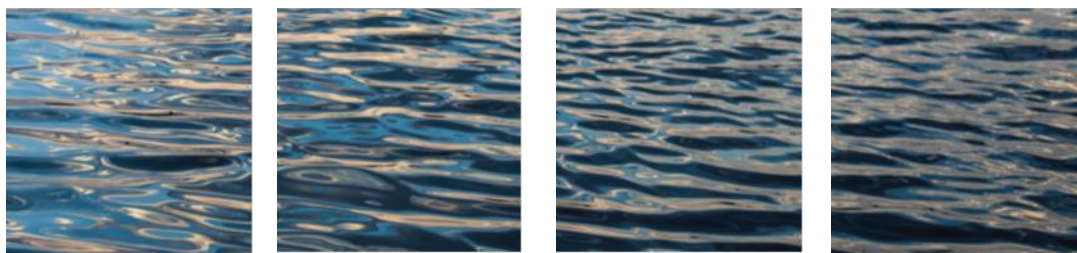


# EMPLOYEE HANDBOOK

September 2024 v.4.8



we look after our cleaners because they look after you



The Clean Space is the trading name of Standard Office Cleaning (UK) Ltd.



# Contents

## WELCOME TO THE CLEAN SPACE 4

OUR CONTACT DETAILS	5
OUR SERVICES - WHAT WE DO	5
OUR STRATEGY	6
OUR VALUES	6
EXPECTED BEHAVIOURS	7
OUR SUPPORT TEAM	8

## 1.0 WORKING AT THE CLEAN SPACE 9

1.1 WORKING HOURS AND WORK LOCATION	9
1.2 SALARY	9
1.3 OVERTIME PAY	9
1.4 BONUS, COMMISSION & INCENTIVES	9
1.5 DEDUCTIONS FROM SALARY	10
1.6 PERSONAL INFORMATION	10
1.7 PROBATIONARY PERIOD	10
1.8 DBS CHECKS	11
1.9 JOB DESCRIPTIONS	11

## 2.0 PAY AND REWARD 12

2.1 SALARY	12
2.2 ANNUAL LEAVE & OTHER LEAVE	12
2.3 MATERNITY LEAVE AND PAY	13
2.4 ADOPTION LEAVE AND PAY	15
2.5 PATERNITY LEAVE AND PAY	16
2.6 UNPAID PARENTAL LEAVE	17
2.7 SHARED PARENTAL LEAVE	17
2.8 PARENTAL BEREAVEMENT LEAVE	21
2.9 CARER'S LEAVE	23
2.10 FLEXIBLE WORKING	24
2.11 PENSION SCHEME	25
2.12 SICKNESS POLICY	26
2.13 EMPLOYEES OF THE MONTH/SUPPORT STAR OF THE SEASON	26
2.14 CAREER DEVELOPMENT	26

## 3.0 EMPLOYMENT POLICIES 28

3.1 LEAVE	28
3.2 ATTENDANCE AND TIMEKEEPING	28
3.3 SICKNESS AND ABSENCE	29

3.4 ATTIRE, APPEARANCE AND HYGIENE	33
3.5 OFFICE PRESENTATION	34
3.6 CONDUCT	34
3.7 ALCOHOL AND DRUGS	36
3.8 COUNTY COURT JUDGEMENTS AND ATTACHMENT OF EARNINGS	36
3.9 CORPORATE SOCIAL RESPONSIBILITY AND ANTI-BRIBERY	36
3.10 COMPANY TELEPHONES	37
3.11 MOBILE TELEPHONES	37
3.12 ELECTRONIC EQUIPMENT	37
3.13 SECURITY	37
3.14 DATA PROTECTION	39
3.15 INTELLECTUAL PROPERTY	41
3.16 WORK RELATED TRAVEL AND EXPENSES	41
3.17 TRAINING AND DEVELOPMENT	43
3.18 WORK PROCEDURES	44
3.19 COMMUNICATION	44
3.20 REFERENCES	45
3.21 COMPUTER SYSTEMS POLICY	45
3.22 EQUALITY AND DIVERSITY	47
3.23 RAISING CONCERNS AT WORK (WHISTLEBLOWING)	50
3.24 SAFEGUARDING POLICY	51
3.25 ENVIRONMENTAL POLICY	51
3.26 PERFORMANCE MANAGEMENT	53
3.27 DISCIPLINARY PROCEDURE	54
3.28 GRIEVANCE PROCEDURE	57
3.29 HARASSMENT/BULLYING	59

## 4.0 LEAVING THE COMPANY 61

4.1 RESIGNATION	61
4.2 RETIREMENT	61
4.3 LEAVING THE COMPANY DURING THE ANNUAL LEAVE YEAR	61
4.4 RETURN OF COMPANY EQUIPMENT/PROPERTY	61
4.5 NOTICE GIVEN BY THE COMPANY	62
4.6 GARDEN LEAVE AND PAY IN LIEU OF NOTICE	62
4.7 NON-SOLICITATION	62
4.8 COMPETITION	62
4.9 RIGHTS AND OBLIGATIONS DURING THE NOTICE PERIOD	63
4.10 REDUNDANCY	63

