take Shared Parental Leave but they could still pass the employment and earnings test allowing the other parent in the family to qualify.

The mother or adopter decides whether to keep taking their maternity or adoption entitlement or to use Shared Parental Leave. If they choose to use Shared Parental Leave, they can end their entitlement or give advance notice to curtail it. This advance notice means their partner could begin to take Shared Parental Leave while the mother or adopter is still on maternity or adoption leave.

Shared Parental Leave may be taken at any time within the period which begins on the date the child is born/date of the placement and ends 52 weeks after that date. An employee is entitled to submit three separate notices to book leave. Leave must be taken in complete weeks and may be taken either in a continuous period, which an employer cannot refuse, or in a discontinuous

period, which the employer can refuse. If a request for discontinuous leave is refused then the total amount of leave requested in the notice will automatically become a continuous block unless it is withdrawn.

Shared Parental Pay

Statutory Shared Parental Pay is paid at the current rate or 90% of your average weekly earnings (whichever is lower).

If the mother or adopter curtails their entitlement to maternity/adoption pay or maternity allowance before they have used their full entitlement then Statutory Shared Parental Pay can be claimed for any remaining weeks.

To qualify for Statutory Shared Parental Pay a parent must pass the continuity of employment test and have earned an average salary of the lower earnings limit of £111 for the 8 weeks' prior to the 15th week before the expected due date or matching date. The other parent in the family must meet the employment and earnings test.



EMERGENCY LEAVE FOR DEPENDANTS

Employees are entitled to take reasonable unpaid time off to deal with sudden or unexpected problems with a dependent. A dependent is a partner, child or parent who lives with the employee as part of his or her family or any other person who reasonably relies on the employee for assistance.

Reasonable time off will be granted in the following circumstances:

- for the birth, sickness, injury or death of a dependent;
- to make arrangements for the care of a sick or injured dependent or to make arrangements to deal with an unexpected disruption to care arrangements; and
- to deal with an unexpected incident involving the employee's child during school hours.

The right is only to deal with emergencies and to put care arrangements in place. This means that in the case of a dependent's illness, for example, the employee is not entitled to time off for the duration of the dependent's illness.

Employees are required to inform the Company as soon as practicable of their absence, the reason for it and how long they expect to be away from work.

There is no minimum service period for an employee to qualify for this right.



CAPABILITY PROCEDURE

INTRODUCTION

The Capability and Disciplinary Procedures are the means by which rules are observed and standards of conduct and performance at work are maintained. They provide fair and consistent methods of dealing with problems of conduct or work performance.

The procedures have been drawn up to ensure that effective mechanisms exist to investigate and resolve problems of employees who appear unable to achieve a satisfactory standard of work, whether due to performance or conduct. Capability issues refer to the skills, knowledge and aptitude of an employee that can be clearly distinguished from their conduct or misconduct and if this distinction cannot be clearly made, the matter will be considered as a disciplinary issue and dealt with as such.



GENERAL PRINCIPLE AND OBJECTIVES

- Where work performance consistently falls below the expected standards, attempts will be made to provide structured support, guidance and training via this procedure in order to encourage improvement and raise performance to an acceptable level. This procedure may also be used to provide structured support and encouragement where weaknesses have been identified by an appraisal process.
- The primary objective of the capability procedure is to affect an improvement in the employees' work performance through the provision of guidance, advice, training and support.
- There may be cases where an employee is in receipt of additional payment for increased responsibilities, and the capability problems are evidently associated with the additional responsibilities. In these circumstances it may be possible to resolve the problem by the employee agreeing to relinquish the position and additional payment and return to their previous post, if this is still available.
- In the majority of cases, poor performance is caused by a lack of competence. However in the minority of cases, performance below required levels is caused by refusal to perform to acceptable standards. In the former case it would be appropriate to use the capability procedure and in the latter case to use the disciplinary procedure. There may be occasions when it is necessary to move from the capability procedure to the disciplinary procedure when the employee refuses to perform to an acceptable standard.



CODE OF CONDUCT

The Company's Code of Conduct is set out below. It covers the main standards of behaviour the Company requires from employees. The Code includes the Company Rules, which employees need to follow, and examples of misconduct which the Company normally regards as gross misconduct. A breach of the Company Rules may result in disciplinary action. A single instance of gross misconduct may result in dismissal without notice.

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

COMPANY RULES

Attendance and Timekeeping

Employees are required to comply with the rules relating to notification of absence set out in the Company's terms & conditions of employment.

Employees are required to arrive at work promptly, ready to start work at their contracted starting times. Employees are required to remain at work until their contracted finishing times.

Employees must obtain management authorisation if for any reason they wish to arrive later or leave earlier than their agreed normal start and finish times.

The Company reserves the right not to pay employees in respect of working time lost because of poor timekeeping.

Persistent poor timekeeping may result in disciplinary action.

Standards and Conduct

Employees are required to maintain satisfactory standards of performance at work.

Employees are required to comply with all reasonable management instructions.

Employees are required to co-operate fully with their colleagues and with management, and to ensure the maintenance of acceptable standards of politeness.

Employees must not use any behaviour such as intimidation, threats or bullying likely to cause apprehension.

Employees are required to take all necessary steps to safeguard the Company's public image and preserve positive relationships with its customers, clients or members of the public.

Employees are required to ensure that they behave in a way that does not constitute unlawful discrimination.

Employees are required to comply with the Company's operating policies and procedures.

Personal mobile telephones must be switched off at all times during normal working hours unless by prior agreement with your Manager.

Any queries received from the media must be referred immediately to management. Employees must not attempt to deal with queries themselves.

Gross Misconduct

Set out below are examples of behaviour which the Company treats as gross misconduct. Such behaviour may result in dismissal without notice. This list is not exhaustive.

- theft, dishonesty or fraud
- deliberate recording of incorrect working hours
- smoking on Company or client premises or in contravention of customer or site rules
- sleeping during working hours

CODE OF CONDUCT CONT.

- assault, acts of violence or aggression
- unacceptable use of obscene or abusive language
- possession or use of or being under the influence of non-prescribed drugs or alcohol on Company or client premises or during working hours
- wilful damage to Company, employee or customer property
- serious insubordination
- serious or gross negligence
- bringing the Company into disrepute
- falsification of records or other Company documents, including those relating to obtaining employment
- discrimination, including acts of indecency or sexual harassment (please refer to the Equal Opportunities Policy set out in this Handbook).
- refusal to carry out reasonable management instructions
- gambling, bribery or corruption
- serious breach of the health and safety policies and procedures.

- breach of confidentiality, including the unauthorised disclosure of Company business to the media or any other party
- unauthorised accessing or use of computer data
- unauthorised copying of computer software
- downloading of games, films, apps or other software onto company mobiles or computers
- reckless or serious misuse of a company vehicle
- rudeness to customers
- accepting a gift which could be construed as a bribe

Flexibility

Employees may be required to work additional hours at short notice, in accordance with the needs of the business.

Employees may be required from time to time to undertake duties outside their normal job remit.

Employees may be required from time to time to work at locations other than their normal place of work.

CODE OF CONDUCT CONT.

Confidentiality

Employees are required to keep confidential, both during their employment and at any time after its termination, all information gained in the course of their employment about the Company's business and that of the Company's clients or customers, except as required by law or in the proper course of their duties.

Employees are not permitted to engage in any activity outside their employment with the Company which could reasonably be interpreted as competing with the Company.

Employees are required to seek permission from management before taking on any other employment while employed by the Company. The Company will not unreasonably withhold permission for other employment

Health and Safety

All employees are issued the full company Health & Safety Policy in their employment starter pack. Employees are required to gain an understanding of the Company's health and safety procedures, observe them, and ensure that safety equipment and clothing are always used.

Employees must report all accidents and near misses, however small to the HR department, as soon as possible, so that accurate data can be recorded and an accident investigation carried out.

On Site Rules

Employees working on customer or client sites are required to follow any site-specific rules and wear any protective clothing required on site at all times during their working hours.

Property and Equipment

Except for use on authorised Company or client business, employees are not permitted to make use of the Company's or its clients' telephone, postal or other services.

Employees must not remove Company or site property or equipment from Company or site premises unless for use on authorised Company business or with the permission of management.

Where an employee damages property belonging to the Company, either through misuse or carelessness, the Company reserves the right to make a deduction from the employee's pay in respect of the damaged property.

On termination of their employment employees must return all Company property, such as keys, laptops, mobile telephones, Company vehicles, documents or any other items belonging to the Company. This list is not exhaustive.

Personal Searches and Personal Property

The Company may reasonably request to search employees' clothing, personal baggage or vehicles. An authorised member of management in the presence of an independent witness must conduct any such search. Should an employee refuse such a request, the Company will require the appropriate authorities to conduct the search on behalf of the Company. An employee's failure to co-operate with the Company in this respect may be treated as gross misconduct.

Employees are solely responsible for the safety of their personal possessions on Company premises and should ensure that their personal possessions are kept in a safe place at all times.

Should an employee find an item of personal property on the premises he or she is required to inform management immediately.

CODE OF CONDUCT CONT.

Expenses

The Company will normally reimburse employees in respect of any expenses wholly, necessarily and proportionately incurred in the course of their work against the relevant receipts. The Company reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate or unnecessary. Further information is available in the Expenses Policy.

Environment

In order to provide a cost-effective service, employees are requested to use the Company's equipment, materials and services wisely. Employees should try to reduce wastage and the subsequent impact on the environment by ensuring that they close windows, avoid using unnecessary lighting or heating or leaving taps running, minimising paper use, switch off equipment when it is not in use and handle all materials with care.

Smoking

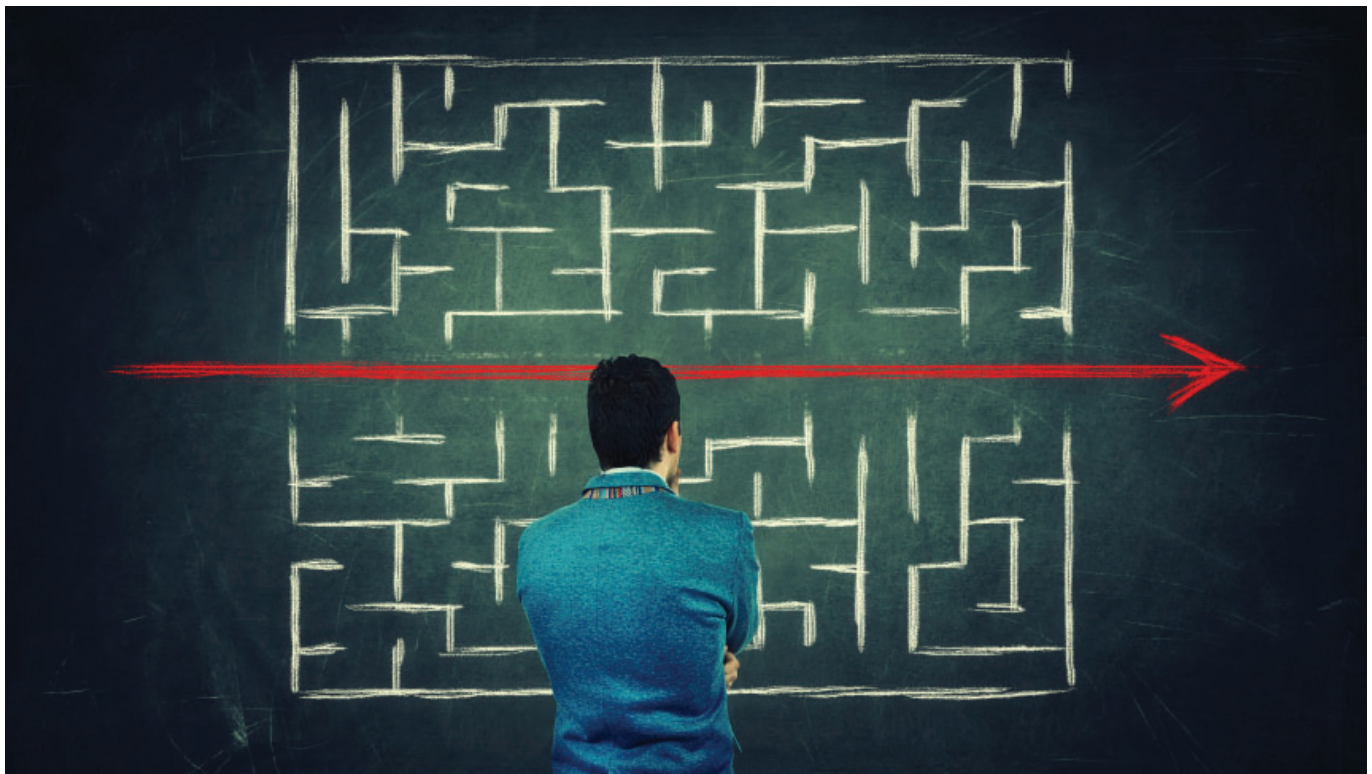
In order to provide a working environment which is pleasant and healthy, smoking is not permitted anywhere on Company premises or in company vehicles. For the avoidance of doubt, this includes all forms of electronic cigarettes. Employees working on client sites must comply with any customer or site rules in relation to smoking.

Changes in Personal Details

Employees must notify the Company of any change in personal details, including change of name, address, telephone number or next of kin. This will help the Company to maintain accurate personal details in compliance with the Data Protection Act 1998, and ensure it is able to contact the employee or another designated person in case of an emergency. **The company will not accept any liability for errors that arise from an employees failure to notify the HR & Payroll departments of a change in personal details.**

Third Parties

An employee's employment with the Company may in some circumstances be conditional on the approval of third parties at whose premises he or she either works at or visits. If the third party withdraws permission for that employee to be on its site, the Company will consider all alternative arrangements which can be made in order to maintain the employee's continued employment by the Company. If, however, in the sole opinion of the Company, no alternative arrangements can be made, the Company reserves the right to terminate the employee's employment.



DISCIPLINARY PROCEDURE AND ACTION

The primary objective of the Company's Disciplinary Procedure is to ensure that all disciplinary matters are dealt with fairly and consistently, and, where there has been a breach of discipline or lack of competence, to encourage an improvement in individual conduct or performance. This procedure is not legally binding and does not form part of your contract of employment.

The Company reserves the right to discipline or dismiss an employee with less than 12 months' continuous service without following the Disciplinary Procedure.

For employees with 12 months' continuous service or longer, the Company will follow the ACAS Disciplinary Procedure as set out in paragraphs 10 to 20 of ACAS Code 1 and explained below.

DISCIPLINARY PROCEDURE

In all cases the Company will first investigate all allegations of potential disciplinary offenses to establish the facts before deciding whether to invoke the Disciplinary Procedure.

It may be necessary for the Company to suspend the employee whilst an investigation is taking place. Any suspension will be kept to a minimum and will be on full pay. Suspension does not in itself constitute disciplinary action.

Where the Company decides to invoke the Disciplinary Procedure, it will write to the employee, setting out the basis and grounds for potential disciplinary action and inviting the employee to a disciplinary meeting. The Company will give the employee reasonable notice of the requirement to attend the meeting to allow the employee to prepare his or her case.

Employees are entitled to be accompanied by a fellow employee or other representative as long as he or she falls into one of the approved categories listed in the Employment Relations Act 1999 at the disciplinary meeting, and the Company encourages them to make use of this entitlement.

The Company will give the employee the opportunity to state his or her case at the disciplinary meeting before it decides whether or not to take any disciplinary action.

Following the disciplinary meeting, the Company may take disciplinary action against the employee. In any event, the employee will be informed of the outcome of the meeting as soon as possible.

Employees have the right to appeal against any disciplinary action taken against them, or in the event of their dismissal, in accordance with the Disciplinary and Dismissal Appeals Procedure.

DISCIPLINARY ACTION

Verbal Warning:

The Company will advise the employee that his or her standard of conduct or performance has been unacceptable and that a failure to improve will result in further disciplinary action. The required standard will be outlined. The warning will be given verbally and subsequently confirmed in writing.

A note of the verbal warning will be kept on file but will be considered "spent" for disciplinary purposes after a period of six months unless otherwise specified.

Written Warning:

As for a Verbal Warning, but normally applied following a second disciplinary offence (but may be applied after a more serious first offence). The employee will be advised in writing that a failure to improve the standard of conduct or performance will result in further disciplinary action. A note of the written warning will be kept on file but will be considered "spent" for disciplinary purposes after a period of 12 months unless otherwise specified.

Final Written Warning:

As for a Written Warning, but normally applied following a third disciplinary offence. The employee will be advised in writing that a failure to improve the standard of conduct or performance will result in dismissal. A note of the final written warning will be kept on file but will be considered "spent" for disciplinary purposes after a period of 12 months unless otherwise specified.

Dismissal:

If the employee fails to meet the standards required, or if there is gross misconduct, dismissal will normally result. Dismissal without notice is referred to as "summary dismissal".

DISCIPLINARY PROCEDURE AND ACTION CONT.

APPEALS

The employee has the right to appeal against any warning or disciplinary dismissal within five working days.

The employee will be informed in writing of the date of any appeal and will be entitled to bring a colleague or a full time trade union representative with them to the appeal hearing. The [hearing manager/ managing director] may decide the matter at the hearing or adjourn the hearing for further investigation or for further consideration. The employee will be informed of the outcome of any appeal hearing, in writing, as soon as possible and such decision is final.





THE RIGHT TO BE ACCOMPANIED

FORMAL MEETINGS

Employees are entitled to be accompanied by a work colleague or other representative as long as he or she falls into one of the approved categories listed in the Employment Relations Act 1999' at any formal disciplinary, grievance or appeal meeting.

An employee under the age of 18 may choose to be accompanied by a parent or legal guardian.

An employee who wishes to take advantage of this right must notify the Company of the name and position of his or her chosen companion. The Company may refuse to allow the companion to attend the meeting if the Company considers there may be a conflict of interest. If so, the Company will allow the employee to choose a different companion.

The meeting may be delayed for up to five working days if the companion is not available to attend.