## 5.0 CHANGES TO THE EMPLOYEE HANDBOOK AND TERMS & CONDITIONS OF EMPLOYMENT 64

## 6.0 HEALTH AND SAFETY 65

6.1 YOUR RESPONSIBILITIES	65
6.2 CODE OF SAFE PRACTICE	65



# Welcome to the Clean Space

Hello,

My name is Charlie Mowat and I am the CEO and founder of the Clean Space. I want to welcome you to the Company, and I hope you'll find working for us a positive experience, where you'll be able to grow and achieve your goals.

I founded the Company back in April 2003 as I saw an opportunity to do something different within cleaning industry, where I believe if we look after our people, they will look after our customers and provide a better cleaning service than our competitors. This is still at the very heart of our Company's Mission.

And it works. Today we have grown into an entrepreneurial £5.3m business driven by our core values: respect, reliability, honesty, happiness and caring.

We never underestimate how important our people are in keeping the business moving and growing and we will do everything we can to make the Clean Space a great place to work. So welcome to the Clean Space family.



**Charlie Mowat**  
Founder & CEO

## The Clean Space - Our Mission

---

The Clean Space is on a mission to become the best, most successful cleaning company in the UK through a focus on making the world of work a better place: for our customers, our people and the environment.

We are building something special in an industry where 'special' is not usually found. Our approach shows others that there is a better way to succeed in the cleaning industry. Others see our lead and follow it.

We are a team. An ambitious, dynamic, positive group of people with a strong set of common values. We are committed to performance and work together to achieve our common goal – an exceptional cleaning company.

**We are proud to be The Clean Space.**

## About this Handbook

---

This Employee Handbook is designed to introduce you to the Clean Space and to be of continuing support during your employment with us. The Handbook provides guidance on how we expect all our staff to behave and the main policies and procedures that covers your employment with us. The Handbook is not intended to cover every situation that you may encounter in work and therefore there may be occasions when you may need to obtain further information from your Line Manager. However, please do take some time to read this Handbook, it is very important.

This handbook is non-contractual unless stated otherwise in a particular section, and the company reserves the right to make changes to it, in line with the needs of the business.

## Our Contact Details

---

**Head Office Address:** 1B Bethwin Road, London, SE5 0SN.

**Tel Number:** 0207 091 9721 | **Email:** info@thecleanspace.com | **Website:** www.thecleanspace.com

## Our Services - What We Do

---

### Commercial Cleaning

As an independent commercial cleaning company, the Clean Space provides professional cleaning services to a variety of different customers which include:

- Offices (including high-end offices)
- Private schools, colleges and nurseries
- NHS sites, GP Practices, private clinics and surgeries
- Galleries, museums, theatres and other public spaces
- Common/communal parts of buildings

### Other Services

In addition to commercial cleaning, we also offer our customers a wide range of other services which include:

- Window cleaning
- Carpet cleaning and hard floor maintenance
- Waste and recycling services
- Laundry services
- Feminine hygiene units
- Hard floor polishing
- One off deep cleaning
- Other specialist cleaning (e.g. IT equipment)
- Caretaking
- Pest Control

### Our Products

We also offer our customers a full range of eco-friendly janitorial products and consumables which are used within our cleaning operation.

We also offer a full range of probiotic cleaning products for those wishing to avoid harsh chemical cleaning products.

## Our Strategy

---

### Our Core Purpose

The Clean Space purpose is to build a cleaning company unlike any other in the industry by:

- Paying our cleaners fairly for the work they do.
- Supporting our cleaners well to allow them to do their jobs.
- Treating our cleaners with the respect they deserve.

We believe that if we do these three things this will lead to us giving our customers an excellent service.

***“We believe that by helping and supporting our cleaners properly, they will provide an excellent cleaning service, which will result in greater customer satisfaction and increased business”.***

So, in practice:

- We make our cleaners happy, safe and secure.
- We regularly surprise our customers with the quality of our cleaning service.
- We deliver profits by selling as much as we can, maximising price, running contracts efficiently upselling our other products and services and minimising costs.
- We innovate and develop the business and ourselves to continually improve.
- And of course.... we get the job done well!

### Our Values

---

At the Clean Space we all have shared Values and accompanied behaviours that we expect all our staff to follow. These Values have been introduced following feedback received from our staff, including our cleaners and you will hear a lot about these values during your employment.

Living and breathing our Values and accompanied behaviours guide us in everything that we do. How we work, how we act and how we serve our customers.

- 1. Make a measurable difference**
- 2. Care about people**
- 3. Work collaboratively to achieve our mission**
- 4. Focus on efficiency**
- 5. Take ownership**

If you are ever in doubt of how you should behave, use the company values as your guide.



## Expected Behaviours

---

Below are the behaviours which we expect as part of our Values:

### 1. Make a measurable difference

- Keep your promises to customers, your manager and colleagues. Do what you say you will do.
- Look for opportunities to make work easier, quicker or deliver a better result.
- Always adhere to company policies, H&S and guidance in the company handbook.
- Accurately log and report your hours.

### 2. Care about people

- Treat others as you would wish to be treated and treat the customers' needs and their property as if they are your own.
- Always be kind, pleasant and polite to your customers and colleagues and be open and honest with your line manager.
- The safety of our team is of the utmost importance so always adhere to The Clean Space H&S policy and wear PPE on site as directed.
- We want to build a group of amazing people who are reliable and dependable. We want to know that you will support your team and your customers when they need it most.

### 3. Work collaboratively to achieve our mission

- This is all about teamwork. If everyone turns up to work, does what they have been tasked with, and delivers to the specification set then we can achieve great things.
- Try to be cooperative, reliable, helpful and dependable and always take pride in your work.
- Work on building good relationships with your colleagues, manager, and customers.

### 4. Focus on efficiency

- Focus on action and don't waste time, energy or money. Tell your manager if you see opportunities to do things differently or make improvements. Don't be afraid to challenge the norm.
- Work diligently and don't allow yourself to get distracted by personal matters (e.g. not using your personal mobile phone while working).
- Many hands make light work, so pull together with your colleagues to get things done efficiently.

### 5. Take ownership

- Show pride in what you do. You are the front line for our customers and the quality of your work is a direct reflection on the business as a whole.
- Always be accountable for yourself and your actions, take responsibility and pay close attention to detail.
- When things do occasionally go wrong, always front up to the issue and manage the situation quickly and courteously. Never be afraid to apologise when appropriate and escalate to your manager if you are unsure.

- Taking ownership also means asking for help when needed. Your manager, and the entire Central Team in Head Office are here to help so please don't be afraid to ask.

## **Our Support Team**

---

Besides the Company having an ethos of “putting our people first” the other real difference with the Clean Space compared to other cleaning companies are the quality of our Support Team (Senior Managers, Operations and Head Office staff).

We are different because of the diverse and innovate ways in which we use our experiences to help the Company and our staff to flourish and grow. The Support Team is close knit and we will do anything we can to make the Company a success. We also have an “open door” policy and we are always available to provide you with any support and assistance you require.

### **Our Senior Management Team**

**Charlie Mowat**, Founder and CEO  
**Stefano Cabras**, Finance Director  
**Richard Cowley**, Operations Director



## 1.0 Working at The Clean Space

### 1.1 Working Hours and Work Location

---

Your normal contracted working hours and place of work are detailed in your Statement of Employment.

Your workdays and start/finish times may vary. The Company reserves the right to ask you to change your normal hours of work and the days on which you work in accordance with business needs, on a temporary or permanent basis. We will consult with you under our legal obligations. Breaks will depend upon the operational requirements and will adhere to the statutory minimum.

In the event of a reduction/shortage of work or any other occurrence affecting normal working, the Company reserves the right to temporarily lay you off work without pay, save for guarantee payments to which you will be entitled, or alternatively, to reduce your normal working hours and reduce your pay proportionately, or require you to take holidays for these days (e.g. If a customer's premises is closed on a normal working day or days and they do not require cleaning).

The Company reserves the right at any time during your employment to require you to work at other locations (e.g. other customer sites) on a temporary or permanent basis to meet the business or our customer's needs, which are in reasonable travelling distance. Due to changing business needs cleaning staff are not solely dedicated to work at a particular customer site.

### 1.2 Salary

---

Your Statement of Employment sets out your basic salary details and any entitlements that you may receive. For hourly paid staff your rate of pay for each location you work at, is detailed in the Statement of Employment.

Salary payments are made directly into your bank account and this occurs every month. You will also receive a payslip via email, which details your salary for the pay period.

### 1.3 Overtime Pay

---

Where overtime payments are made, they are calculated at the normal hourly rate, for each hour worked beyond the normal contracted hours.

### 1.4 Bonus, Commission & Incentives

---

**1.4.1** Any payments due under these schemes are based on the Company and employee's performance. The payment of these are wholly at the discretion of the Company and there is no contractual entitlement for staff to receive these at any time, irrespective of whether these have been paid to you or to others on previous occasions. For part-time employees any payments due will be paid on a pro rata basis. The Company may at its discretion suspend, cancel or vary such schemes at any time.

**1.4.2** Eligible staff shall accrue bonus, commission, incentive payment (or other incentives including vouchers, etc), up to the date of termination of employment or if the employee is working out a period of notice, on the date that the bonus or incentive payment is due to be made.