The companion is permitted to address the meeting, ask questions and confer with the employee, but is not entitled to answer questions directly on the employee's behalf.



FORMAL INVESTIGATIONS

The Company may, at its discretion, allow an employee to bring a companion to informal investigations or investigatory meetings. The companion may not play an active part in the investigation or meeting.

The Company may refuse permission for the companion to attend the informal investigation or investigatory meeting if the Company considers there may be a conflict of interest.



DISCIPLINARY AND DISMISSAL APPEALS

Employees have the right to appeal against any disciplinary action taken against them or in the event of their dismissal.

All appeals must be made in writing no later than the end of the fifth working day after the employee has been notified in writing of the disciplinary decision or dismissal. The first of these five working days is the day on which the employee received written confirmation of the Company's decision.

The employee should submit the written appeal to a Director not previously involved.

The Company will arrange and hold an appeal meeting as quickly as possible. The employee will be entitled to attend the appeal meeting and will be given an opportunity to state his or her case. The employee must take all reasonable steps to attend this meeting.

The Company will inform the employee in writing of its decision in response to the employee's appeal within three working days of the meeting.

The decision at this stage will be final.

All meetings provided for in this Procedure will be arranged as quickly as possible. The purpose of this Procedure is to resolve at the earliest opportunity any issues raised. While the Company will make every effort to settle issues within the time limits indicated, this may not be possible on occasions. In these circumstances an extension of time may be arranged.

At all stages of the Procedure an employee is entitled to be accompanied by a fellow employee or other representative as long as he or she falls into one of the approved categories listed in the Employment Relations Act 1999'.



GRIEVANCE PROCEDURE

REPORTING ISSUES

During your employment with us we hope that you do not have cause to raise a complaint. However, in some cases it may be necessary.

The Company has a number of procedures and policies and would protect you and offer you a systematic procedure for such an event. You may want to consider the following routes dependant upon your situation:

Grievance Procedure: If you believe you have been treated by either colleagues or managers, in contravention of any Company rules or policies

Whistleblowers: If you are not directly involved but you have seen practices that contravene policy such as persons accepting bribes or a health and safety issue.

INFORMAL GRIEVANCES

If an employee has a grievance relating to any aspect of his or her employment the Company encourages the employee to try to settle the matter informally by raising it with his or her line manager. If the employee does not wish to raise the matter informally or if a grievance raised informally has not been resolved, the employee may wish to take the matter further by raising a formal grievance.



FORMAL GRIEVANCES

The employee must set out the grievance and the basis for it in writing and submit it to the HR department, who will invite the employee to a meeting to discuss the grievance. The employee must take all reasonable steps to attend this meeting.

The Company will inform the employee in writing of its decision in response to the grievance within three working days of the meeting. In the event that the employee disagrees with a grievance decision or are not satisfied with the proposed action they have the right to appeal.

All appeals must be made in writing no later than the end of the fifth working day after the Company's decision was notified in writing to the employee. The first of these five working days is the day on which the employee received written confirmation of the Company's decision.

The employee should submit the written appeal to a Director not previously involved.

The Company will arrange and hold an appeal meeting as soon as possible, the employee will be entitled to attend the appeal meeting and will be given an opportunity to state his or her case. The employee must take all reasonable steps to attend this meeting.

The Company will inform the employee in writing of its decision in response to the employee's appeal within three working days of the meeting. The decision at this stage will be final.

All meetings provided for in this Procedure will be arranged as quickly as possible. The purpose of this Procedure is to resolve at the earliest opportunity any issues raised. While the Company will make every effort to settle issues within the time limits indicated, this may not be possible on occasions. In these circumstances an extension of time may be arranged.

At all stages of the Procedure an employee is entitled to be accompanied by a fellow employee or other representative as long as he or she falls into one of the approved categories listed in the Employment Relations Act 1999.

HARASSMENT AND DISCRIMINATION

Harassment is physical, verbal or non-verbal behaviour which is unwanted and personally offensive to the recipient, and which causes the recipient to feel threatened, humiliated, intimidated, patronised, denigrated, bullied, distressed or harassed.

THE WAY IN WHICH COMPLAINTS OF UNLAWFUL DISCRIMINATION AND HARASSMENT WILL BE HANDLED

Discrimination and harassment are often complex matters, and there is no single way of dealing with every suspected or alleged instance. In some cases employees may be able to deal satisfactorily with an issue by raising it with their immediate manager.

If an employee wishes to make a formal complaint he or she should use the Company's Grievance Procedure which is set out in this Employee Handbook.

The Company will treat seriously all allegations of discrimination or harassment.

IF AN EMPLOYEE IS ACCUSED OF DISCRIMINATION OR HARASSMENT

If an employee is accused of discrimination or harassment, the Company will investigate the matter fully.

In the course of the investigation the employee will be given the opportunity to respond to the allegation and provide an explanation of his or her actions.

If the Company concludes that no discrimination or harassment has occurred, this will be the end of the matter.

If the Company concludes that the claim is false or malicious the complainant may be subject to disciplinary action.

If the Company concludes that the employee's actions amount to discrimination or harassment he or she may be subject to disciplinary action, up to and including summary dismissal for gross misconduct.

MONITORING

The Company will not tolerate discrimination or harassment of any kind in the working environment and will take positive action to prevent its occurrence.

In this connection the Company will monitor its policies and will implement changes in order to improve them as social attitudes and legislation change. This commitment applies to all the Company's employment policies and procedures, not just those specifically concerned with Equal Opportunities.



ALCOHOL AND DRUGS

CONSUMPTION OF ALCOHOL ON THE PREMISES

Employees are expressly forbidden to consume alcohol when at work or bring it onto Company premises. Any breach of this rule will be treated as gross misconduct and is likely to result in summary dismissal.

PRESCRIPTION MEDICATION

An employee who is taking or will commence a course of any medication, which may affect their ability to drive or use machinery MUST inform their Manager before starting a course of treatment, so that their ability to use company equipment safely can be assessed.

DRUG MISUSE OR ABUSE ON THE PREMISES

Employees who take, sell, buy or possess non-medical drugs during working hours or on Company or client premises or in Company vehicles will be committing an act of gross misconduct and may be summarily dismissed in accordance with the disciplinary procedures.

INTOXICATION AT WORK

An employee who is under the influence of alcohol or non-medical drugs during working hours or on Company or client premises will be escorted from the premises immediately. The Company may, following investigation, take disciplinary action. Intoxication at work will normally be treated as gross misconduct and may result in an employee's summary dismissal.

GENERAL

All employees are encouraged not to cover up for another employee whom they suspect may have a drink or drug problem, but rather to recognise that collusion represents a false sense of loyalty which could impact on the safety of others, and will in the longer term damage those employees.

Employees who recognise that they have a drink or drug problem, or that they are at risk of developing one, are encouraged to seek professional help. They may speak in confidence with their line manager or secure the help of a colleague.

COMPANY EVENTS

Company events are for the enjoyment of all employees and drunken lewd behavior will not be tolerated. All employees should be aware that the company code of conduct continues to be in effect during all company events, whether in or outside normal working hours.



WHISTLEBLOWING

We are committed to conducting our business in a correct and appropriate manner, in accordance with all relevant legal requirements. IPM Facilities is committed to maintaining an open culture with the highest standards of honesty and accountability. We take all malpractice very seriously and we have a procedure by which you can report any concerns.

The whistle-blowing policy aims to identify issues of fraud and corruption, to bring them into the open and to ensure investigations are carried out appropriately. It applies to all permanent and temporary employees, agency workers, contractors and external consultants.

IPM Facilities expects all employees to report any of the following:

- Financial malpractice
- A failure to comply with a legal obligation
- A criminal offence
- Discrimination, harassment or bullying in the workplace
- Behavior likely to damage the reputation of IPM Facilities
- Breaches of internal rules and regulations
- The endangering of an individual's health and safety
- Damage to the environment
- Deliberate concealment of information relating to any of the above

Any deliberate, false or malicious allegations will be taken very seriously. IPM Facilities reserves the right to take action up to and including summary dismissal for gross misconduct, for any malicious or false allegations made with the intention of causing harm or disrepute to IPM Facilities or any of its employees.

References

For advice on employment issues you can speak to the HR department.

or you can contact ACAS at

www.acas.org.uk or +44 (0) 300 123 1100.



CONFIDENTIALITY

IPM Facilities operates a very strict policy with regard to confidential information. You will appreciate that the very nature of the Company is such that its success will depend on information remaining confidential. This information includes, but is not limited to:

- Marketing and sales policies
- Pricing information
- Customer information
- Supplier information

The affairs of the Company's clients are also private and any information that you obtain about clients during the period you are employed must be regarded as confidential. IPM Facilities will regard any breach of confidentiality as a disciplinary offence and any breaches may lead to dismissal. Accordingly, that during and after your employment you will not disclose any confidential information that has come to your attention during the course of your employment. You will at all times protect and maintain the confidentiality of the company's information and that of its clients and may only disclose such information as required by law or as is necessary during the course of your duties with the company. You understand that this obligation will continue at all times both during and after the termination of employment unless and until the information has come into the public domain.

NON-SOLICITATION

It is a condition that you will not solicit, contact or approach any client of the IPM Facilities, present or past, in order to obtain, or attempt to obtain, their Business for yourself or others, or divulge the details of any client or customer of this Company to a competitor for the period of one year from the effective date of termination of employment.

SPEAKING WITH THE MEDIA

No employee of the company is permitted to give any statements to the Media or similar regarding IPM Facilities without prior approval from either the Managing Director or the Marketing Department.

INTELLECTUAL PROPERTY RIGHTS

Any invention, improvement, design, process, information, copyright work, trade mark or trade name or set-up made, created or discovered by the employee in the course of their employment (whether capable of being patented or registered or not and whether or not made or discovered in the course of their employment) in conjunction with or in any way affecting or relating to the business of the Employer or of any associated Company or capable of being used or adapted for use in or in connection with such business ("Intellectual Property Rights") shall be disclosed immediately to the Employer and shall (subject to section 39 to 43 Patents Act 1977) belong to and be the absolute property of IPM Facilities Ltd or such Associated Company as the Employer may direct



PENSION SCHEME

AUTO ENROLLMENT

The Government have introduced an automatic enrollment scheme for workplace pensions, which is designed to ensure that all eligible employees have an opportunity to save for their retirement. This new scheme is operated in compliance with the Pensions Act 2008.

IPM Facilities Ltd has chosen The Peoples Pension as the provider of our auto enrollment pension scheme. As an employer we have a duty to automatically enroll eligible employees into a pension scheme and for the company to make a contribution to it.

ELIGIBILITY

Eligible employees will be automatically enrolled into the workplace pension scheme. Employees who do not wish to be part of the company workplace pension scheme may opt out for a three year period. After the three year period, you will be automatically enrolled into the scheme again and would have to manually opt out via The Peoples Pension website. This is not something that the company can do for you.

To be eligible for auto enrollment, you must be:

- Aged between 22 and state pension age
- Earn more than 10k per year
- Normally work in the UK

The company cannot offer advice to you regarding your pension. You are strongly advised to research all options open to you with the company's pension provider, whose details are available from the payroll department. Alternatively go to the Pensions regulator website: www.thepensionsregulator.gov.uk



END OF EMPLOYMENT

TRANSFERRING TO ANOTHER COMPANY

Sometimes your employment with IPM Facilities may come to an end as a result of the transfer of a contract to another provider. In these circumstances, your position and your employment rights can be viewed as protected, and your position could transfer to the new provider. This is known as TUPE (Transfer of undertaking, Protection of Employment regulations). A formal consultation period will be triggered when we are aware of the transfer which ensures you have appropriate information and consultation prior to a transfer taking effect.

REDUNDANCY

It is the Company's intention to develop and expand its business and to provide security of employment for its employees. However, circumstances may arise when changes in the market, technology, organisational requirements, and similar developments, will lead to the need for reductions in employees.

Where a redundancy situation arises, the Company will give consideration to alternative options, which may include:

- imposing a restriction on recruitment;
- restricting the use of temporary and casual employees;
- reducing the amount of overtime working;
- the implementation of temporary lay off or short time working where this is appropriate;
- considering applications for voluntary redundancy

Where, after consideration of these and any other alternatives, management considers that the need for redundancies still remains, consultation will take place.

Selection for redundancy will be based on criteria drawn up at the time and may include, but may not necessarily be limited to, some or all of the following:

- suitability for remaining work
- experience/qualification

- conduct & performance record
- attendance and timekeeping
- service length (will only be used in a tie break situation)

These criteria may be differently weighted depending on the circumstances but will be assessed in an objective manner. The above criteria are subject to the Company's requirement to retain specific knowledge, skills and a balanced workforce at all times.

RESIGNATION

You must inform the Company in writing of your wish to terminate your Contract of Employment. The minimum period you are required to provide is stated within your Statement of Terms and Conditions

The period of notice will begin from the date you formally notify the Company, in writing, of your intention. Your last day of service should be mutually agreed between you and your immediate manager and confirmed in writing. You will be required to attend an Exit Interview before you leave. This Exit Interview is confidential and will only be used for the purpose of analysis.

DISMISSAL

In the event that a dismissal situation occurs the Company will ensure that the procedure adopted to facilitate that dismissal is fully compliant with the ACAS code of Practice. The Company will regularly monitor the decisions being made.

in the event of a dismissal an employee will be afforded all their legal rights.

LAY-OFF / SHORTER WORKING HOURS

If a situation arises where there is a reduction of work, or there is an occurrence that may affect the normal running of the Company, the Company reserves the right, in line with your Terms and Conditions of Employment, to:

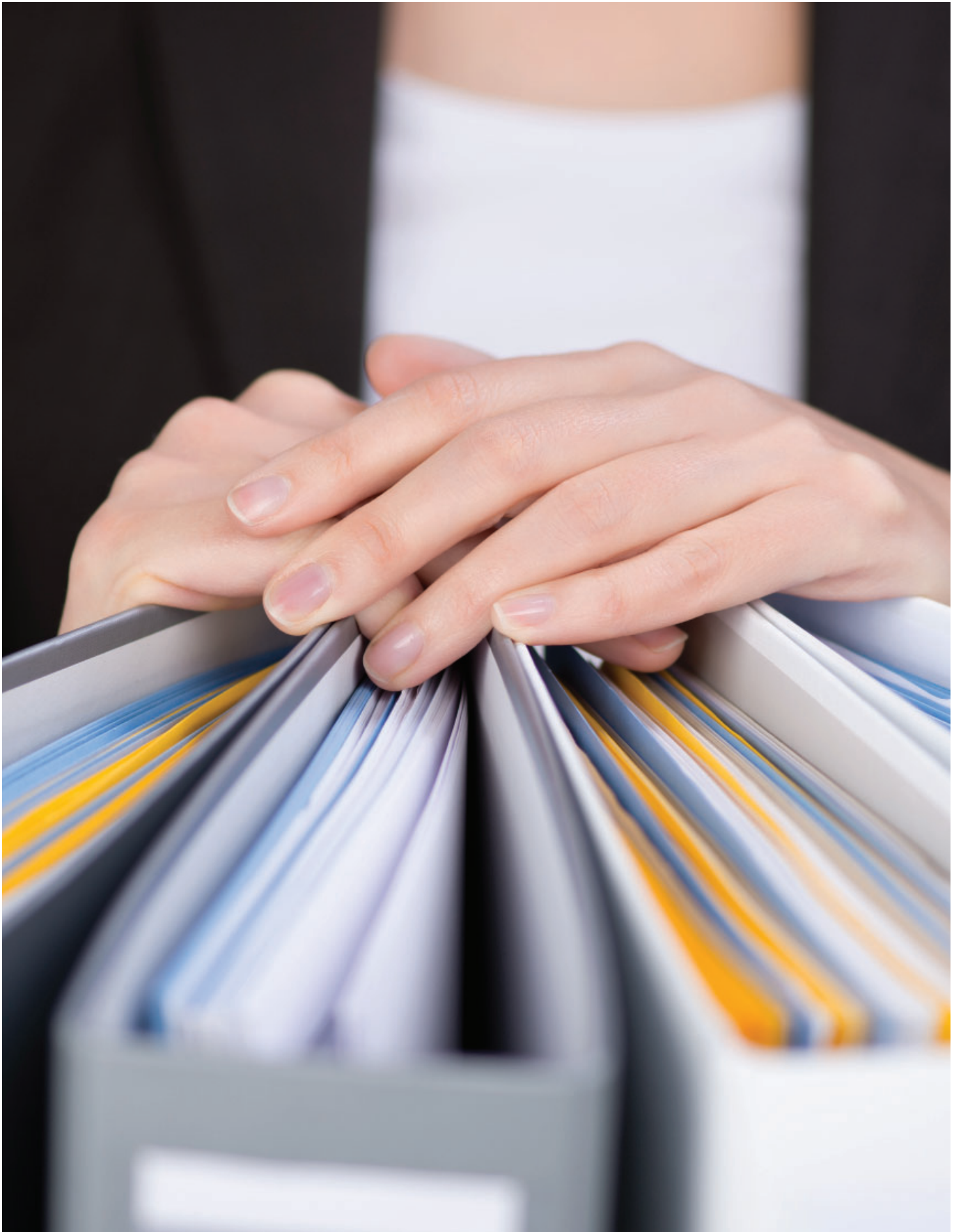
- Lay-off without pay, other than the Statutory Guarantee Pay;
- In any 3-month period the Company will pay up to 5 days' Guarantee Pay at the current Government regulated rate. If the Lay-off lasts longer than 5 days you will be given a letter to take to the Benefits Agency. Even though you are still an employee of the Company you should still be able to "sign on" as Temporarily Unemployed.
- Implement shorter working hours

If you are laid off you must still be available for work as and when necessary. Short Working Hours or periods of Lay-off do not affect your continuity of employment.

OPERATIONAL POLICIES AND PROCEDURES

Accompanying this handbook is a non-exhaustive list of IPM Facilities Ltd Policies. These are subject to change from time-to-time as they are updated. Please check with your line manager regularly to ensure you have the latest version. Please note, all company policies are freely available to download on our website at any time.