## 1.5 Deductions from Salary

---

The Company reserves the right, as part of your Statement of Employment and in accordance with the Employment Rights Act 1996, to require you to repay to the Company, either by a direct deduction from your salary or any other method acceptable to the Company the following:

- Any monies due from you to The Clean Space including any loan made to you whether by a written or verbal agreement, including interest on loans.
- Any fees incurred by The Clean Space for training during the six months prior to the termination of your employment.
- Any liabilities, losses, damages, costs or expenses incurred by The Clean Space which are attributable (in whole or in part) to your negligence or dishonesty.
- Holiday or sick pay that is in excess of your statutory or contractual entitlement, whether during your employment or on termination of your employment.
- Payment for or a period of unauthorised absence.
- Overpaid salary, expenses or any other overpayment to you from The Clean Space.
- Salary for hours not worked where our records indicate that you have not completed your contracted hours but have been paid for them.
- Salary for hours not worked due to you failing to give the required period of notice of termination.
- The reasonable market value of any company equipment not returned upon termination of employment.
- Any other non-recoverable costs incurred by the company (e.g. costs of DBS checks) should your employment terminate during the 6-month probationary period.

**This section forms part of your terms and conditions of employment.**

## 1.6 Personal Information

---

You must inform your line manager in writing, of any changes in your personal circumstances as soon as possible and within seven days of any change (e.g. your name, marital status, home address, bank account details, telephone number, email, next of kin/emergency contact details, email address, work visa extensions, etc).

All staff are required to provide the company with a personal email address upon induction for correspondence.

Where a change is notified in writing, you should provide where possible proof of the change, for example a utility bill with a new address, or marriage certificate or deed poll for a change of name.

**This section forms part of your terms and conditions of employment.**

## 1.7 Probationary Period

---

It is the Company's policy to operate probationary periods for all new employees.

If you are a new employee, the first 6 months of your employment with us will be regarded as a probationary period. During this period, we shall review with you your on-going performance and suitability for your role and you will be required to demonstrate to the Company's satisfaction your suitability for the position.

The Company reserves the right to extend the period of probation at its discretion, where the employee's performance during probation has not been entirely satisfactory.

For the duration of your probation (including any extension) the period of notice by either party shall be one week's written notice. Once the probationary period has been completed, your notice period will be in accordance with your Statement of Employment.

## **1.8 DBS Checks**

---

In certain locations and for certain roles, for example where an employee may come into contact with children or vulnerable adults, the Company may undertake a Disclosure and Barring Service (DBS) criminal record check during or prior to commencement of employment. In the event that a DBS check is returned, as unsatisfactory and makes you unable to carry out your role, the Company may have no alternative but to terminate your employment or withdraw an offer of employment.

## **1.9 Job Descriptions**

---

You will be provided with a job description, which sets out your duties and responsibilities. We reserve the right to ask you to undertake additional tasks, outside of your job description that are reasonable for your role. For example, to contribute to your personal development or to meet the needs of the business. Where such a request is made full training and support will be provided. We also reserve the right to make reasonable changes to your job description, in line with the needs of the business. Any proposed changes will be discussed with you before implementation, and again full training and support will be provided.

## 2.0 Pay and Reward

We want you to get the most out of your career with us. Not just in terms of enjoying your job but also in terms of rewards. After all, you are giving us the benefits of your expertise, dedication and hard work, so in return we will provide you with the following benefits.

### 2.1 Salary

---

For Cleaner, Caretaker, Supervisor and Mobile Cleaner's pay we have to take into account our customer's budget, however we aim to pay the "real living wage" wherever possible.

For Contract Manager's and Head Office Staff, we aim to pay salary both in line with your performance but also fair within the external market. We will use recognised job evaluation methods and salary bench-marking to establish appropriate levels of pay.

Your pay will be discussed with you annually with reference to your appraisal, both in terms of your performance and your position within the market. Although we commit to reviewing your pay on an annual basis this does not mean there will be a guaranteed annual increment.

### 2.2 Annual Leave & Other Leave

---

#### 2.2.1 Annual Leave Entitlement

Our holiday year runs from 1st January to 31st December.

If you are a full-time employee you are entitled to 28 days paid annual leave in the holiday year, which includes all bank holidays.

For part time employees and employees starting mid-holiday year, you will be entitled to pro rata of the full-time entitlement, based on the contractual working hours.

For full time employees, if you work a bank holiday that you would not normally be contracted to work, you will either be paid for that day, or receive a compensatory day in lieu, to be agreed with your line manager.

- a) Cleaners, Caretakers and Mobile Cleaners - Holiday Request Procedure to book annual leave:
- Make a holiday request, giving the required notice of 2 weeks minimum, to your Line Manager using the holiday request form.
  - If approved the holiday request form will be returned by the line manager.

**Note:** For hourly paid staff, holiday is accrued based on hours worked and recorded.

- b) Head Office and Contract Manager's - Holiday Request Procedure to book annual leave:
- Make a holiday request, giving the required notice of 2 weeks minimum, to your Line Manager using the holiday request form.
  - If authorised the Line Manager will email HR.
  - The holiday dates will be put on the Annual Leave Planner by HR.

Accrued annual leave entitlement, which has not been taken during a holiday year, may not be carried over into the next holiday year, unless there are exceptional circumstances and it has been agreed by your line manager.

The Company reserves the right to specify the date(s) when annual leave is to be taken and the right to refuse a request for annual leave, in line with the needs of the business and the customer. Therefore, you should not book flights, holidays, or commit to any expenditure related to your leave until this has been approved.

### **2.2.2 Sickness and Annual Leave**

Should you become sick immediately prior or during your annual leave, subject to fulfilling the correct reporting procedure and providing the correct certification, you may substitute your annual leave for sick leave.

### **2.2.3 Compassionate Leave**

Any entitlement to compassionate leave will be at the sole discretion of your Line Manager and will normally be granted for bereavement or the news of serious illness only.

Each case will be viewed sympathetically, and the Company may agree paid leave for this absence, which will not normally exceed three days and must be agreed, at the time with your Line Manager.

Compassionate leave is intended to help you through the early days of receiving distressing news and other types of leave such as holiday will need to be discussed with your line manager for medium to longer term absence.

**Emergency Dependent Leave (unpaid leave):** You are entitled to take a reasonable amount of unpaid leave, to deal with emergency involving a dependent, which is defined as a parent, wife, husband, partner, child or someone who relies on the employee for care. It should be stressed that this right is to deal with 'sudden or unexpected' events and to make appropriate longer-term arrangements. It does not entitle you to take time off in order to personally care for a dependent.

## **2.3 Maternity Leave and Pay**

---

### **2.3.1 Ante Natal Care**

Pregnant employees are entitled to paid time off to attend ante natal care appointments recommended by the doctor or midwife.

If you are the father of the unborn child, or the partner of a pregnant woman you are entitled to unpaid leave to attend 2 ante natal care appointments recommended by the doctor or midwife. For each appointment you are entitled to up to 6.5 hours of leave.

### **2.3.2 Maternity Leave**

Pregnant employees will be entitled to take 26 weeks' Ordinary Maternity Leave and 26 weeks Additional Maternity Leave, irrespective of their length of service or the number of hours worked each week.

You may not return to work during the two weeks immediately following the birth of your child (four weeks for women who work in factories).

You are free to choose when you would like your maternity leave to start, however, the earliest you can choose to start your maternity leave is during the 11th week before the expected week of your child's birth.

In certain circumstances, your maternity leave may start automatically, earlier than the start date you chose. This applies where you are absent from work wholly or partly because of pregnancy at any time during the four weeks before the expected week of childbirth or if you give birth early.

### **2.3.3 Statutory Maternity Pay**

If you have at least 26 weeks' service by the end of the 15th week before your child is expected to be born, you may be entitled to Statutory Maternity Pay (SMP), provided your average weekly earnings are at or above the Lower Earnings Limit for National Insurance.

SMP is payable for 39 weeks. For the first six weeks, SMP is paid at 90% of the average weekly earnings. For the remaining 33 weeks, SMP is paid at the statutory rate, which is adjusted from time to time. The Company will inform you of the applicable rate. If your average weekly earnings fall below the standard rate, SMP will be paid at 90% of your average weekly earnings throughout. SMP will be paid subject to deductions for tax and National Insurance contributions in the normal way.

### **2.3.4 Notification of Pregnancy**

In order to be eligible for maternity leave and SMP, you are required to notify your line manager in writing by or during the 15th week before the expected week of your child's birth. You must inform your Line Manager of the following:

- You are pregnant.
- The week in which your child is due.
- The date you intend to start your maternity leave.
- The date from which you will be claiming SMP.

You should enclose a MAT B1 certificate with your written notification signed by your registered doctor or registered midwife to confirm the expected week of childbirth.

Within 28 days of receiving your notice, the Company will notify you in writing of the date when your maternity leave will end.

You may change the date you start your maternity leave providing you give at least 28 days' notice in writing of either the new start date or the original start date (whichever is earliest).

Within 28 days of receiving your notice to change, the Company shall notify you in writing of the new date when your maternity leave will end.

Prior to your departure on maternity leave, your line manager will meet with you to discuss your rights and entitlements during maternity leave, the possibility of flexible working on your return to work and the level of contact you would like with the Company during your maternity leave. You should raise any queries or concerns you have at this meeting.

### **2.3.5 “Keeping in Touch” (KIT) Days**

Your line manager may also offer you up to 10 days work during your maternity leave. These are known legally as “keeping in touch days”. It is up to you if you wish to work these days and there is no obligation on the company to offer them. It is a means to agree a mutually acceptable level of work during maternity leave, without affecting the right to SMP. The rate of pay for the work will be agreed in advance with you. “Keeping in touch days” will only be offered as full days of work.

### **2.3.6 Benefits**

During Ordinary and Additional Maternity Leave, you will continue to receive your contractual benefits (including accrual of annual leave) and your normal terms and conditions will continue to apply, except for those terms relating to wages and salary.