- ICP001 Integrated Management System Policy Statement
- ICP002 Health & Safety Policy
- ICP003 Equal Opportunities Policy
- ICP004 Anti-Corruption & Bribery Policy
- ICP011 Company Car Policy (Managers)
- ICP016 Company Car Policy (Fleet)
- ICP015 Training & Development Policy
- ICP017 Sustainability & Environmental Policy
- ICP018 Modern Day Slavery Policy
- ICP019 Work Related Social Events Policy
- ICP030 Privacy Policy - Employee Personal Data
- ICP022 Mobile Phone Policy
- ICP023 Temporary Homeworking Policy
- ICP026 Mental Wellbeing Policy
- ICP027 Full Date Policy
- ICP029 Dress Code Policy
- ICP028 COVID-19 - Absentee Policy
- ICP031 Staff Absence Policy





CONTACT

A IPM Facilities, 15 Highview Business Centre, Bordon, GU35 0AX
W ipmfacilities.co.uk
E hello@ipmf.co.uk
P 0800 078 6279

INTEGRATED MANAGEMENT SYSTEMS (IMS) POLICY STATEMENT



IPM Facilities Ltd
15 Highview Business Centre
Bordon, Hampshire, GU35 0AX

0800 078 6279
hello@ipmf.co.uk

No 04135159 VAT GB755195017

IPM Facilities provide facilities management services to corporate and commercial clients, ensuring their internal and external working environments are welcoming, safe, and positive places for their customers and tenants.

Our Integrated Management Systems Policy (IMS Policy) for Quality of service – ISO9001-2015 and Environmental standards – ISO14001-2015, has been established in line with our company business strategy. IPM Facilities Ltd recognises that successful quality and environmental management is fundamental to its business and is committed to the continual improvement of all relevant processes and procedures to ensure all standards are met and exceeded.

We strive to prevent pollution and minimize environmental impacts from our activities and to provide products and services to the complete satisfaction of our customers. Our goal is to: -

- Pursue the highest possible standards of quality and environmental management performance
- Respond promptly to our customers' requirements
- Work to ensure the quality of the products or services delivered to our customers consistently meets or exceeds their expectations.
- Effective approval and management of suppliers and sub-contractors
- Promote environmental awareness and actively encourage clients and suppliers to adopt best environmental practice
- Comply with all relevant legislation, regulations, and other legal and industry requirements
- Seek to minimize the environmental impact of our operations by preventing pollution and reducing energy consumption
- Maintain a robust, effective internal audit program of our IMS
- Continually review the suitability of our IMS policies, procedures and working practices

Achievement of satisfactory performance in these areas and continual improvement of the Integrated Management System are supported by the establishment and review of quality and environmental objectives throughout the organisation.

The policy, organisation, and procedures necessary to achieve the required standards are described in our Quality Management System.

The Compliance & HR Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status, and effectiveness.

HEALTH AND SAFETY POLICY STATEMENT



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COMPANY HEALTH & SAFETY STATEMENT

The Company Policy for Health and Safety at work is attached. It is your duty to read this policy carefully and make sure that you fully understand it, especially the section which deals with the specific responsibilities of staff. It is your duty to comply with the contents of this policy and any breach of this policy or the Health and Safety at Work Act 1974 will lead to disciplinary action being taken. Remember that this is in your own interest as well as that of your fellow employees. Should you have any doubts or feel you need further guidance, do not hesitate to seek the advice of your Line Manager or the company health & safety manager, Alice Hithersay.

It is the policy of IPM Facilities Ltd that all possible steps will be taken to ensure the health and safe working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they require for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

To enable us to fulfil our responsibility for health and safety, it is the duty of every employee in the company to co-operate with us and our clients in every respect pertaining to the Health and Safety at Work Act 1974 and any regulations made under this or any other health and safety statute. It is the duty of all employees to comply with company policy and safety codes of practice, and to accept and carry out their responsibilities.

In this policy the term 'Safety' is defined to mean; -

- The prevention of all injuries.
- The promotion of occupational health and hygiene.
- The control of all situations likely to cause damage to property and equipment.
- The investigation of 'near miss' situations.
- Fire prevention and fire control.

All employees with specific responsibilities for Health and Safety must ensure that these responsibilities are adequately delegated in their absence.

Whilst statutory regulations are always to be complied with, this is not enough. All employees should contribute towards making the work areas as safe as possible. All work methods are to be periodically appraised to ensure that the safest possible methods are adapted. The Managing Director will give full backing to this policy and support all those responsible for its implementation.

This policy will be updated to comply with new legislation and the requirements of the company.

Signed:

Mark Noakes – Managing Director



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IPM Health & Safety Policy

Part 1, Section 7 of the Health & Safety at Work Act states:

It shall be the duty of every employee whilst at work

- To take reasonable care for the health and safety of himself / herself and any other persons who may be affected by his / her actions or omission at work.
- In regard to any duty or requirement imposed on his / her employer or any other person by or under any of the relevant statutory provisions, to co-operate with him / her in so far as is necessary to enable that duty or requirement to be performed or complied with.

Section 8 states:

No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare in pursuance of any relevant statutory provisions.

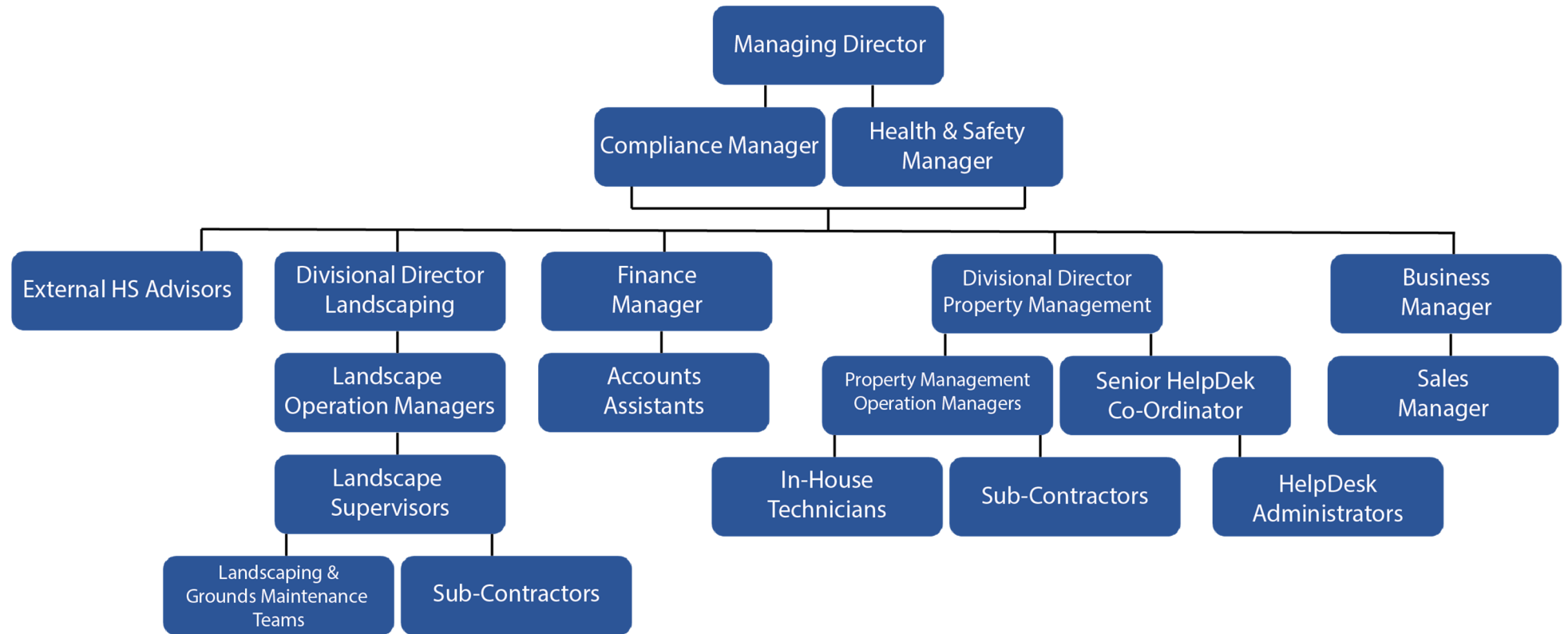
FAILURE TO COMPLY

- It is the **COMPANY'S RESPONSIBILITY** to provide safe working systems, suitable equipment, and protective clothing.
- It is the **EMPLOYEE'S RESPONSIBILITY** to work to the Company's safe systems of work, use the protective clothing and equipment provided. Failure to do so, misuse of any protective clothing or equipment, or failure to comply with the safe systems of work are offences under the Health and Safety at Work Act 1974 and carry penalties and fines and / or up to two years imprisonment.
- **All failures to comply will be seen as gross misconduct by the Company.**
- Failure to report or to comply with the foregoing procedures can jeopardise any claim for industrial injury or other benefits that may arise.
- An approved person is a person trained to a standard recognised by the British Safety Council.



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GENERAL ARRANGEMENTS & PROCEDURES

COMMUNICATION / CONSULTATION

In order to meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, the company will communicate and consult with all employees on the following issues:

- The content of this policy
- Any rules specific to a site or job
- Changes in legislation or working best practice
- The planning of health and safety training
- The introduction or alteration of new work equipment or technology
- This communication and consultation will take place directly with the employees via regular safety meetings, toolbox talks, e-mails and memo's posted on the staff notice board and emailed to employees

ORGANISATIONAL ARRANGEMENTS and SUMMARY OF RESPONSIBILITIES

In order to ensure that Health and Safety is successfully managed within the organisation, the following responsibilities have been allocated:

MANAGING DIRECTOR & DIRECTORS (Including Associates)

- Initiate, administer and interpret the effective implementation of IPM Facilities Ltd's Health & Safety Policy.
- Have an understanding of the application of Health & Safety at Work Act 1974 and other relevant legislation of IPM Facilities Ltd's operations along with a general knowledge of relevant regulations and codes of practice.
- Arrange funds and facilities as necessary to meet the requirements of the Policy.
- Be aware of changes in legislation that may affect the Health & safety requirements of IPM Facilities Ltd.
- Ensure the Health & Safety Policy and its associated procedures are reviewed annually or as necessary.
- Promote the safe conduct of work through the Company including sub-contractors

HEALTH & SAFETY/COMPLIANCE MANAGER

- Along with the Directors, initiate, administer, and interpret the effective implementation of IPM Facilities Ltd's Health & Safety Policy.
- Have an understanding of the application of Health & Safety at Work Act 1974 and other relevant legislation of IPM Facilities Ltd's operations along with a general knowledge of relevant regulations and codes of practice.
- Act as the competent person to meet the requirements of the Management of Health & Safety at Work regulations 1999 and advise the company on all Health & Safety matters.
- Be aware of changes in legislation that may affect the Health & safety requirements of IPM Facilities Ltd and communicate them to the Board and company employees.
- Assist in the development of company Health & Safety policies and procedures.
- Ensure the Health & Safety Policy and its associated procedures are reviewed annually or as necessary to ensure legal compliance.
- Periodically monitor workplace activities to ensure compliance with project requirements are being adhered to.
- When necessary assist in the investigation of accidents and incidents and advise and provide recommendations necessary to avoid any reoccurrence.
- Identifying and co-ordinating of employee Health & Safety training, advising on Health & Safety content of training programmes, liaising with training providers and providing training as necessary.
- Identify any need for particular expertise from outside IPM Facilities and ensure it is obtained.
- Promote the safe conduct of work through the Company including sub-contractors.



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MANAGERS

- Know the general requirements of Health & Safety at Work Act 1974 and legislation applicable to their works.
- Familiarise themselves and agree to comply with the contents of the company Health & Safety Policy and monitor the running of site works to ensure the Policy is being observed.
- Promote high standards of Health & Safety to IPM Facilities Ltd's own workforce and sub-contractors and make sure these high standards are implemented.
- Ensure that suitable H&S documentation, i.e Safe systems of work, Risk assessments and Method statements are in place prior to project work commences.
- Ensure all IPM Facilities Ltd's own workforce and sub-contractors fully understand and comply with all relevant H&S documentation that is issued for project works.
- Ensure that all work activities are adequately planned, resourced, and organised to maintain compliance with company Health & Safety Policy, statutory and project requirements including:
 - Selecting and issuing suitable and sufficient PPE and work equipment.
 - Identifying existing site hazards and specifying safe working practices and procedures based on risk assessment requirements.
 - Specify suitable welfare arrangements.
 - Allocate competent personnel who have received the necessary information, instruction, training and supervision to undertake their work activities.
 - Maintaining co-operation and communication with relevant parties and ensuring they have been briefed on project health & safety requirements.
 - Suitably monitoring work activities throughout the project.
- Set a personal example, including the wearing or use of PPE and clothing as appropriate.

SITE SUPERVISORS & WORKS FORMEN

- Know the general requirements of Health & Safety at Work Act 1974 and legislation applicable to their works.
- Familiarise themselves and agree to comply with the contents of the company Health & Safety Policy and monitor the running of site works to ensure the Policy is being observed.
- Brief workforce on all Health & Safety documentation relevant to the works being undertaken and ensuring the contents are understood by all working on the project.
- Ensure that all machinery, plant, and tools are in good and safe working order and that any defect equipment, plant and tools are not used and reported to line managers.
- Ensure adequate first-aid facilities/equipment is available at place of work.
- Review work hazards and methods each day at work sites.
- Discourage "horseplay" and reprimand any employee who consistently fails to consider their own or others wellbeing and consistently fails to adhere to site H&S. Report immediately to the Manager responsible for the works
- Set a personal example, including the wearing or use of PPE and clothing as appropriate.

HELPDESK ADMINISTRATORS

- Know the general requirements of Health & Safety at Work Act 1974 and legislation applicable to their works.
- Familiarise themselves and agree to comply with the contents of the company Health & Safety Policy.
- Administer and prepare Health & Safety documentation in accordance with project specific requirements, based on information supplied by Managers, Supervisors and sub-contractors.
- Ensure Safe systems of work, Risk assessments and Method statements are issued to clients prior to the start of each new project and maintain up to date and documented history.

OPERATIVES & OTHER EMPLOYEES

- Familiarise themselves and agree to comply with the contents of the company Health & Safety Policy.
- Use the correct tools, equipment, and PPE for each works activity.
- Keep tools and machinery in good and safe working condition.
- Report to the person in charge of the works any defects in machinery and equipment or any observed health & safety risks.
- Comply with the requirements of this health & safety policy and relevant safe systems of work, risk assessments and Method statements.



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- Avoid improvising procedures and techniques which entail unnecessary risks.
- Report all incidents and accidents which have or may lead to injury.
- Co-operate in the investigation of incidents, accidents and near misses.
- Set a personal example of good practice in all health & Safety matters, including the wearing or use of PPE and clothing as appropriate.
- Always work within the limits of ours and our client's health & safety procedures.
- Develop a personal concern for all health & safety matters and suggest ways of eliminating hazards in the work place.

SUB-CONTRACTORS

- IPM Facilities Ltd recognises that there is a legal requirement to ensure that all contractors and sub-contractors directly appointed to undertake works have the necessary health & safety competence and resources to carry out their allocated work in a safe manner. An approved list of sub-contractors has been established based on satisfactorily completing and achieving the pre-qualification criteria specified by the company.
- Any contractor wishing to be placed on the approved list will be required to complete an appropriate health & safety questionnaire which will be appraised by IPM Facilities Ltd.
- Sub-contractors are prohibited from further sub-contracting work without the written permission of a Director/Divisional Manager of IPM Facilities Ltd. Only where the required health & safety criteria have been achieved will consideration and appointment be authorised.
- Operations Manager / Supervisors are responsible for ensuring that all work on site carried out by sub-contractors and others over whom the company has jurisdiction, complies with all statutory and company safety requirements. Sub-contractors are legally responsible for their own labour force and for ensuring that their work is carried out in a safe manner.
- When a contract is let out to a sub-contractor, the Operations Manager / Supervisor/Helpdesk should obtain a copy of the sub-contractors risk assessments and method statement as a minimum. Sub-contractors and others must be provided with any information concerning site hazards, means of access and egress and of any other special safety instructions. In turn, sub-contractors and others must notify the site supervisor of any hazards arising out of their operations.
- Sub-contractors are responsible for observing statutory duties for the reporting of accidents and dangerous occurrences arising from their operations, informing the site supervisor of the incident and assisting the company with investigations should the need arise.

Sub-contractors' responsibilities: All sub-contractors working for the Company must:

- Take reasonable care for their own health and safety and produce risk assessments and method statements for all works being undertaken.
- Ensure that they have read the IPM Health and Safety Policy and can comply with the terms.
- Comply with this policy so far as is reasonably practicable.
- Ensure that all employees are fully familiar with the contractor's own health and safety policy.
- Consider the safety of other persons who may be affected by their acts or omissions.
- Work in accordance with health and safety conditions laid down by the Company in respect of a particular contract.
- Use appropriate plant and equipment, maintaining such equipment in a safe condition.
- Wear appropriate protective clothing (PPE)
- Not undertake a task for which the operative is unauthorised or has not received appropriate training.

TRAINING

All employees are given training appropriate to their responsibilities in accordance with the Management of Health and Safety at Work Regulations. Training will be provided for the following situations:

- Induction training for new employees (Health and safety awareness, company procedures etc.)
- The introduction or modification of new or existing machinery or technology
- A change in employee position, work activity or responsibility.



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Training is also specifically provided for work with hazardous substances, use of PPE and manual handling. Any training provided by the company will be formally recorded with a hard copy kept on file. A programme of refresher training will be undertaken to keep employees up to date with legislation and industry best practice.

STAFF WELFARE

Wherever possible, arrangements will be made with the Client and/or Principal Contractor, for the use of welfare facilities at sites under their management. As a minimum the following requirements will be adhered to:

- Toilet/washing facilities accessible on site
- Eating/rest facilities accessible on site

Where these facilities are not provided by the Client or Principal contractor, the company will provide suitable welfare facilities.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.
- Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue, and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file.
- Employees have a legal duty to wear PPE as specified in all risk assessments and method statements for projects and works.
- Any defects or malfunction of PPE must be reported to your Operations Manager or Alice Hithersay (IPM H&S Manager).

Guidance for Managing the Health & Safety of Non-English-Speaking Workers

Introduction

The Health and Safety at Work Act and the Management of Health and Safety at Work Regulations require all employers to provide their employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks. Information should be provided in a way that takes account of any language difficulties or disabilities. It can be provided in whatever form is most suitable in the circumstances if it can be understood by everyone.

Legal Requirements

All employees are expected to be treated fairly and considerately; current laws such as the Race Relations Act, the Disability Discrimination Act generally support this. It is illegal to discriminate against people at work on the grounds of Gender, Race, Disability, Sexual orientation, Religion, or beliefs.

Organisation

Non-English speaking employees must be able to understand information on the risks to theirs & others health & safety and relevant precautions.

IPM Facilities will examine employee's roles and the way the workforce is organised & supervised, and make adjustments to maintain effective communication with all their employees & subcontractors to encourage a positive health & safety culture. IPM Facilities will ensure that employee's roles and responsibilities are fully understood and that supervisory staff has the skills and support necessary to be fully engaged when supervising Non-English speaking workers.

Communication

Communications, training and leadership are all important organisational elements that will contribute to effective systems. IPM Facilities must provide a competent trained person who can communicate & translate the site induction, toolbox talks & safety briefings, and health & safety information effectively amongst the workforce.



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To ensure there is adequate support for non-English speaking workers, IPM Facilities will provide at least one English speaking supervisor for every five non-English speaking employees employed. However, Senior Management reserves the right to reduce this number for high risk activities.

The Supervisor must always stay with the operatives to deliver inductions, briefings and routine instructions and act as liaison with the rest of the team. Effective communications are essential to the success of worker involvement in health and safety.

Training / Competence

Any person supervising the Non-English-speaking workers must have a minimum standard of health and safety training, as well as being competent, trained and experienced in their particular work. Persons identified for supervision roles must be confirmed in writing in Method Statements and Risk Assessments.

Prior to working, all persons shall attend the Site Induction and must be able to demonstrate that all persons employed as part of their works are competent, trained, experienced and understand all health and safety procedures. Any employee who fails to provide satisfactory understanding of information relating to competency and training will not be permitted to work on site.

Prohibited Activities for non-English-speaking workers

In the interests of health & safety the following high-risk activities may not be undertaken by non-English-speaking workers:

- Excavation Works
- Plant Operations
- Confined Space Work
- Lone Working
- Lifting Operations
- Plant or machinery repairs
- Other Permit to Work activities
- Any other operations that are designated as safety critical or identified as such in the site risk-assessment.

HAZARDOUS SUBSTANCES (COSHH)

Before any hazardous substances are used during a work process, the employee must consult the site/vehicle file for the COSHH risk assessment and material safety data sheet (MSDS) for that substance. If none is available it shall be requested from the supplier or office, and an appropriate assessment made of the risks from that substance will be undertaken before work commences. This should be carried out by the Line Manager or the health & safety officer in line with the Control of Substances Hazardous to Health Regulations (COSHH). Alternative less harmful substances will be used wherever possible.

Assessments will consider storage, handling, aspects of use, exposure, PPE requirements, workers health, and emergency actions. Written records being located in an accessible location within each department. An inventory of all substances and materials hazardous to health is held at head office.

MANUAL HANDLING

There is a copy of the company Manual Handling Policy on the company electronic filing system, and in the site/vehicle files. Manual handling operations will be risk assessed to determine suitable control measures for the management of risk and the company will endeavour to eliminate manual handling operations where practicable with any remaining risks being controlled by:

- Reducing weights e.g. breaking load into several smaller loads
- Reducing the frequency of manual handling
- The use of additional manpower
- Through the provision of suitable equipment to assist in the operation



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ACCIDENTS

First aid boxes are located at:

- Office – both floors
- Each vehicle
- Static sites

The persons responsible for the boxes are:

- Static Sites: Site Foreman
- Vehicles: Drivers
- Office: Health & Safety Manager

The Accident Record Book is kept by the Health and Safety Manager in the company head office at 15 Highview Business Centre, High Street, Bordon, GU35 0AX. All accidents to company employees MUST be reported and entered in this book.

ACCIDENT AND DANGEROUS OCCURRENCE REPORTING MAJOR INJURY

To comply with the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR 2013) the following procedure will be adopted.

In the case of 'Major Injury' which is defined as:

- Death
- Fracture of the skull, spine, or pelvis
- Fracture of any bone – in the arm, other than the wrist or hand, in the leg, other than the ankle or foot
- If the person is incapacitated from work – (for more than seven days)
- Amputation of a limb – finger, thumb, toe, or any part of these if the bone/joint is completely severed
- Loss of an eye
- Any other injury which results in a person being admitted to hospital as an inpatient for more than 24 hours unless it is only for observation.

When one of these classes of accidents occur the manager or supervisor on the site / premises will ensure that:

- The injured party receives the relevant medical attention.
- Their Line Manager is notified without delay.
- The scene of the accident is undisturbed if possible and that relevant photographs are taken.
- The Line Manager will inform the H&S officer at head office who will then inform the Health and Safety Executive by telephone, giving details of the occurrence and degree of suspected injury as soon as reasonably practicable.
- The scene of the accident should not be disturbed unless it is considered necessary to prevent further incidents, or you are instructed to do so by the company or police.
- Complete the required documentation as outlined in ACCIDENT REPORTING.

ACCIDENT REPORTING

Where any other accident occurs, the respective manager /supervisor will:

- Ensure the injured person receives first aid.
- Complete the Accident Report form found in the site/vehicle file with as much detail as possible.
- Inform the office immediately.

VEHICULAR ACCIDENTS

When approaching the scene of vehicular accidents, extreme caution must be observed. In particular:

- Be aware one or more of the vehicles involved may have spilt a chemical or substance which could be harmful to you.
- All naked lights and cigarettes must be extinguished before entering the accident area.



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SITE DEBRIS

Extreme care must be taken when finding containers / materials on the carriageway. Any such find should be reported to your supervisor or the police. You must ensure that you clear all debris from the traffic carriageway before you leave the area.

PROCEDURE TO CALL EMERGENCY SERVICES

In the event of the emergency services being required to attend any premises, the following procedure will be adopted.

- The person identifying the need for one of these services to be called will contact the manager/supervisor in charge giving details of which service is required, details of the incident and its location.
- After contacting the required service, the manager/supervisor will notify their line manager and the company H&S officer - Alice Hithersay in the office (01420 550060) or Mr Mark Noakes in her absence.
- In the case of an ambulance attending and taking away an employee, another responsible person will accompany or follow with that employee's personal details.

ELECTRICAL EQUIPMENT

When any electrical equipment becomes defective for any reason, it will not be permitted to be used until it is declared safe by a qualified electrician. PAT testing is carried out on all company electronic equipment on an annual basis.

FIRST AID HINTS

In the following guidance it is urgent that:

- Medical attention should be obtained.
- Shock must always be treated.
- The aim of first aid is to sustain life and remove casualty to hospital.

BREATHING - Breathing failure or absent

Wherever a patient is found who does not appear to be breathing, immediately press head backwards and give four quick inflations into the patient's mouth or nose as soon as possible. If breathing is still absent, or not restored, lay patient on his / her back, press head backwards and jaw forwards. Inflate their lungs by sealing lips over patients' mouth, closing the nostrils between the fingers, and blow gently. Remove lips after each inflation, to avoid contamination by regurgitated matter.

ASBESTOS - REDUCING RISK AND EXPOSURE PROCEDURE

All work involving asbestos must be undertaken by qualified Asbestos removal companies only. No IPM employee is authorized to disturb or remove asbestos containing materials.

If you are concerned that asbestos may be present at any site where you are undertaking works, which you were not previously aware of, you must inform the office immediately. As long as the asbestos is not damaged or in a location where it can be easily damaged it cannot hurt you. When considering if the asbestos is a health hazard it is worth noting the following:

- You cannot see or smell asbestos fibres in the air;
- The effects of asbestos take many years to show up - avoid breathing it in;
- Smoking increases the risk many times;
- Asbestos is only a danger when fibres are made airborne.

If asbestos is present but it is safe to continue works in the area remember to:

- Find out if and which asbestos containing materials are present and plan the work to avoid disturbing these materials if possible
- Ensure that anyone who is going to work on asbestos material is qualified to do so

- Use the equipment and method sheets and the right task sheet to make sure that the job is carried out properly and that exposure to asbestos is kept as low as possible
- Use your protective equipment including a suitable face mask, worn properly;
- Clean up as you go - stop waste building up;
- Wash before breaks and going home;

You should not:

- Use methods that create a lot of dust like using power tools
- Sweep up dust & debris – use a Type H vacuum cleaner or wet rags
- Reuse disposable clothing or masks
- Smoke
- Eat or drink in the work area

Asbestos can be found in numerous places and products including insulating board, pipe lagging, roofing felt and corrugated sheets. It can be found in many forms for example as a spray coating on girders, in certain cement types, in textured ceiling coating, on vinyl floor tiles and in bitumen.

GENERAL FIRE SAFETY

Responsibility of Checking

FIRE EXTINGUISHERS: vehicle drivers and site foremen - **Monthly**

Choosing a portable extinguisher

The chart below describes the type of fire extinguisher agent required to deal with the various classes of fire.

Fire Extinguisher Chart

Extinguisher		Type of Fire				
Colour	Type	Solids (wood, paper, cloth, etc)	Flammable Liquids	Flammable Gasses	Electrical Equipment	Cooking Oils & Fats
	Water	✓ Yes	✗ No	✗ No	✗ No	✗ No
	Foam	✓ Yes	✓ Yes	✗ No	✗ No	✓ Yes
	Dry Powder	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No
	Carbon Dioxide (CO2)	✗ No	✓ Yes	✗ No	✓ Yes	✓ Yes

FIRE PROCEDURES

Action to be taken in the event of a fire

- Raise the alarm.
- Turn off services if it is safe to do so.
- Windows and doors must be closed.
- Any flame requiring a fire extinguisher, should be tackled ONLY if it is safe to do so.
- Vacate the premises by the safest route.



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- Proceed to assembly point.

NB: Refer to displayed notices.

WARNING

Under no circumstances is WATER to be used to extinguish fat, plastic or oil fires. It can lead to violent explosions and can cause fire to spread.

FIRE INVOLVING ELECTRICAL EQUIPMENT

- Isolate the electrical appliance involved by operating the mains control switch immediately.
- Operate the fire alarm.
- Use suitable fire extinguisher to put out fire e.g. CO2 or dry powder.
- Do not use water to extinguish electrical equipment. **IT CAN KILL.**

Persons involved in Electrical Shock

- Under no circumstances touch the person in contact with the electricity.
- Isolate the appliance involved by operating the mains control switch.
- Render first aid and summon emergency services at once.

OTHER EQUIPMENT & HOW OFTEN CHECKED

- Vehicles: Crew members – Weekly
- Sites: Site Foreman & Operatives – Weekly
- Office areas: Miss A Hithersay - Monthly

HAZARDS

Where materials constitute a hazard, the relevant manufacturer's hazard sheets are available in the site/vehicle files or from the office. A spillage kit must be kept available when using hazardous materials.

Prior to use of any material the Material Safety Data Sheet (MSDS) should be consulted and a risk assessment conducted. Under no circumstances should any material be used without first reading the relevant hazard sheet.

SAFE STACKING AND STORAGE

Pallets to be stacked securely ensuring no independent movement of the stack. Gas cylinders are to be stored in an approved compound with gangways kept clear and unobstructed at all times.

The Control of Noise at Work Regulations 2005

The above regulations put certain obligations on employers and employees. To comply with these obligations the company will carry out noise surveys at regular intervals and when requested by any person this survey will be carried out by the company. Because of the diverse and different situations, we work in, employees will be issued with suitable ear protection when it is deemed necessary by the management, but where practicable the noise level will be reduced at source.

All persons employed in areas where 'Daily Personnel Exposure' is in excess of 90 D.B.S. will be required under this regulation to wear suitable ear protection.

MACHINERY

All machinery used is non-modified and used in accordance with manufacturer's recommendations. All guards covering working or exposed parts must be checked before use to ensure safety and non-contact by operatives. Where any operative has a defect on any machinery or vehicle, this must be reported to his supervisor immediately who will arrange for repairs to be carried out. On no account should defective machinery be used until passed as safe.



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Supervisor / Foreman will make daily safety checks on all equipment and the workplace with a view to complying with current legislation and company policy. Any defect identified will immediately be brought to the attention of senior management.

Lifting equipment is checked by manufacturers and serviced in accordance with their installation.

VEHICLES AND DRIVERS

Drivers Must Before Starting:

- Check engine fluid levels
- Check tyres and wheel nuts.
- Check driving lights plus working lights.
- Check windscreen washers and wipers.
- Check extinguisher and first aid kit.

Vehicle weekly check sheets

It is the responsibility of the vehicle driver to complete the vehicle check sheet each week, forms are held in the Vehicle Document Folder which is located in the cab of each vehicle. It is the responsibility of the vehicle driver to ensure that blank forms are available in the vehicle.

On noticing a defect the driver of the vehicle should bring it to the attention of their line manager.

The complete report should be handed in to the office as soon as possible after the form has been filled in.

Where a defect occurs whilst the vehicle is away from base and it is felt that the roadworthiness of the vehicle is in doubt the Foreman shall contact their line manager so that it may be decided whether roadside assistance is required.

This health & safety policy is non exhaustive. All staff are expected to conduct themselves in a manner that actively promotes a safe working environment and should maintain alertness to potential hazards at all times.

If an employee has any concerns regarding health and safety, he/she should contact the Health and Safety Manager (Neil Fleming) immediately on 01420 550060/07919 577192

EQUAL OPPORTUNITIES POLICY



IPM Facilities Ltd
15 Highview Business Centre
Bordon, Hampshire, GU35 0AX

0800 078 6279
hello@ipmf.co.uk

No 04135159 VAT GB755195017

IPM Facilities Ltd is committed to providing a working environment in which employees are able to realise their full potential and to contribute to its business success irrespective of their sex, age, race, disability, sexual orientation, marriage and civil partnership, gender reassignment, pregnancy and maternity, religion or belief.

This is a key employment value to which all employees are expected to give their support.

In order to create conditions in which this goal can be realised, IPM Facilities Ltd is committed to identifying and eliminating unlawful discriminatory practices, procedures and attitudes throughout IPM Facilities Ltd.

IPM Facilities Ltd expects employees to support this commitment and to assist in its realisation in all possible ways.

Specifically, IPM Facilities Ltd aims to ensure that no employee or candidate for employment is subject to discrimination, either directly or indirectly, on the grounds of the protected characteristics given above. This commitment applies to all aspects of employment, including:

- recruitment and selection, including advertisements, job descriptions, interview and selection procedures
- training
- promotion and career development opportunities
- terms and conditions of employment, and access to employment related benefits and facilities
- grievance handling and the application of disciplinary procedures and
- selection for redundancy

IPM Facilities Ltd recognises that discrimination is unacceptable conduct which may lead to disciplinary action under IPM Facilities Ltd's Disciplinary Procedure. Any complaints of discrimination of any kind will be dealt with thoroughly and could lead to dismissal of the offending employee.

Equal Opportunities practice is developing constantly as social attitudes and legislation change. IPM Facilities Ltd will keep its policies under review and will implement changes where these could improve equality of opportunity. This commitment applies to all IPM Facilities Ltd's employment policies and procedures, not just those specifically connected with Equal Opportunities.

ANTI-CORRUPTION AND BRIBERY POLICY



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15 Highview Business Centre
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0800 078 6279
hello@ipmf.co.uk

No 04135159 VAT GB755195017

INTRODUCTION

Whoever we may deal with, and wherever we may operate, we are committed to doing so lawfully, ethically and with integrity. As part of this commitment, all forms of bribery and corruption are unacceptable and will not be tolerated. We must not, and we must ensure that any third party acting on our behalf does not, act corruptly in our dealings with any other person.

This anti-corruption and bribery policy sets out IPM Facilities Ltd policies to prevent acts of bribery and corruption. These policies and procedures have been designed to comply with legislation governing bribery and corruption on a global basis. This policy provides guidance on the standards of behaviour to which we must all adhere and most of these reflect the common sense and good business practices that we all work to in any event. This policy is designed to help you to identify when something is prohibited so that bribery and corruption is avoided, and provide you with help and guidance if you are unsure about whether there is a problem and you need further advice.

Who this policy applies to

The fundamental standards of integrity under which we operate do not vary depending on where we work or who we are dealing with. This policy applies to all IPM Facilities Ltd employees (full and part time) and temporary workers (such as consultants or seasonal staff) (together referred to as “employees” in this document) no matter where they are located or what they do. It is the responsibility of each of us to ensure that we comply with these standards in our daily working lives. This policy sets out a single standard that all IPM employees must comply with, regardless of whether local law or practices might permit something to the contrary.

Part of IPM Facilities commitment to prevent bribery and corruption is to ensure that the people acting on our behalf also do so in compliance with effective anti-bribery and corruption policies. Accordingly, where we engage third parties we have obligations to complete sufficient due diligence when entering into arrangements, to ensure that they are not acting corruptly, and to periodically monitor their performance to ensure ongoing compliance. In short, if we can’t do it, neither can they.

What is bribery?

Bribery involves the following:

- when a financial or other advantage is offered, given or promised to another person with the intention to induce or reward them or another person to perform their responsibilities or duties improperly (it does not have to be the person to whom the bribe is offered that acts improperly); or
- when a financial or other advantage is requested, agreed to be received or accepted by another person with the intention of inducing or rewarding them or another person to perform their responsibilities or duties inappropriately (it does not have to be the person who receives the bribe that acts improperly). It does not matter whether the bribe is:
- given or received directly or through a third party (such as someone acting on IPM Facilities Ltd behalf, for example an agent, contractor, supplier, or other intermediary); or
- for the benefit of the recipient or some other person.