### **2.3.7 Risk Assessment**

If any pregnant employees, or employees who have recently become mothers or who are breastfeeding are employed in positions which have been identified as posing a risk to their health and safety or that of their baby, a risk assessment will be undertaken, and they will be notified immediately and arrangements will be made to eliminate the risks.

If you have concerns about your own health and safety at any time you should consult your Line Manager immediately.

### **2.3.8 Returning to Work**

You do not have to notify the Company separately of your return date. It will be assumed that you will come back to work on the date the Company has notified you is the end of your maternity leave period. However, if you wish to return to work before the end of your full maternity leave entitlement, you should give your line manager at least 8 weeks’ notice in writing of your intended return date.

If you return to work immediately after a period of Ordinary Maternity Leave you will return to work in the same job you left before you started your maternity leave.

If you return to work from a period of Additional Maternity Leave, you will return to the same job you were employed to do, unless this is not reasonably practicable, whereby you will be offered a similar job on equal terms and conditions.

If you decide not to return to work after maternity leave, you should confirm your resignation in writing and give the notice required by your contract of employment.

On your return from maternity leave, your line manager will arrange a meeting with you to discuss any changes that have taken place during your absence. You should also feel free to raise any queries or concerns you have.

## **2.4 Adoption Leave and Pay**

---

Employees have a right to paid adoption leave when a child is first placed with them. This allows one of the adoptive parents (primary adopter) to take paid leave for the same period and at the same flat rate of pay as Statutory Maternity Pay.



If you adopt a child through an approved adoption agency you are entitled to take up to 52 weeks' adoption leave. The first 26 weeks of leave is known as ordinary adoption leave followed immediately by up to 26 weeks' additional adoption leave.

As the primary adopter, you will also qualify for statutory adoption pay provided that you have 26 weeks continuous service by the week you are matched with a child and your average weekly earnings are not less than the lower earnings limit for national insurance contributions. Statutory adoption pay is payable for up to 39 weeks. You will receive 90% of your average weekly earnings for the first 6 weeks, then for the remaining 33 weeks, you will receive the rate set by the Government, or 90% of your average weekly earnings, if this figure is lower.

Adoption leave can commence up to 14 days before the issue of a matching certificate or up to 2 months after the child starts living with the adoptive parents. The detailed rules regarding Adoption Leave mirror that of maternity and paternity leave.

Those adopting from surrogate parents are also eligible for adoption leave and pay. If you are a surrogate mother, you are entitled to maternity leave and pay.

### **2.4.1 Adoption Appointments**

If you are the primary adopter, you are entitled to take paid time off for up to 5 adoption appointments. If you are the partner of the primary adopter, you can take unpaid time off for up to 2 appointments.

## **2.5 Paternity Leave and Pay**

---

Statutory Paternity Leave is a maximum of two weeks' leave, following the birth of a child, taken in order to support the mother or primary adopter care for the new child. It can be taken as a single week, two separate one week blocks, or two consecutive weeks.

Statutory Paternity Leave must be taken within 52 weeks of the birth. If the baby is born earlier than expected, it must be taken within 52 weeks from the date the baby was due.

To qualify:

- You must have worked for us for at least 26 weeks by the end of the 15th week before the expected birth week.
- You must provide us with 28 days' notice of taking the leave.
- You must be in an enduring relationship with the mother or primary adopter and expect to have responsibility for the child's upbringing.
- You will be taking time off to support the mother or primary adopter in caring for the child.

Statutory Paternity Pay is paid at a fixed rate per week (determined in legislation) or 90% of average earnings if that is less. It is paid less tax and National Insurance contributions in the normal way.

During Statutory Paternity Leave, you are entitled to all of your normal contractual terms and conditions as if you were not absent, apart from basic wages and salary. You have the right to return to exactly the same job, on the same terms and conditions after Statutory Paternity Leave.

Where a child has been adopted, it is up to the adoptive parents as to who takes adoption leave and who takes paternity leave.

## 2.6 Unpaid Parental Leave

---

If you have or expect to have responsibility for a child, you are entitled to take Parental Leave to care for that child. This includes the child's registered father or anyone else who has or expects to have formal parental responsibility for the child. To be eligible to take Parental Leave, you must have been employed by the Company for at least one year.

Parental Leave consists of a maximum of 18 weeks' unpaid leave. It can be taken at any time up to the child's 18th birthday. Up to four weeks' Parental Leave can be taken in respect of each child, each year, in blocks of one week or more. You cannot take the leave in blocks of less than one week, unless the child is disabled. You must give your line manager at least 21 days' notice of your intention to take Parental Leave.

## 2.7 Shared Parental Leave

---

If you are the parent of a baby born or placed for adoption on or after 5 April 2015 you have the right to Shared Parental Leave. This enables you to share the caring responsibilities for your child by sharing the remainder of maternity or adoption leave, once the mother has taken the 2 weeks of compulsory leave.