Bribes can take many forms, for example:

- money (or cash equivalent such as shares);
- unreasonable gifts, entertainment or hospitality;
- kickbacks;



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- unwarranted rebates or excessive commissions (e.g. to sales agents or marketing agents); unwarranted allowances or expenses;
- “facilitation” payments/payments made to perform their normal job more quickly and/or prioritise a particular customer;
- political/charitable contributions;
- uncompensated use of company services or facilities; or
- anything else of value.

How do I know if something is a bribe?

In most circumstances, common sense will determine when a bribe is being offered. However, here are some questions you should ask yourself if in doubt:

- Am I being asked to pay something or provide any other benefit over and above the cost of the services being performed, for example an excessive commission, a lavish gift, a kickback or make a contribution to a charity or political organisation?
- am I being asked to make a payment for services to someone other than the service provider?
- are the hospitality or gifts I am giving or receiving reasonable and justified? Would I be embarrassed to disclose them?
- when a payment or other benefit is being offered or received, do I know or suspect it is to induce or reward favourable treatment, to undermine an impartial decision making process or to persuade someone to do something that would not be in the proper performance of their job?

POLICY AND PROCEDURES

General prohibition

All forms of bribery and corruption are prohibited. We will not tolerate any act of bribery or corruption. Any breach of this policy or local law could result in disciplinary action being taken and ultimately could result in dismissal.

A bribe does not actually have to take place - just promising to give a bribe or agreeing to receive one is prohibited.

Bribery is prohibited when dealing with any person whether they are in the public or private sector and the provisions of this policy are of general application. However, many countries have specific controls regarding dealing with public officials and this policy includes specific requirements in these circumstances.

Gifts, hospitality, and expenses

Giving or receiving gifts or hospitality is often an important part of maintaining and developing business relationships. However, all gifts and hospitality should be for a genuine purpose, reasonable and given in the ordinary course of business – if in doubt advice should be sought from the Managing Director.

Lavish or unreasonable gifts or hospitality, whether these are given or received are unacceptable, as they can create the impression that we are trying to obtain or receive favourable business treatment by providing individuals with personal benefits. In addition, gifts and hospitality can themselves be a bribe. Be careful to avoid even the appearance that the giving or accepting of gifts or hospitality might influence the decisions you take on behalf of IPM Facilities Ltd.

Subcontractors and Suppliers

IPM Facilities Ltd could be liable for the acts of people that act on our behalf. As such we are committed to promoting compliance with effective anti-bribery and corruption policies by all third parties acting on behalf of IPM Facilities Ltd. All third parties should be made aware of the terms of the Subcontractor Code of Conduct and of their obligations to comply with it. All arrangements with third parties should be subject to clear contractual terms including specific provisions requiring them to comply with minimum standards and procedures in relation to bribery and corruption. You must not engage any third party who you know or reasonably suspect of engaging in bribery.



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Appropriate due diligence should be undertaken before any third parties are engaged. The appropriate level of due diligence will vary depending on the circumstances and you should use your judgement on a case by case basis.

Questions you should be asking yourself include:

- who are they – have I seen documents evidencing that they are who they say they are?
- who else have they worked with – do they have references?
- are they well established with a good reputation or are they more obscure so that I need to do more to find out about them?
- are they happy to sign a contract agreeing to comply with anti bribery procedures? Do they have their own anti-bribery programme?
- have I done basic searches such as Google searches, business directory searches etc?
- are there inconsistencies between the provider of the services and the person I am paying?
- are commissions/payments in line with generally accepted market practice?

Employees should use the above helpful guidance and checklists where appropriate to support the due diligence process.

All payments and commissions to third parties must:

- be made via bank transfer through the accounts payable system and be fully accounted for;
- must be in line with generally accepted rates and business practice for the service in question and should not be unjustifiably excessive or unsupportable; and
- must be made in accordance with the terms of the contract with the person or company providing the services.
- If you have any concerns that arrangements with a third party are not in accordance with this policy, you should speak to the Managing Director in the first instance, and if not fully satisfied, ask your local anti-bribery and corruption officer for help.

Compliance with the policy

It is the responsibility of the Directors and Operations Managers to ensure compliance with this policy in each case. Ultimate responsibility for compliance with this policy throughout the company is taken by the Directors. However, each of us has an obligation to act with integrity and to ensure that we understand and comply with the policy. Ongoing compliance will be monitored and reported by Annual Audit.

Whistleblowing

IPM Facilities Ltd is committed to ensuring that employees can speak up with confidence if they have any concerns or need to ask for help. If you suspect or observe anything that you think might be in contravention of this policy, you have an obligation to report it. You should raise your concerns with HR in the first instance. Alternatively, you can report your concerns directly to Mark Noakes, Managing Director.

IPM Facilities Ltd will not tolerate retaliation in any form against anyone for raising concerns or reporting what they genuinely believe to be improper, unethical, or inappropriate behaviour. All reports will be treated confidentially. opportunities.

COMPANY CAR (MANAGERS) POLICY



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hello@ipmf.co.uk

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SCOPE

The aim of this policy is to formalize the procedure applicable to Manager level employees with regard to driving on company business. Adherence to this policy is compulsory and IPM Facilities Ltd reserves the right to change this policy without prior consultation.

As part of this company car/vehicle policy the company recognises that under the Health and Safety at Work Act 1974 it has the responsibility to ensure, so far as is reasonably practicable, the health and safety of all employees while at work and to ensure that others are not put at risk by the company's work-related driving activities.

Under the Management of Health and Safety at Work Regulations 1999 (amended 2003), the company has a responsibility to manage health and safety effectively. In the course of compiling this policy the company has assessed the risks to the health and safety of its employees whilst they are driving for work, and to other people who may be affected by their activities.

The aims of this policy are to:

- a) Clarify responsibilities of IPM and of employees driving on company business
- b) Minimize business travel wherever possible to reduce its impact on the environment
- c) Exercise a Duty of Care
- d) Keep adequate records about vehicle use to monitor and control vehicle costs
- e) Monitor the use of employees who use their own cars for work.
- f) Manage the risks identified in this policy through regular checks and reviews and see what can be improved.

All employees affected by this policy will be given a copy and suitable explanation of what is expected. It is the Managing Director's responsibility to ensure that the policy is then applied. It is the employee's responsibility to ensure they are fit and legal to drive on company business and to inform their line manager if they are at all uncertain.

AUTHORISED DRIVERS

- All employees who drive on IPM business must hold a valid full UK driving licence or other recognized full licence
- Company vehicle drivers must be aged 25 or over with a minimum one year of driving experience since passing their test. They must not exceed a maximum of 6 points on their licence and should not have been involved in more than two accidents in the last 3 years for which they have been held responsible.
- Spouses/ partners are not permitted to drive company vehicles unless authorised by the Managing Director.

Essential Car Users

Essential car users are employees in customer-facing roles, who have to travel over 15000 miles a year on company business, and therefore need either a company car, or provide their own car under the car allowance scheme in order to do their job. The decision on which option is available to employees, is discussed at interview stage and issued with their offer of employment and T&Cs of employment. This may be reviewed after 12 months of full employment and after a written submission of reasons for a change to the Managing Director. The Managing Director's decision will be final.



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Drink & Drugs

The company exercises zero tolerance on the use of alcohol or drugs at work, whether the employee is driving a company vehicle or their own whilst on company business. Drivers who are taking medication must have considered whether their ability to drive could be affected by the medication before commencing any journey on company business.

Smoking

It is the company's position to comply with the UK Health Act 2006 regarding smoke free premises and vehicles, which came into force in England on 1st July 2007.

The company's smoking policy is to ban smoking completely from all company vehicles, this includes all forms of electronic cigarettes.

Training

The company recognizes not all drivers will necessarily need any form of training. However, to minimize road safety risks the company maintains a policy of running periodical driver awareness sessions for all company drivers.

RESPONSIBILITY

Initial responsibility for this procedure is delegated to the following personnel:

- Managing Director
- Directors
- Divisional Heads
- Operations Managers
- All Company Drivers

EMPLOYEE LIABILITY

Only IPM Facilities Ltd employees are authorized to drive company vehicles. In the event of an employee incurring any loss or damage to a company vehicle, by any means, IPM Facilities may require that authorised driver to make a contribution towards the cost of the loss or damage if it is found that the loss or damage was caused by any failure or neglect on the part of the authorised driver.

It is the employee's responsibility to notify their respective line manager where circumstances change regarding their personal eligibility to drive, such as:

- Increase in penalty points and/or disqualification from driving
- Unable to drive as a result of a medical condition

In the event that an employee incurs more than two insurance claims in a twelve month period, the Company reserves the right to withdraw the benefit of a company car or fleet vehicle without compensation and may invoke the company disciplinary procedure.

The company would like to emphasize that any employee, who is required to drive as part of their job, and who subsequently has their licence revoked, suspended or is unable to drive for any other reason, may be putting their employment at risk if an alternative position cannot be found within the company.

Please note that if company property is stolen from any unattended vehicle, then IPM Facilities will seek reimbursement for the full value of the items, from the employee in charge of the vehicle at the time of the theft.

The Company classes repetitive damage, losses and/or accidents as negligence on the part of the driver. An employee who is classed as negligent will be liable to forfeit his/her eligibility for inclusion in the Company Car Scheme. Disciplinary action may be taken following an appropriate investigation.



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VEHICLE SELECTION POLICY

Vehicles are to be provided by the company according to specific criteria for purpose, with the aim to deliver the right vehicle, at the right time and at the right price.

COSTS

Where IPM Facilities provides a vehicle through a lease company or direct purchase, it will be the responsibility of either IPM Facilities or the lease company for the costs of the following:

- The lease/rental payment of the car
- Fully comprehensive insurance cover
- Normal maintenance/servicing costs
- Breakdown cover
- Car excise licence
- MOT certificates
- Replacement cars

Costs payable by the authorised driver:

- Interior & exterior vehicle cleaning
- Cleaning and washing other than above
- All fines, whether incurred on business or private use
- Costs incurred due to negligence
- Breakdown and recovery insurance for private journeys abroad

TOW BARS

Tow bars and other accessories may be fitted to company vehicles with prior agreement of the Managing Director only. Towing is only permitted by drivers with the necessary training or by drivers who passed their driving test prior to January 1997 and have relevant experience.

The authorized driver will be responsible for ensuring that the permissible towing and weight limits are not exceeded. IPM Facilities fleet insurance does NOT cover the towing of caravans.

EXPIRED LEASE COLLECTION

Arrangements will be made by IPM Facilities for the collection of all lease expired vehicles.

At the point of collection, a condition report will be completed in the presence of the authorised driver, who will be asked to sign to confirm the vehicles condition. A copy will be kept in the office. Returned cars must be thoroughly cleaned and in a condition commensurate with the age and mileage of the vehicle.

DRIVER RESPONSIBILITIES

All Company drivers are responsible for the following:

- Reading and understanding the vehicle manufacturer's handbook.
- Reading and understanding this procedure.
- Drive in a way that maximises vehicle condition and is considerate of other road users
- Making sure that the vehicle is serviced according to the manufacturer's recommendations, at the correct times, and by authorized garages.



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ROAD TRAFFIC OFFENCES & OTHER CHARGES

If an authorised driver or fleet vehicle driver incurs any fines or notice of intended prosecution, it is their responsibility to pay or appeal the fine. Under no circumstances will IPM Facilities meet the cost of any fines which are incurred due to negligence of any kind by the driver.

The company has an account for the Dartford Tunnel crossing and the Congestion Charge Zone, which is for company vehicles only. Drivers who use their own vehicle for business use should pay the Dartford tunnel charge or Congestion Charges on entering the Congestion Charge Zone and obtain a receipt. This receipt should be submitted as a company expense and will be reimbursed if the charge was incurred while on company business. Failure to pay the charge will result in a fine, which will be met by the driver.

In the event that a driver fails to pay any fine or fines they incur, and IPM Facilities receives a demand for payment, IPM Facilities will pay the fine and will then charge the respective driver for the amount of each fine, together with an additional administration fee per fine of up to £35. This money will be recovered back from the driver through the payroll system.

VEHICLE MAINTENANCE

It is the driver's responsibility to report any problems with a company vehicle to their line manager immediately. All vehicles should be checked on a daily basis for fluid levels (oil & water etc), tyres, wear & tear, lights and wheel nuts. The authorised driver of any company vehicle is to ensure that the vehicle is inspected and cleaned on a weekly basis and a vehicle checklist is submitted to the office.

Drivers who opt to use their own vehicle and receive a car allowance, are responsible for carrying out checks and maintaining that vehicle in a clean and safe condition.

Replacement tyres for company vehicles are the Managers own responsibility, and should be arranged using a recognized tyre facility where IPM Facilities has an account. However, if the tyres condition is deemed to be more than fair wear and tear, the driver may be held responsible and this may be chargeable.

Any damage to the vehicle must be reported immediately to your line manager and a vehicle accident form completed by the driver.

FUEL CARDS

IPM Facilities issue BP Bunker fuel cards for company vehicles only. Details of all suitable fuel sites can be obtained from the Business Manager. Wherever possible BP Bunker sites should be used to purchase fuel and persistent use of BP non-Bunker sites by drivers may result in disciplinary action. Please speak to the Business Manager for a full list of applicable sites.

On every occasion when fuel is purchased from a fuel station, drivers must ensure the following is adhered to:

- the mileage is inputted with the cashier
- registration number is correct
- value is correct

The fuel card must be kept in the personal possession of the authorised driver throughout their respective shift.

If any fuel cards are left in the vehicle and they are stolen, the respective driver will be held liable for any costs arising due to the fraudulent use of the fuel card.

If a fuel card is lost/stolen, the vehicle driver must report it to the police and obtain a Crime Reference Number. He/she must then contact IPM Facilities office to report the loss to the Business Manager. The fuel card in question will then be cancelled and a replacement fuel card ordered.

Any misuse of fuel cards or contravention of the above terms will lead to the card being withdrawn and disciplinary action taken against the offending driver in line with company disciplinary procedures.



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Company fuel cards will only be authorised for the purchase of fuels and oil, all other requirements are to go through expenses.

DRIVING LICENCES

Insurance Requirements and Validity of EU and Non- UK Nationals

UK nationals - Driving Licences and Insurance Requirements

For Insurance purposes IPM Facilities require that all drivers hold valid UK driving licences. All drivers are required to supply copies of drivers' licences prior to the commencement of their employment.

Where an employee uses their private vehicle for Company business, the company does not insure the vehicle and the company accepts no liability. Employees should clarify with their Insurer that their level of cover includes travel for business purposes.

All employees will be required to provide the following information every 12 months:

- a copy of their driving licence to the office
- complete the 'driver declaration' form
- provide a licence check code from the DVLA to enable cross checking of your driving licence status

Additionally, drivers must inform the company of any endorsements to their licence immediately they are added to the licence.

Non-UK Nationals (EU Countries) – Driving Licences

Providing employees/candidates hold a full driving licence [own Country] for the category of vehicle to be driven and meet the relevant age criteria, they are permitted to drive as follows:

You can drive in Great Britain (GB) on your full, valid licence from an EC/EEA country, until you are 70, or for three years after becoming a resident, whichever is the longer period.

If your driving licence has been previously exchanged from a non-EC/EEA country you can drive for up to 12 months from the time you first became resident.

You will need to stop driving at the end of 12 months, but you may be able to exchange your licence for a British one.

List of European Community/European Economic Area (EC/EEA) countries: Austria, Belgium, Bulgaria, Czech Republic, Republic of Cyprus, Croatia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovenia, Slovakia, Spain, Sweden, United Kingdom.

Non-UK Nationals (Other Countries) – Driving Licences

If candidates have a full and valid driving licence, which has been issued in another country other than an EU country, they can drive in the UK on this licence for twelve months.

Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Faro Islands, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland, Zimbabwe.

Provisional Licence Holders

Provisional Licence Holders are not permitted to drive any Company vehicle, or their own vehicle on company business, under any circumstances.



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Company Motor Insurance Policy Certificate

Copies of the company fleet insurance certificate can be obtained from the IPM Office. Employees are required to observe the limitations of use specified on the insurance certificate.

Driving Abroad

The Company does not allow its vehicles to be driven outside the UK without prior permission from the Managing Director. If driving abroad is required for company business, all insurance and other details will be arranged from our head office. Anyone found driving a company vehicle outside the UK without the Managing Directors consent will be liable to disciplinary action.

Company Car Allowances

All personnel in receipt of a Car Allowance must ensure that their respective vehicles are insured to cover “business use”.

It is not the Company’s policy to provide a car allowance which fully recognizes and reimburses the full value of a company car. Individual allowances will be reviewed on an annual basis by the Managing Director. The company have the right to alter rates of car allowance after review and consultation with individual drivers.

- Payments will be made monthly in arrears through payroll and subject to the usual deductions.
- Allowances are not eligible for pension purposes.
- Fuel costs for business mileage should be reclaimed through expenses
- (Present rate is 45 pence for the first 10’000 miles and 25 pence per mile thereafter) This rate may change and the company have the right to alter rates at any time based on government guidelines.
- All fuel expenses must be recorded on the appropriate form (weekly mileage log fuel claim form) and submitted to the accounts department at the end of each month.
- All other fluid top ups, e.g. engine oil, power steering fluids etc. are to be purchased at the driver’s expense and no reimbursement will be made by IPM Facilities
- All maintenance, service and breakdown costs are the responsibility of the driver and no reimbursement will be made by IPM Facilities
- Annual vehicle road tax are purchased at the driver’s expense and no reimbursement will be made by IPM Facilities
- Employees in receipt of the car allowance must maintain a suitable and appropriate car, approved by the Managing Director.
- Employees (Directors & Managers) may opt for a car allowance at the following times:
 - When joining IPM Facilities in an eligible position
 - When promoted from a non-eligible to an eligible position.
 - At the termination of the lease for an existing company car
- Employees will not be able to move to a car allowance during a car lease period. Car allowance drivers must be in the car allowance scheme for a minimum of twelve months before consideration is given to moving back to a company car. There are significant impacts to Tax Codes when moving from company car to car allowance or vice-versa. Status will be notified by the company as required by the tax authorities and at the year-end on the form P11D. Employees may arrange a new tax code with the tax office themselves by providing the appropriate information by telephone or in writing at any time.
- Car allowance drivers will not be eligible to use pool cars or hire cars as an alternative to their own car for any purpose.
- Fuel cards will not be provided to those employees who are recipients of the car allowance scheme. A mileage allowance may be claimed through the expense re-claim procedures (as above) for all business miles.
- Any fixed penalties or parking fines whether incurred during working hours are the responsibility of the driver and no reimbursement will be made by IPM Facilities
- Any employee who is in receipt of a car allowance who receives a disqualification from driving will lose the right to claim a car allowance.

TRAINING AND DEVELOPMENT POLICY



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PURPOSE AND SCOPE

IPM Facilities Ltd is committed to ensuring that all staff have access to learning, development and training opportunities which enable them to be suitably knowledgeable and skilled to carry out their role within the company, and to develop their talents in ways that assist in the company's development to meet its strategic objectives.

Aims

The main aims of this policy are to:

- ensure that employees are supported, and enabled to meet the changing demands of the organisation and its service users, so that the organisation achieves its strategic objectives
- facilitate employee personal development through assisting them to broaden, deepen and thereby further enhance their existing skill base.
- provide a working environment where continuous learning and development take place that help staff to gain more enjoyment from their roles, increase motivation and enhance staff retention

Equal Opportunities

The organisation is committed to ensuring equality of learning opportunity, hence no employee will be excluded from learning on the grounds of gender (including gender reassignment), age, marital status, disability, racial grounds (race, colour, nationality – including citizenship - ethnic or national origin), sexual orientation, religion or belief, responsibility for dependants, trade union membership or employment status. Part time and fixed term employees will have equal access to learning and development opportunities appropriate to their post.

RESPONSIBILITIES

Employees

IPM believes that employee development is most effective when the individual employee takes responsibility for identifying any opportunities for self-development which will enhance work performance through increased skills and knowledge. Learning needs and opportunities will also be identified through the support, supervision, and appraisal process, and through internal assessments to meet business need. We expect all employees to also take a proactive approach to furthering learning and development.

Line Managers

Line managers are responsible for assisting staff to identify learning needs and for ensuring that they review these with staff on a regular basis during support and supervision sessions. Line managers have a responsibility to monitor and evaluate the effectiveness of learning for employees who have undergone training and development. Line managers should seek feedback on any training, including quality and cost effectiveness. Line managers should then ensure that employees implement the skills that they have gained through training.



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Managing Director

The co-ordination of the learning and development process is the responsibility of the Managing Director. They will, therefore, ensure that evaluation of learning activities is undertaken annually by liaising with line managers to ensure that any identified needs are addressed accordingly.

ROUTES TO LEARNING AND DEVELOPMENT

Options for learning & development may include on the job learning including learning from other members of staff via job shadowing, mentoring etc. external courses and in-house assessment

Key Professional and Skills Based Learning

The organisation aims to prioritise learning that focuses on areas which:

- enable us to fulfil our strategic objectives
- pertain to any organisational statutory/contractual obligations
- are essential in order to generate and maintain income
- enable effective responses and management of legislative changes
- ensure IT skills meet business need
- are essential to ensure the quality of service provision
- enable employees to meet their responsibilities in completing continuous professional development required by relevant professional bodies
- enable management development in relation to those who have managerial/supervisory responsibilities

Core Learning

There are specific areas of learning which are essential for all employees and cover a rolling programme of needs which have been identified as part of a continuous programme of learning and development. Core learning will therefore cover the following areas: Induction All new employees are given a timely programme of induction including introduction to all policies for the organisation. This is an essential part of staff learning and development, and integration into the working environment.

PERFORMANCE MANAGEMENT

Performance management is an ongoing communication process, which involves both the line manager and their employee in:

- identifying and describing essential job functions and relating them to the strategic and operational objectives of the organisation
- developing realistic and appropriate performance standards
- giving and receiving feedback about performance
- participating in constructive performance appraisals
- planning learning and development opportunities to sustain, improve or build on employee work performance. Regular meetings/communications between staff and line manager facilitates this process.

APPRAISALS

Annual Appraisals are an essential component of IPM's performance management framework. The appraisal scheme allows for every employee to be formally appraised with their line manager through a structured discussion on work performance over the previous year and which, must also incorporate the employee's learning and development needs for the following year. It is an opportunity to build on strengths and address areas, which require support, thereby enhancing the potential skill base of the individual employee.



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Supervision and Appraisal process

IPM aims for a culture of effective informal mentoring on an ongoing basis; this is based around continuous support. Supervision sessions are held at a minimum of 6-week intervals between all staff and their line managers on an individual basis. A full Annual Appraisal is then carried out by line managers through discussion with each employee on an annual basis. A Personal Development Plan for the year is then created.

COMPANY CAR (FLEET) POLICY



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SCOPE

The aim of this policy is to formalize the procedure applicable to Fleet vehicle level employees with regard to driving company vehicles. Adherence to this policy is compulsory and IPM Facilities Ltd reserves the right to change this policy without prior consultation.

As part of this company vehicle policy the company recognises that under the Health and Safety at Work Act 1974 it has the responsibility to ensure, so far as is reasonably practicable, the health and safety of all employees while at work and to ensure that others are not put at risk by the company's work-related driving activities.

Under the Management of Health and Safety at Work Regulations 1999 (amended 2003), the company has a responsibility to manage health and safety effectively. In the course of compiling this policy the company has assessed the risks to the health and safety of its employee's whilst they are driving for work, and to other people who may be affected by their activities.

The aims of this policy are to:

- a) Clarify responsibilities of IPM and of employees who drive IPM fleet vehicles
- b) Minimize business travel wherever possible to reduce its impact on the environment
- c) Exercise a Duty of Care
- d) Keep adequate records about vehicle use to monitor and control vehicle costs
- e) Manage the risks identified in this policy through regular checks and reviews and see what can be improved.

All employees affected by this policy will be given a copy and suitable explanation of what is expected. It is the management's responsibility to ensure that the policy is then applied. It is the employee responsibility to ensure they are fit and legal to drive a company vehicle and to inform the office if they are at all uncertain of their safety to drive.

AUTHORISED DRIVERS

- IPM fleet vehicle drivers must hold a valid full UK driving licence or other recognized full licence
- Drivers must be aged 21 or over with a minimum one year of driving experience since passing their test. They must not exceed a maximum of 6 points on their licence and should not have been involved in more than two accidents in the last 3 years for which they have been held responsible.
- Spouses/ partners are not permitted to drive company vehicles unless authorised by the Managing Director.
- Company fleet vehicle drivers must make their vehicle available during normal working hours for other employees to use on legitimate company business, whenever required. Any damage that occurs to the vehicle during this period of loan must be immediately reported to a line manager on return of the vehicle.

Drink & Drugs

The company exercises zero tolerance on the use of alcohol or drugs at work, whether the employee is driving a company vehicle or their own whilst on company business. Drivers who are taking medication must have considered whether their ability to drive could be affected by the medication before commencing any journey on company business.



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Smoking

It is the company's position to comply with the UK Health Act 2006 regarding smoke free premises and vehicles, which came into force in England on 1st July 2007.

The company's smoking policy is to ban smoking completely from all company vehicles, this includes all forms of electronic cigarettes.

Training

The company recognises not all drivers will necessarily need any form of training. However, to minimize road safety risks the company maintains a policy of running periodical driver awareness sessions for all company drivers.

RESPONSIBILITY

Initial responsibility for this procedure is delegated to the following personnel:

- Managing Director
- Directors
- Divisional Managers
- Operations Managers
- All Company Drivers

EMPLOYEE LIABILITY

Only IPM Facilities Ltd employees are authorized to drive company vehicles. In the event of an employee incurring any loss or damage to a company vehicle, by any means, IPM Facilities may require that authorised driver to make a contribution towards the cost of the loss or damage if it is found that the loss or damage was caused by any failure or neglect on the part of the authorised driver.

It is the employee's responsibility to notify their respective line manager where circumstances change regarding their personal eligibility to drive, such as:

- Increase in penalty points and/or disqualification from driving
- Unable to drive as a result of a medical condition

In the event that an employee incurs more than two insurance claims in a twelve month period, the Company will review the continuing eligibility of the employee to drive company vehicles. The Company reserves the right to withdraw the authority to drive company fleet vehicles without notice and may invoke the company disciplinary procedure.

The company would like to emphasize that any employee, who is required to drive as part of their job, and who subsequently has their licence revoked, suspended or is unable to drive for any other reason, may be putting their employment at risk if an alternative non driving position cannot be found within the company.

Please note that if company property is stolen from any unattended vehicle, then IPM Facilities may seek reimbursement for the full value of the items taken, from the employee in charge of the vehicle at the time of the theft.

The Company classes repetitive damage, losses and/or accidents as negligence on the part of the driver. An employee who is classed as negligent may be liable to disciplinary action following an appropriate investigation.

VEHICLE SELECTION POLICY

Vehicles are to be provided by the company according to specific criteria for purpose, with the aim to deliver the right vehicle, at the right time and at the right price.



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COSTS

Where IPM Facilities provides a vehicle through a lease company or direct purchase, it will be the responsibility of either IPM Facilities or the lease company for the costs of the following:

- The lease/rental payment of the vehicle
- Fully comprehensive insurance cover
- Normal maintenance/servicing costs
- Breakdown cover
- Car excise license
- MOT certificates

Costs payable by the authorised driver:

- Interior & exterior vehicle cleaning
- Cleaning and washing other than above
- All fines, whether incurred on business or private use
- Costs incurred due to negligence

TOW BARS

Tow bars and other accessories may only be fitted to company vehicles by the company. Towing is only permitted by drivers with the necessary training or by drivers who passed their driving test prior to January 1997 and have relevant experience.

The authorized driver will be responsible for ensuring that the permissible towing and weight limits are not exceeded. IPM Facilities fleet insurance does NOT cover the towing of caravans.

EXPIRED LEASE COLLECTION

Arrangements will be made by IPM Facilities for the collection of lease expired vehicles. At the point of collection, a condition report will be completed, a copy of which, will be kept in the office. Returned vehicles must be thoroughly cleaned and in a condition commensurate with the age and mileage of the vehicle.

DRIVER RESPONSIBILITIES

All Company vehicle drivers are responsible for the following:

- Reading and understanding the manufacturer's handbook.
- Reading and understanding this procedure.
- Drive in a way that maximizes vehicle condition and is considerate of other road users
- Making sure that the vehicle is serviced according to the manufacturer's recommendations, at the correct times, and by authorised garages.

ROAD TRAFFIC OFFENCES AND OTHER CHARGES

If an authorised driver or fleet vehicle driver incurs any fines or notice of intended prosecution when driving a company vehicle, it is their responsibility to pay or appeal. Under no circumstances will IPM Facilities meet the cost of any fines which are incurred due to negligence of any kind by the driver.

The company has accounts for the Dartford Tunnel and the Congestion Charge zone, which cover company vehicles only. Drivers who use their own vehicle for business use, should pay these charges themselves and obtain a receipt. This receipt should then be submitted on an expense form and will be reimbursed if the charge was incurred whilst on company business. Failure to pay any charges will result in a fine, which will be met by the driver.



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In the event that a driver fails to pay any fine or fines they incur, and IPM Facilities receives a demand for payment, IPM Facilities will pay the fine and will then charge the respective driver for the amount of each fine, together with an additional administration fee per fine of up to £35. This money will be recovered back from the driver through the payroll system.

VEHICLE MAINTENANCE

It is the driver's responsibility to report any problems with the vehicle to their line manager immediately. Vehicles should also be checked on a daily basis for fluid levels (oil & water etc.) tyres, wear & tear, lights and wheel nuts. The authorised driver is to ensure that the vehicle is inspected and cleaned on a weekly basis and a vehicle checklist submitted to the office.

Replacement tyres are organised through line managers who will advise details of the nearest dealer in the area where the vehicle is being driven. However, if the tyres condition is deemed to be more than fair wear and tear, the driver may be held responsible and this may be chargeable.

Any damage to the vehicle must be reported immediately to your line manager and a vehicle accident form completed by the driver.

FUEL CARDS

IPM Facilities issue BP Bunker fuel cards for company vehicles only. Details of all suitable fuel sites can be obtained from the Business Manager. Wherever possible BP Bunker sites should be used to purchase fuel and persistent use of BP non-Bunker sites by drivers may result in disciplinary action. Please speak to the Business Manager for a full list of applicable sites.

On every occasion when fuel is purchased from a fuel station, drivers must ensure the following is adhered to:

- the mileage is inputted with the cashier
- registration number is correct
- value is correct

The fuel card must be kept in the personal possession of the authorised driver throughout their respective shift.

If any fuel cards are left in the vehicle and they are stolen, the respective driver will be held liable for any costs arising due to the fraudulent use of the fuel card.

If a fuel card is lost/stolen, the vehicle driver must report it to the police and obtain a Crime Reference Number. He/she must then contact IPM Facilities office to report the loss. The fuel card in question will then be cancelled and a replacement fuel card ordered.

Any misuse of fuel cards or contravention of the above terms will lead to the card being withdrawn and disciplinary action taken against the offending driver in line with company disciplinary procedures.

Company fuel cards will only be authorised for the purchase of fuel (diesel and unleaded) and oil, all other requirements are to go through expenses.

DRIVING LICENCES

Insurance Requirements and Validity of EU and Non-UK Nationals

UK Nationals - Driving Licences and Insurance Requirements

For Insurance purposes IPM Facilities require that all drivers hold valid UK driving licences. All drivers are required to supply copies of their drivers licences prior to commencement of employment.

Where an employee uses their private vehicle for Company business, the Company does not insure the vehicle and the Company accepts no liability. Employees should clarify with their Insurers that their level of cover includes travel for business purposes.



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All employees will be required to provide the following information every 12 months:

- provide a copy of their driving licence to the office
- complete the 'driver declaration' form
- provide a licence check code from the DVLA to enable cross checking of your driving licence status

Additionally, drivers must inform the company of any endorsements to their licence immediately they are added to the licence.

Non-UK Nationals (EU Countries) – Driving Licences

Providing employees/candidates hold a full driving licence [own Country] for the category of vehicle to be driven, and meet the relevant age criteria, they are permitted to drive as follows:

- You can drive in Great Britain (GB) on your full, valid licence from an EC/EEA country, until you are 70, or for three years after becoming a resident, whichever is the longer period.
- If your driving licence has been previously exchanged from a non-EC/EEA country you can drive for up to 12 months from the time you first became resident.
- You will need to stop driving at the end of 12 months, but you may be able to exchange your licence for a British one.

List of European Community/European Economic Area (EC/EEA) countries: Austria, Belgium, Bulgaria, Czech Republic, Republic of Cyprus, Croatia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovenia, Slovakia, Spain, Sweden, United Kingdom.

Non-UK Nationals (Other Countries) – Driving Licenses

If candidates have a full and valid driving licence, which has been issued, in another country other than an EU country they can drive in the UK on this licence for twelve months

Australia, Barbados, British Virgin Islands, Canada, Falkland Islands, Faro Islands, Hong Kong, Japan, Monaco, New Zealand, Republic of Korea, Singapore, South Africa, Switzerland, Zimbabwe.

Provisional Licence Holders

Provisional Licence Holders are not permitted to drive any company vehicle under any circumstances.

Company Motor Insurance Policy Certificate

Copies of the company fleet insurance certificate can be obtained from the IPM Office. Employees are required to observe the limitations of use specified on the insurance certificate.

DRIVING ABROAD

The Company does not allow its fleet vehicles to be driven outside the UK. If driving abroad is required for company business, all insurance and other details will be arranged from our head office. Anyone found driving a company vehicle outside the UK will be liable to disciplinary action.

SUSTAINABILITY & ENVIRONMENTAL POLICY



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IPM Facilities is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to our activities and the management of the organisation. We aim to follow and to promote good sustainability practice, and to reduce the environmental impacts of all our activities.

We recognise the need to manage our operations on a sustainable basis and that creating a more sustainable future is the responsibility of us all. We aim to ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it. We aim to work with our clients and suppliers and encourage them to adopt sound sustainable management practices where possible.

Our Sustainability Policy is based upon the following objectives:

- To comply with, and exceed where practicable, all applicable legislation, regulations, and codes of practice.
- To integrate sustainability considerations into all our business decisions.
- To minimize the impact on sustainability of our office and transport activities.
- To reduce the consumption of primary raw materials.
- To consider sustainability in the procurement of goods and services.
- To review, annually report, and to continually strive to improve our sustainability performance.
- To encourage and demonstrate sustainable approaches to the environment in all our activities.
- To minimize waste production and divert it from landfill through increasing re-use, recycling, and recovery.
- To prevent pollution and environmental damage from incidents and emergencies.
- To promote and support environmentally responsible behaviours throughout our workforce.
- To promote biological diversity on client sites that IPM Facilities Ltd manages and works at.
- To monitor and review relevant objectives and demonstrate continuous improvement as part of our Environmental Management system ISO14001.

MODERN DAY SLAVERY POLICY



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POLICY STATEMENT

Modern slavery is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain.

IPM Facilities Ltd has a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships.

We expect the same high standards from all of our contractors, suppliers and other business partners, and as part of our contracting processes, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, contractors, external consultants, third-party representatives, and business partners.

COMPLIANCE WITH THIS POLICY

You must ensure that you read, understand, and comply with this policy.

The prevention, detection and reporting of modern slavery in any part of our business or supply chain is the responsibility of all those working for us or under our control. You must notify your manager as soon as possible, if you believe or suspect that a conflict with this policy has occurred or may occur in the future.