### 2.7.1 Eligibility

To qualify for Shared Parental Leave a mother must:

- Have a partner.
- Be entitled to either maternity/adoption leave and/or to statutory maternity/adoption pay or maternity allowance.
- Have curtailed, or given notice to reduce, their maternity/adoption leave, or their pay/allowance (if not eligible for maternity/adoption leave).

To qualify for Shared Parental Leave, you must:

- Be an employee.
- Have 26 weeks continuous service with us by the 15th week before the expected due date of birth or matching date for adoption, and still be working for us at the start date of each period of leave. This is known as the "continuity of employment test".
- Share the primary responsibility for the child with the other parent at the time of the birth or matching date for adoption.
- Have properly notified us of your entitlement and have provided the necessary declarations and evidence.

In addition, your partner must, in the 66 weeks leading up to the baby's expected due date/matching date, have worked for at least 26 weeks and earned the required "average amount" a week (the "average amount" is reviewed annually by the government) in any 13 weeks. This is known as the "employment and earnings test".

### 2.7.2 Shared Parental Pay (ShPP)

If a mother gives notice to curtail her 39 weeks statutory maternity/adoption pay, the remaining pay becomes available as ShPP. The rate of ShPP is set by the government.

To qualify for ShPP you have to meet the "continuity of employment test" and your partner has to meet the "employment and earnings test". In addition, you must have earned above the lower earnings limit for national insurance contributions up to and including the 15th week before the expected due date of birth or matching date for adoption.

### **2.7.3 Shared Parental Leave/Pay in Practice**

Shared Parental Leave can only be taken in complete weeks, but it can commence on any day of the week. Leave can only be taken once the mother has returned to work or given notice to her employer to curtail her maternity/adoption leave.

You can notify us on 3 separate occasions for each birth/adoption, that you wish to take Shared Parental Leave. Leave can be taken in continuous blocks (unbroken periods of leave) or discontinuous blocks (where you return to work between periods of leave). Continuous blocks of leave are a statutory right and we will not refuse such requests, however single requests for discontinuous blocks of leave, will be subject to our agreement.

If you make a single request for discontinuous blocks of leave, we will hold a meeting with you within 14 days to discuss the application. If we decide to turn down the request, you will still be entitled to take the whole amount of leave in a continuous block or you can withdraw the request and possibly re-submit it at a later date. If you withdraw the request, it will not count as one of your 3 separate requests.

During the 14-day discussion period we reserve the right to request a copy of the birth/adoption matching certificate and/or the contact details of your partner. If this information is requested, it must be provided within 14 calendar days.

To minimise the chance of refusal we would encourage you to discuss your Shared Parental Leave requirements with us at the earliest opportunity.

### **2.7.4 Notice Requirements**

You must give at least 8 weeks' notice of each period of Shared Parental Leave providing us with the following information:

- The names of the mother and partner.
- The start and end date of any statutory maternity or adoption leave.
- The total amount of shared parental leave available.
- The child's expected week of birth, actual date of birth, or date of placement.
- How much shared parental leave you and the mother each intend to take.
- An indication as to when you intend to take the leave.

You will have to provide a signed declaration that:

- You will be sharing responsibility for the care of the child.
- The mother has given notice to end her maternity entitlement.
- The mother meets the "continuity of employment test".
- The information they have given is accurate.
- Should they cease to be eligible they will immediately inform their employer.

You will also have to provide a signed declaration from your partner stating:

- Their name, address and national insurance number.
- They are the father, mother of the child or partner of the mother of the child.
- They meet the criteria for the "employment and earnings test".
- (If the mother) they are entitled to statutory maternity leave, statutory maternity pay or maternity allowance and that they have given notice to end that leave and pay/allowance.
- That at the time of the birth or placement they shared the responsibility for the care of the child with the employee seeking to take SPL.
- They consent to the amount of leave and pay that the employee is seeking to take.
- They consent to the employer receiving this declaration to process the information contained within it.
- (In the case of the mother) that the mother will immediately inform their partner should the mother cease to satisfy the eligibility conditions.

Once the mother has given notice to end maternity/adoption leave and either parent has informed their employer of their entitlement to take Shared Parental Leave then the notice to end maternity leave is binding and cannot be withdrawn. When notice is given before birth, it may be withdrawn without a reason up to six weeks following the birth.

### **2.7.5 Claiming Shared Parental Pay (ShPP)**

If you intend to claim ShPP you must give us notice which includes:

- The total amount of ShPP both parents are entitled to take.
- How much ShPP each parent intends to take.
- When you and your partner expect to take ShPP.
- A declaration from your partner confirming their agreement to you claiming their amount of ShPP.
- The notice to claim ShPP can be included within your notice of entitlement to Shared Parental Leave.