You are encouraged to raise concerns about any issue or suspicion of modern slavery in any part of our business or supply chain at the earliest possible stage. If you believe or suspect a breach of this policy has occurred or that it may occur, you must notify your manager or report it as soon as possible.

If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chains constitutes any of the various forms of modern slavery, raise it with your manager or the Compliance Officer.

We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.

COMMUNICATION AND AWARENESS OF THIS POLICY

Awareness of this policy, and of the risk business faces from modern slavery in its supply chains, forms part of the induction process for all individuals who work for us. Our zero-tolerance approach to modern slavery will be communicated to all suppliers, contractors, and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.

WORK-RELATED SOCIAL EVENTS POLICY



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IPM Facilities arrange occasional work-related social events for employees to enable the whole company to get together. Although company social events usually take place away from the workplace, and outside of normal working hours, IPM retains its duty of care to all its employees throughout the event.

While management wants everyone to enjoy work related social events, it is up to individual employees to ensure that their behaviour is acceptable, so that all staff can be free to enjoy the event without exception.

The company rules and code of conduct, as set out in your Employee Handbook, will always apply on these occasions and a general guide to appropriate behaviour at work related social events is below:

- Employees are strongly advised not to arrive at a work-related social event having already consumed excess alcohol. Employees that are obviously drunk at the start of a work-related social event will forego future invitations to company social events until the Managing Director decides otherwise.
- Employees should consider the amount of alcohol they consume at work related social events, irrespective of whether the Company provides or pays for the drinks. Excessive consumption of alcohol will be discouraged by the company.
- Employees who intend to drive after the event, should take all necessary and appropriate steps to ensure they are within the legal alcohol driving limit.
- Company vehicle drivers must not drive any company vehicle when they have consumed any level of alcohol.
- In accordance with the Company's health and safety policy, you have a general duty to take reasonable care of your own health and safety, and that of others who may be affected by your acts or omissions, including at work related social events.
- Employees shall not take part in illegal activity or behaviour at work-related social events.
- The Company policy on discrimination, harassment and bullying applies throughout work related social events.
- Employees should not say or do anything at a work-related social event that could offend, intimidate, or embarrass any other person, whether as a joke or not.
- Employees behaviour at work related social events must always ensure the reputation of the company, its clients and contractors remain unblemished
- Employees should consider their ability to carry out their work duties following a work-related social event if the next day is a working day.

Any breach of the above rules will render the employee(s) liable to disciplinary action under the Company's disciplinary procedure, up to and including summary dismissal, where any offence is deemed to constitute gross misconduct. Unacceptable behaviour that might result in a gross misconduct dismissal would include, but not be limited to, excessive drunkenness, the use or distribution of illegal drugs, unlawful or inappropriate harassment, violence, serious verbal abuse, or assault of either another employee or a third party such as a guest or a member of the waiting or bar staff.

These guidelines and principles are in place for the benefit of all employees and to ensure that everyone can enjoy work related social events in a friendly and pleasant atmosphere, without fear of being made to feel uncomfortable by another employee's conduct.

PRIVACY NOTICE

EMPLOYEE PERSONAL DATA



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The Data Protection Act 1998 has been updated and now encompasses the EU General Data Protection Regulations 2018 (GDPR). The new regulations are designed to protect your personal data in a world where collecting, analysing, and sharing information is a click of a button away.

IPM Facilities Ltd, is the 'Controller' and also the 'Processor' of your personal data, and will comply with all statutory requirements of the GDPR 2018 legislation and take all reasonable steps to ensure the accuracy and confidentiality of all employee personal information that we hold.

The GDPR protects individuals' rights to privacy, including personal information held electronically. Anyone processing personal data must comply with the eight principles of good practice.

Data must be:

- fairly and lawfully processed
- processed for limited purposes
- adequate, relevant, and not excessive
- accurate
- not kept longer than necessary
- processed in accordance with the data subject's rights
- secure
- not transferred to countries without adequate protection

What personal information we hold about you and how it will be used

As your employer, the Company needs to keep and process information about you for normal employment purposes. The information we hold, and process will be used to maintain our contract with you, for example to process your salary through payroll and accounts systems and manage absence, sickness, training, performance etc. All records are kept electronically in a secure drive on the IPM server, and in your employment personnel folder, which is held in the HR department.

The information we have on file for you is gathered throughout your employment:

- your application form, CV, references, and email address your contract of employment and any amendments to it
- correspondence with or about you, for example letters to you about a pay rise or, at your request, a letter to your mortgage company confirming your salary
- information needed for payroll, benefits, and expenses purposes
- contact and emergency contact details
- records of holiday, sickness, and other absence
- information needed for equal opportunities monitoring
- records relating to your career history, such as training records, appraisals, other performance measures and, where appropriate, disciplinary and grievance records

There are three lawful basis that we use for keeping your personal data, these are:

- to maintain our contract with you
- to comply with any legal requirements
- to pursue the legitimate interests of the Company



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If you do not provide this data, we may be unable in some circumstances to comply with our legal obligations and we will tell you about the implications of that decision.

We may sometimes need to process your data to pursue our legitimate business interests, for example a work related success story involving you posted on the IPM Facilities website, Facebook and Twitter feeds; Charity fund raising event, customer and contractor administrative purposes or the legal obligation to report potential crimes.

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. We will always ask for your consent before approaching any health professional for your personal health information. This information will be used to comply with our health & safety and occupational health obligations i.e. to consider how your health may affect your ability to do your job, and whether any adjustments to your job might be appropriate. We will also need this data to administer and manage statutory and company sick pay, and other benefits that may be applicable in the future.

As a company we do NOT request, collect or process any special categories of information relating to: your racial or ethnic origin, political opinions, religious and philosophical beliefs, biometric data or sexual orientation etc.

Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you, for instance to pass on certain information to HMRC, your pension company etc.

SECURITY MEASURES

We have in place safeguards including company IT system security protocols and document passwords to ensure the security of your data. The company personnel records are kept securely. Further information on the safeguards in place to protect your personal data can be obtained from the HR department.

Some of your personal data will be stored for a minimum of six years after leaving the company, a period dictated by UK legislation. A full list of the 'Personal Data Retention Periods' is available from the HR department.

If in the future we intend to process your personal data for a purpose other than that which it was collected, we will firstly provide you with information on that purpose and any other relevant information to ensure you are fully informed.

Responsibility for the Processing of Personal Data

Employees who have access to personal data must comply with the GDPR 2018 legislation. Personal data must not be disclosed, either within or outside the company, to any unauthorised recipient. Failure to comply with this policy may result in disciplinary action up to and including summary dismissal.

YOUR RIGHTS

Under the General Data Protection Regulations (GDPR) 2018 and the Data Protection Act 1998 (DPA) you have a number of rights with regard to your personal data.

These are:

- The right to be informed – This Privacy notice fulfils this right of the individual
- The right of access – Employees can request access to their data and find out how we are using it.
- The right to rectification – Employees can ask the company to update any inaccurate or incomplete data.
- The right to erasure – commonly called 'the right to be forgotten'. Employees can ask the company to delete or remove their personal data.
- The right to restrict processing – where the company can store but not process personal data.
- The right to data portability – allows people to request a portable record of their data from the company for their personal use.
- The right to object – people can opt out of profiling them, direct marketing to them, or using their data for research.
- Rights in relation to automated decision making and profiling – protection against mistakes where humans are not involved in data processing.



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We do NOT use automated decision making (including profiling) and would inform you and the reasons for doing so if this were found to be necessary in the future.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time, which will not affect the lawfulness of the processing before your consent was withdrawn.

You have the right to lodge a complaint to the Information Commissioners' Office (ICO) if you believe that we have not complied with the requirements of the GDPR 2018 or DPA 1998 with regard to your personal data. The ICO helpline number is: 0303 123 1113

Identity and contact details of the data controller and data processors

IPM Facilities Ltd is known as 'the data controller' and the 'data processor'. IPM Facilities employees an HR Manager and a Payroll/Accounts Manager, who access and process your personal data for the purposes outlined above in accordance with the GDPR 2018.

Any questions or requests with regard to your personal data should be sent to the HR: hr@ipmf.co.uk, or phone the company head office on 01420 550060.

MOBILE PHONE POLICY

**IPM Facilities Ltd**

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No 04135159 VAT GB755195017

INTRODUCTION

This policy covers the use of mobile phones issued to staff by IPM Facilities Limited (The Company), and the use of personal mobiles at work.

This policy is not contractual but sets out the way in which we allocate mobile phones and our rules relating to these.

General

- The mobile phone is provided primarily to enable the user to do their job.
- Employees who are provided with a Company mobile phone are always expected to have the phone switched on during working hours. Those employees who are required to provide emergency cover must always keep their mobile phones with them.
- It is the user's responsibility to ensure that the mobile phone is kept charged and switched on whilst on duty.
- Where a mobile phone has been issued by IPM Facilities Limited, it will remain the property of the Company.
- The Company will meet rental and standard call costs in respect of business calls and use.
- The user(s) will be responsible for the safekeeping, proper use, condition, and eventual return to the Company of the mobile.
- IPM Facilities Limited will be responsible for any cost of repair or replacement through fair wear and tear.
- The Company mobile phone is for company use only, however IPM Facilities Limited recognises that users may have to make personal calls or send personal text messages in emergency situations during working hours or outside normal working hours.
- Where it is deemed that an unreasonable amount of personal calls/text messages have been made using the mobile phone, IPM Facilities Limited reserves the right to deduct those costs, either through deduction from pay, or otherwise.
- The Company may, after formal investigation, act under the Disciplinary Procedure if such use is excessive or unauthorised.
- If it is found, following investigation, that there has been excessive personal data use, then the user will be asked to reimburse the company for the cost of this and action may be taken under the Disciplinary Procedure.
- The user agrees that upon termination of employment, should they not return the allocated mobile phone, or should the mobile phone be returned in an unsatisfactory condition, the cost of replacement, or a proportional amount of this as decided by the Company, will be deducted from any final monies owing, or the user will otherwise reimburse the Company.
- The company does not permit the downloading of games, films, apps, or other data onto company equipment without the express permission of the Managing Director.

Use of a Mobile Phone Whilst Driving

- The user must ensure they have full control of any vehicle that they are driving.
- It is an offence to use handheld mobile phones whilst driving or whilst the engine is turned on.
- The user will be liable for prosecution if they are holding a mobile phone, or any other type of handheld device to send or receive any sort of data, be it voice, text, or pictorial images.
- The user will be regarded to be driving if they are in charge of a vehicle with its engine running on a public road, even if the vehicle is stationary. It is therefore strictly forbidden for the user to use a handheld mobile phone whilst driving.



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- free device that is activated without a need to hold the phone at any time, in which case the call should be kept to the shortest possible time and only to effect essential communications.
- When the phone needs to be operated to make or deal with a call through the hands free device for longer than receiving or giving a short communication, before doing so the user must stop and park the vehicle where it is safe and lawful to do so and with the engine switched off.
- Whilst driving they must not use the text or email message facility on the mobile phone, or if available through such a phone, an image facility or internet access.
- Individuals are personally responsible for the payment of any fine or fixed penalty (including any externally raised admin charges) incurred whilst in charge of the vehicle.
- It should be noted carefully that a breach of the Company's rules on the use of a mobile phone whilst driving may render the user liable to action under the Disciplinary Procedure.

Lost or Stolen Mobiles

- The user is responsible at all times for the security of the mobile phone and it should never be left unattended.
- A PIN number should be used on the mobile to enable voicemails to be picked up.
- Lost or stolen devices must be reported to the company within 24 hours. Employees are responsible for notifying their mobile carrier immediately upon loss of a device.
- If stolen, the incident must also be reported to the police and an incident number obtained (please provide this number when reporting the loss to the Company).
- The Company reserves the right to claim reimbursement from the user(s) for the cost of the phone, or excess usage charges should the phone be lost or stolen. The cost of the reimbursement will be communicated to the user(s) and deductions will be via wage and salary deductions.

Monitoring of Usage and Costs

- The Company receives itemised billing for all Company mobile phones and this is monitored on a monthly basis.
- The billing system identifies all calls, texts and data usage (if appropriate) and the costs related to this, by user, destination, duration, frequency, etc. High or clear personal usage will be reported to line management for investigation (high usage is defined as usage which falls outside of the normal usage pattern for the individual, or outside of the usage pattern in comparison to other similar users).
- This monitoring will allow the Company to identify any areas of potential misuse or training that may be required, or to negotiate with suppliers any necessary changes in tariffs to ensure cost efficiency.
- If it is found the mobile has been misused, the Company may, after formal investigation, take action under the Disciplinary Procedure.

Remote Mobile Device Management (MDM)

- Employees should be aware that remote monitoring software is installed on all company phones. This is for the use of recovery in the event of loss/theft, and to ensure devices are not abused.
- Employees are forbidden to uninstall the MDM software on the phone or disable it. If it is found that this has been done by any employee, the Company may, after formal investigation, take action under the Disciplinary Procedure.
- It is also the responsibility of each employee issued with a company mobile phone to ensure all notifications are kept up to date and when required, update the application to the current version.
- The phones location settings MUST BE turned on to enable tracking in the event of loss/theft. If it is discovered that an employee turns off the location setting for any reason, the Company may, after formal investigation, take action under the Disciplinary Procedure.

Confidentiality

- Employees should be aware that other people may overhear conversations made on mobile phones and should take steps to ensure they do not inadvertently breach any of our rules on confidentiality.
- Health and safety considerations:



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- In addition to not using them while driving, those who are issued with mobile phones are instructed not to use them whilst doing anything else where safety is important, and their use might interfere with concentration.
- Courtesy to others:
- Out of courtesy to colleagues, employees should ensure that their mobile phone ring is discreet. To avoid unnecessary interruptions, we normally require that mobile phones are turned off during meetings and training sessions.
- Mobile Phone Use Abroad:
- All Company mobile phones are barred from being used abroad unless the network provider has been specifically instructed by the Company.
- In the event that a bar needs to be lifted, please contact the Managing Director in order that this may be considered.

Anti-Harassment

- Staff must be aware that certain operations that may be performed on mobile phones may breach Company rules and procedures. The sending of text messages or digital images that are or could be deemed offensive is strictly prohibited.
- The photographing or filming of fellow employees, clients, sub contractors or any member of the public without their consent may breach an individual's right to privacy and could, in certain circumstances, constitute harassment. This is therefore strictly forbidden.
- It is against the principles of this Company for any person to be harassed in such a way and will not be tolerated. Any instance that comes to the Company's attention will be investigated. Should a staff member be found to have used a mobile phone in such a way, they may be subject to the Disciplinary Procedure, which could include dismissal.
- If an individual feels they have been a victim of this form of harassment, they should bring this to the attention of line management immediately.
- Staff must not use the mobile phone to access, use or distribute any material, or to participate in any activity, which is not, or might reasonably be regarded as, distasteful, offensive or indecent or harmful to other users.
- The following list gives examples of the sort of material or activities that will be regarded as unacceptable. It is not exhaustive.
 - Bullying or harassment
 - Personal insults, attacks or abuse
 - Racist or sexist activity
 - Chain letters or games
 - Pornography

Personal mobile phones

Personal mobile phones should not be used excessively during working hours. If the Company considers that an employee is making or receiving an unreasonable number of calls/texts during working hours, the Company reserves the right to request the employee to turn the phone off, other than during break periods.

Liabilities and disclaimers

- The employee is expected to use their mobile phone in an ethical manner at all times and adhere to the company's acceptable use policy as outlined above.
- IPM Facilities Limited, reserves the right to take appropriate disciplinary action up to and including termination for noncompliance with this policy
- We reserve the right to change or replace this policy at any time and will do our best to inform you of these changes through normal communication channels.
- If there is any debate on what this policy means, we reserve the right to determine the interpretation of the policy and any decision is final.

TEMPORARY HOMEWORKING POLICY



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This policy is temporary and does not form or change any part of your current contract of employment terms. It applies to those who have to work from home either because the Company has made the decision to ask employees to work from home to prevent the spread of infection and safeguard the health and safety of its employees or because of Government guidance.

This policy sets out the main considerations that the Company and its employees should consider during any temporary period of homeworking. It does not set, therefore, any precedents for applications for homeworking under any other policy.

Terms and Conditions

An employee's current terms and conditions as set out in their contract of employment with the Company will continue to apply and this temporary arrangement for the employee to work at home will not change these terms and conditions.

Equipment

The Company will ensure that homeworkers have the necessary equipment and access to the necessary sites and drives required to undertake their normal duties. Staff may have already prepared by taking laptops home each night in the event of being asked to work from home.

Personal equipment that an employee uses for work purposes at home remains their responsibility and the Company is not liable for any loss, damage, repair or replacement of any personal equipment. If an item of equipment is deemed necessary for work, the employee should contact their line manager. All equipment used by the homeworker must be safe and fit for purpose. The employee may be asked, therefore, to complete a display screen equipment assessment.

Keeping in Touch

During this temporary arrangement, the employee's main place of work will continue to be as set out in their contract terms and conditions and the employee must keep in touch with their Line Manager.

The Line Manager will agree a work schedule with the employee on a daily and weekly basis. It will be up to the employee to manage their time to ensure that the work is completed promptly and satisfactorily. Persistent failure to meet deadlines will result in disciplinary action.

Colleagues may need to contact them for work updates. The employee is expected, therefore, to be available at agreed times (usually their normal contracted work times). Any problems should be communicated to the Line Manager immediately.

Costs of homeworking

The costs of electricity, water, heating, telephone, broadband and other utilities will not be covered by the Company. These costs will remain the employee's responsibility.



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Data Protection

Employees must always keep the Company's data and materials safe and secure, ensuring reasonable precautions are being taken to maintain confidentiality in accordance with the Data Protection policy.

Other practical considerations

Keeping domestic and working life separate is not always easy when working from home and the employee needs to think about how he or she will manage to persuade those who live with them not to interrupt while they are working. They also need to ensure that no-one else can have access to your computer or work files. Breach of security will be treated as gross misconduct and may lead to dismissal.

If the employee owns the house through a mortgage, he or she should check with the lender that there are no issues regarding homeworking. They should also check with the insurer that any equipment etc will be covered by household insurance. If it is not, then they must inform the Company so that proper arrangements can be made. If the employee does not inform the Company then should thefts occur, the employee may be held personally liable for replacing any stolen or damaged equipment.

End of the temporary arrangements

As has been emphasised throughout this policy, these arrangements for employees working from home are temporary. All such arrangements remain at the discretion of the Company.

The Company will inform the employee of the end of this temporary policy, including when employees are expected to return to their work in the office/site on a full time basis.

WORKPLACE MENTAL WELLBEING POLICY



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The need for a workplace mental wellbeing policy

Mental ill health and stress are associated with many of the leading causes of disease and disability in our society. Promoting and protecting the mental wellbeing of our workforce is important for individuals' physical health, social wellbeing, and productivity.

Many factors in our workplace influence the mental wellbeing of individual employees. Understanding and addressing the factors which affect our people's mental wellbeing at work have a wide range of benefits, both for individuals and IPM Facilities.

Mental wellbeing in the workplace is relevant to all our employees and everyone can contribute to improved mental wellbeing at work. Addressing workplace mental wellbeing can help strengthen the positive factors of employment and improve general health. It can also help promote the employment of people who have experienced mental health problems and support them once they are at work.

This workplace mental wellbeing policy covers the following aspects of mental health and wellbeing:

Promotion of mental wellbeing

Promoting the mental wellbeing of all our staff through:

- providing information and raising awareness about mental wellbeing
- providing opportunities for employees to look after their mental wellbeing
- promoting policies and practices that promote wellbeing

Management skills

Developing skills for managers and supervisors to:

- promote the mental wellbeing of employees
- deal with issues around mental health and stress effectively.

Support

Providing support to employees through:

- providing a work environment that promotes and supports mental wellbeing for all employees
- offering assistance, advice and support to people who experience a mental health problem while in employment
- support for staff returning to work after a period of absence due to mental health problems.

Employment

Helping people get back to work after a period of absence due to mental illness through:

- recruitment practices
- making reasonable adjustments
- retaining staff who develop a mental health problem.

SCOPE

Mental health problems and stress can affect anyone, regardless of their position in the organisation. This policy applies equally to all employees.



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Aim of the policy

To create a workplace environment that promotes the mental wellbeing of all employees.

Objectives

To tackle workplace factors that may negatively affect mental wellbeing, and to develop management skills to promote mental wellbeing and manage mental health problems effectively.

As an employer we aim to create and promote a workplace environment that supports and promotes the mental wellbeing of all employees. We acknowledge that certain working conditions and practices can negatively affect employees' mental wellbeing, including aspects of work organisation and management, and environmental and social conditions that have the potential for psychological as well as physical harm.

Policy actions:

- Give employees information on and increase their awareness of mental wellbeing.
- Provide opportunities for employees to look after their mental wellbeing, for example through physical activity, stress-buster activities and social events.
- Offer employees flexible working arrangements that promote their mental wellbeing.
- Give all staff the opportunity to influence how they do their jobs, scope for varying their working conditions as far as possible, and opportunities to develop and fully utilise their skills.
- Set employees realistic targets that do not require them to work unreasonable hours.
- Ensure all staff have clearly defined job descriptions, objectives and responsibilities and provide them with good management support, appropriate training and adequate resources to do their job.
- Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination and racism.
- Establish good two-way communication to ensure staff involvement, particularly during periods of organisational change.

To develop a culture based on trust, support and mutual respect within the workplace. As an employer we aim to create and promote a culture where employees are able to talk openly about their job and mental health problems and to report difficulties without fear of discrimination or reprisal.

Policy Actions

- Give non-judgemental and proactive support to individual staff who experience mental health problems.
- Deal sympathetically with staff suffering from mental health problems due to circumstances outside the workplace, and who consequently find it difficult to do their jobs properly.
- Give new employees a comprehensive induction programme providing an understanding of the organisation, the established policies and procedures, and the role they are expected to carry out.

To provide support and assistance for employees experiencing mental health difficulties.

Policy actions:

- Ensure individuals suffering from mental health problems are treated fairly and consistently and are not made to feel guilty about their problems.
- Encourage staff to consult our HR department, their own GP, or a counsellor of their choice.
- Investigate the contribution of working conditions and other organisational factors to mental ill health and remedy this where possible.
- In cases of long-term sickness absence, put in place, where possible, a graduated return to work.
- Make every effort to identify suitable alternative employment, in full discussion with the employee, where a return to the same job is not possible due to identified risks or other factors.
- Treat all matters relating to individual employees and their mental health problems in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.



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To positively encourage the employment of people who have experienced mental health problems by providing fair and non-discriminatory recruitment and selection procedures.

As an employer we recognise that people who have or have had mental health problems may have experienced discrimination in recruitment and selection procedures. This may discourage them from seeking employment. While some people will acknowledge their experience of mental health issues openly, others may fear that stigma will jeopardise their chances of getting a job. Given appropriate support, the vast majority of people who have experienced mental health problems continue to work successfully, as do many with ongoing issues.

Policy actions:

- Show a positive and enabling attitude to employees and job applicants with mental health issues.
- Ensure that all staff involved in recruitment and selection are briefed on mental health issues and the Disability Discrimination Act and are trained in appropriate interview skills.
- Make it clear, in any recruitment or occupational health check undertaken, that people who have experienced mental health issues will not be discriminated against and that disclosure of a mental health problem will enable both employee and employer to assess and provide the right level of support or adjustment.
- Do not make assumptions that a person with a mental health problem will be more vulnerable to workplace stress or take more time off than any other employee or job applicant.
- Ensure all line managers have information and training about managing mental health in the workplace.

To recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

Policy actions:

- Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- Provide training in good management practices, including those related to health and safety and stress management.
- Provide confidential counselling for staff affected by stress caused by either work or external factors.
- Provide adequate resources to enable managers to implement the organisation's agreed workplace mental wellbeing policy.

Responsibilities

Everyone has a responsibility to contribute to making the workplace mental wellbeing policy effective.

Managers have a responsibility to:

- Monitor the workplace, identify hazards and risks, and take steps to eliminate or reduce these as far as is reasonably practicable.
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Assist and support employees who are known to have mental health problems or are experiencing stress outside work – for example due to bereavement or separation.
- Ensure staff are provided with the resources and training required to carry out their job.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking, and monitor holidays to ensure that staff are taking their full entitlement.
- Ensure staff are provided with meaningful developmental opportunities.
- In addition, senior management will ensure that staff performing a management or supervisory function have sufficient competence to discharge that function in a manner consistent with the maintenance of mental health in the workplace.

Human resources staff have a responsibility to:

- Organise training and awareness courses on workplace mental wellbeing in conjunction with suitable experts.
- Provide advice and support to employees and managers in relation to this policy.



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- Monitor and report on levels of sickness absence which relate to mental health problems including stress-related illness (in conjunction with the occupational health service and departmental managers).

Employees have a responsibility to:

- Raise issues of concern and seek help from their line manager and human resources department
- Accept opportunities for counselling when recommended.
- Refer individuals to workplace counsellors or specialist agencies as required
- Monitor and review the effectiveness of measures to promote mental wellbeing
- Inform the employer and the health and safety committee of any changes and development in the field of stress at work

Review and monitoring

The human resources department in conjunction with senior management will be responsible for reviewing the workplace mental wellbeing policy and for monitoring how effectively the policy meets its aims and objectives.

Indicators to measure effectiveness could include:

- Working hours and patterns
- Accidents at work
- Staff complaints
- Staff sickness levels
- Staff turnover
- Use of occupational health or counselling services
- Early retirement through ill health
- Exit interviews

The policy will be reviewed annually to ensure that it remains relevant.

2020 FULL DATE POLICY



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POLICY STATEMENT

The purpose of this policy is to ensure that IPM Facilities Ltd is safeguarded from fraudulent and unscrupulous activity that could occur when documents are dated incorrectly or with an abbreviated date format.

Risk

Financial documents are at greatest risk from the improper use of the date 20 i.e. a cheque can be back dated if it is dated 12/01/20.

To reduce this risk, we would ask all staff to date any documents they send including letters, emails, invoices, job quotes or contracts with the full date --/--/2020.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, apprentices, agents, contractors, external consultants, third-party representatives & business partners.

COVID19 – ABSENTEE POLICY



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Due to the ongoing global pandemic IPM have introduced a temporary policy. This policy is only applicable to COVID19 related absences and does not replace the IPM Sickness Policy nor does it form or change any part of your current contract of employment terms.

Sickness Reporting and Self Isolation

Any employee who develops COVID 19 symptoms (or lives with someone who has symptoms) should immediately contact their head of department (as below) by telephone call in the first instance followed by a text or email:

Department	Contact	Tel No.
Landscape / Grounds Maintenance	Neil Fleming (Neil.Fleming@ipmf.co.uk)	07919 577192
Property / Cleaners	Julie Gardiner (Julie.Gardiner@ipmf.co.uk)	07887 532728
Head Office (helpdesk, accounts, hr, business support)	Mark Noakes (Mark.Noakes@ipmf.co.uk)	07881 707578

IPM Facilities will support an employee's decision to self isolate.

- A. If you **do** then develop the virus or have tested positive for coronavirus, IPM will pay you SSP from the first *qualifying day of absence or for those employees who are eligible for CSP (company sick pay) for the first 10 working days of absence. Additional days absence be classed as SSP and paid in line with SSP guidelines issued by the government.
- B. If you choose to self-isolate and you **do not** develop the virus during that period of self-isolation, you may not receive SSP for the period you are off work. This is in line with SSP guidelines issued by the government.
- C. If you **do not** develop the virus and continue to self-isolate after your initial self-isolation period above, you may not receive SSP for the extended period you are off work and you may be subject to IPM's disciplinary rules and procedures.

* A 'qualifying day' is a day an employee usually works on.



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Self-Isolation and Statutory Sick Pay (SSP):

People who are officially advised to self-isolate for coronavirus will be able to obtain an alternative to the fit note to cover this by contacting NHS 111, rather than visiting a doctor.

The UK Government guidelines on payment of SSP covers all employees who:

- have or live with someone who has symptoms or has tested positive for coronavirus
- if you are shielding
- if you have been notified by the NHS or public health authorities that you have come into contact with someone with coronavirus
- if someone in your support bubble has symptoms or has tested positive for coronavirus
- if you have been advised by a doctor or healthcare professional to self-isolate before going into hospital for surgery

SELF ISOLATING AFTER RETURNING TO THE UK

You will **not** be eligible for SSP or CSP if you are requested to self-isolate by UK Border Force or other UK authorities after entering or returning to the UK unless you have symptoms of the virus (see A) and do not need to self-isolate for any other reason.

In the event of you having to self isolate on your return to the UK you must:

- Contact your Line Manager prior to your return to work date or;
- If your line manager is unavailable then you should contact the following:

Please contact by telephone call in the first instance followed by a text or email.

Department	Contact	Tel No.
Landscape / Grounds Maintenance	Neil Fleming (Neil.Fleming@ipmf.co.uk)	07919 577192
Property / Cleaners	Julie Gardiner (Julie.Gardiner@ipmf.co.uk)	07887 532728
Head Office (helpdesk, accounts, hr, business support)	Mark Noakes (Mark.Noakes@ipmf.co.uk)	07881 707578

IPM will treat each case of self isolation after foreign travel on an individual basis and the company may request that the employee takes any remaining annual holiday entitlement during this period of absence. In certain circumstances and depending on your job role you may be requested to work from home for some/all of the period of self isolation.

Any CSP or SSP that is paid during the course of the holiday year (1st January 2020 – 31 December 2020) which is attributed to COVID-19 as in (A) above, will be ring fenced and will not affect any payments of CSP or SSP being paid out for other illness later in the 2020 holiday/sick period.

Any CSP or SSP that is taken during the course of the holiday period 2020, that is attributed to COVID-19, which does not develop into the virus, as in (B) above, will not be ring fenced and will be added to your CSP and SSP allowance. Which will mean that if you have time off later in the year due to any sickness including COVID-19, you are at risk of only receiving SSP or in some cases no pay.

DRESS CODE POLICY



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This policy is designed to guide employees on the required standards of dress and appearance. Employees must maintain an appropriate standard of dress and personal appearance at work and conduct themselves in a professional manner at all times both within the workplace and when representing IPM Facilities.

The policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance, and staff must use common sense in adhering to the principles underpinning the policy.

IPM Facilities recognises the diversity of cultures and religions of its employees and will take a sensitive approach when this affects dress and uniform requirements. Where necessary the HR Department can disseminate appropriate information explaining cultural dress and customs. However, priority will be given to health and safety, security, and other similar considerations.

While working for IPM Facilities, employees represent the Company. The appearance of employees contributes to our reputation and the development of our business. All employees are required to be neat, clean and tidy and of smart appearance in a way to present themselves at all times in accordance with their professional status and dress in a manner appropriate to their role, whether working on the Company's premises, Client's premises, or elsewhere. Certain items that are not permitted at work are:

- Dirty/frayed/torn clothing
- Shorts
- Hoodies (unless as part of a uniform)
- Hats (unless as part of a uniform)
- Low cut T-shirts, blouses, and transparent clothing
- Sports clothing, for example tracksuits and sports shirts
- Flip-flops
- Clothing that displays slogans or symbols that could cause offence or do damage to the Company's reputation
- Clothing or jewellery that could present a health and safety risk.

Employees who meet with clients, vendors or represent the Company to members of the public must present a positive image of the Company. In this regard, acceptable attire is business wear i.e. suit or jacket and trousers/skirt/dress. Shirts and blouses are expected to be ironed. Ties are not mandatory.

Employees who are required to wear a uniform

Employees who are required to wear a uniform must ensure that they do so during working hours, unless advised otherwise by their manager. Uniforms must always be clean and worn in a presentable fashion. The uniforms issued must not be altered in any way without the Company's permission.

Where uniforms are issued by the Company, they remain the property of the Company. Employees must take responsibility to ensure that good care is taken of them, and return any uniforms issued at the end of their employment.

Employees who are required to wear protective clothing and equipment

Employees who occupy roles that require protective/safety clothing or footwear are obliged to wear this clothing while carrying out their duties as required by law or by the Company's rules. If unsure, they should seek guidance from their line manager or the Health and Safety officer within the Company.

Staff Absence Policy



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No 04135159 VAT GB755195017

Policy statement

We are committed to improving the health, wellbeing and attendance of all employees. We value the contribution our employees make to our success. So, when any employee is unable to be at work for any reason, we miss that contribution. We are committed to promoting the health and wellbeing of our employees by:

- Providing employees and managers with a standard process and consistent approach for managing, recording and reporting sickness absence.
- Promoting a positive culture of attendance.
- Tackling issues which may result in absence from work.
- Encouraging attendance, monitoring absence and the cost of sickness absence.
- Minimising sickness absence levels and helping facilitate employees' return to work.
- Offering support and assistance to employees experiencing ill-health.
- Offering support and assistance to employees returning to work after illness, for example through a phased return, counselling, occupational health, flexible working, reasonable adjustments and in some cases re-deployment.
- Ensuring the Company acts in a fair, reasonable and consistent manner when dealing with absence issues.
- Establishing the roles and responsibilities of all parties involved, including employees, managers and HR in relation to sickness absence.

This absence policy outlines:

- What we expect from managers and employees when handling absence.
- How we will work to reduce levels of absence.

This staff absence policy has been written in line with ACAS guidelines aims to ensure that absence is managed in a consistent, supportive, and effective way so that operational and service levels are maintained. This policy applies to all staff with a contract of employment.

We welcome contributions from employees in developing and implementing this policy for the future benefit of employees and the business.

Key principles

The Company's absence policy is based on the following principles:

1. As a responsible employer we undertake to provide payments to employees who are unable to attend work due to sickness. (SSP or if applicable the Company Sick Pay scheme.)
2. Regular, punctual attendance is an important aspect of everyone's employment. We ask each employee to take responsibility for achieving and maintaining good attendance.



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3. We will support employees who have genuine grounds for absence for whatever reason. This support includes:
 - a) 'special leave' for necessary absences not caused by sickness
 - b) a flexible approach to taking annual leave
 - c) access to counsellors or other support where necessary
 - d) rehabilitation support in cases of long-term sickness absence.
4. We will consider any advice given by an employee's GP on the 'Statement of Fitness for Work'. If the GP advises that an employee 'may be fit for work' we will discuss with the employee how we can help them get back to work – for example, on flexible hours, or altered duties.
5. Where appropriate we may use an external occupational health adviser, to help advise the employee and their manager on the best way to improve the employee's health and wellbeing.
6. The company's disciplinary procedures will be used if an explanation for absence is not forthcoming or is not thought to be satisfactory.
7. We respect the confidentiality of all information relating to an employee's sickness. This policy will be implemented in line with current data protection legislation and the Access to Medical records Act 1988.

Details of the procedures of notification of absence and the processes and management of employee absence can be found within the Company Handbook – "Absence Procedure and Rules".

Roles and Responsibilities

Employees

As an employee you are responsible for your health and wellbeing and for minimising your absence from work. You are responsible for adhering to the requirements stated within this policy and within the "Absence Procedure and Rules" as set out in the Company Handbook.

Managers

Managers have a duty of care for the health and welfare of their staff members and should work supportively in conjunction with HR to support staff with genuine sickness absence. Managers are responsible for managing sickness effectively and ensuring absence is monitored and recorded for their team. The manager is responsible for carrying out return to work discussions and other review meetings, promoting a positive working environment, motivating and managing their team to maximise attendance.

Senior Management

Senior managers are responsible for ensuring that training is available for staff who are managing sickness absence issues. Senior managers should also ensure that absence issues are treated equitably and consistently within their area of responsibility.

Human Resources

The role of HR is to provide specialist advice and support to managers and employees in dealing with absence issues. HR may attend any meeting relating to staff absence and will provide statistical information to support the management of absence. HR will also work with managers and employees to facilitate a return to work and to advise of changes in legislation and best practice.