### **2.7.6 Varying the Notice of Leave**

If you have given notice of taking SPL but then change your mind, you must notify us of the original split of leave and how you now intend to take the leave. Both parents must sign the notice to confirm that they are in agreement with the variation. If leave was booked that will no longer take place (i.e. it is being cancelled), a notice to vary leave must also be made.

### **2.7.7 Booking Leave**

You can book leave (i.e. confirm the dates) at the same time or following your notification of entitlement to SPL. You can submit 3 separate notices to book leave. Any variation to leave already booked, will count as one of the 3 notices.

Notice to book leave must be made in writing at least 8 weeks before any period of leave begins.

### **2.7.8 Meeting**

If you submit a request for continuous SPL, this is a legal right and we will agree to this in writing. We may need to informally discuss the impact on your work, but we will not refuse the request. If you submit a request for discontinuous SPL, we will hold a meeting with you to discuss the request within 14 days.

### **2.7.9 Outcome**

All continuous leave notifications will be honoured as this is your legal right. Where you have notified us of a request to take discontinuous leave, we will respond to you in writing, following a meeting, within 14 days. We will endeavour to meet requests for discontinuous SPL but reserve the right to turn down a request, if we believe it will have a significant adverse impact on the business.

The default position is that if a discontinuous leave request is turned down, you can either withdraw the request, and it will not count as one of the 3 allowed requests, or the leave defaults to continuous leave.

### **2.7.10 SPLIT Days**

During SPL we can mutually agree up to 20 Shared Parental Leave in Touch (SPLIT) days. There is no obligation on us to offer these days or for you to agree to them. SPLIT days can be used in situations where we both feel it would be beneficial for you to attend a work-related activity, for example a training session or a team meeting, or to work part of a week to help you return to your role.

When you work a SPLIT day, you will be paid your normal rate of pay, which will include any ShPP.

### **2.7.11 Returning to work after Shared Parental Leave**

When returning to work after SPL you are entitled to return to the same job if your total leave (not including unpaid parental leave) is 26 weeks or less.

In the case where the total leave exceeds 26 weeks or unpaid parental leave exceeds four weeks, you may be offered suitable alternative work on the same terms and conditions, if it is not reasonably practicable for you to return to your own job.

### **2.7.12 Holiday during Shared Parental Leave**

You will continue to accrue holiday while on SPL. You should try to take holiday within the holiday year wherever possible.

- If an Employee has any accrued but unused annual leave entitlement before starting maternity leave, the employee will be required to take this prior to maternity leave commencing.
- The Employee will continue to accrue both statutory and any additional contractual annual leave entitlement during both the 26-week ordinary maternity leave period and 26-week additional maternity leave period.
- If the Employee decides not to return to work following maternity leave, she will be paid for any leave entitlement accrued during maternity leave. If at that time the employee has taken more leave than she has accrued during the current leave year, it will be deducted from the final salary.

## 2.8 Parental Bereavement Leave

---

### 2.8.1 Purpose

The purpose of this policy is to set out employee entitlements to parental bereavement leave which became effective 6 April 2020. We are committed to providing support to employees who experience loss in their lives and, in particular we appreciate that the death of a child, or a stillbirth, can be one of the most harrowing experiences of someone's life. This policy explains the statutory rights to time off, pay during time off and other support offered.

### 2.8.2 Eligibility

Parental bereavement leave is available from day one of employment. It is available to employees on the death of a child under the age of 18 including stillbirth. You may take parental bereavement leave if you fall into any one of the following categories:

- A 'natural' parent.
- An adoptive parent, and those with whom a child has been placed under the 'foster to adopt' scheme, provided the placement is ongoing.
- A 'natural' parent where the child has been adopted but a Court Order exists to allow the 'natural' parent to have contact with the child.
- An employee who is living with a child who has entered Great Britain from overseas in relation to whom has received official notification that they are eligible to adopt.
- An intended parent under a surrogacy arrangement where it was expected that a parental order would be made.
- A 'parent in fact' which is someone in whose home the child has been living for a period of at least four weeks before the death and has had day to day responsibility for the child, subject to exceptions. This category includes guardians and foster parents but does not include paid carers.
- The partner of anyone who falls into the above categories, where they live in an enduring family relationship with the child and their parent.

### 2.8.2 Length of Leave and How it May Be Taken

A total of two weeks may be taken as parental bereavement leave and you may choose to take leave as:

- A single block of one week.
- A single block of two weeks.
- Two separate blocks of one week.

Leave may start on any day of the week and must be taken in whole weeks. It may be taken at any time in the 56 week period following the death.

If you have suffered a stillbirth after 24 weeks of pregnancy, in addition to parental bereavement leave, you are still entitled to take your full entitlement to maternity and paternity leave, provided you were eligible to take maternity or paternity leave. However, parental bereavement leave cannot be taken at the same time as maternity or paternity leave.

Where more than one child dies or is stillborn, you are entitled to two weeks of parental bereavement leave in relation to each child.

### **2.8.3 Notification Requirements**

#### **Leave to be taken within the first 56 days of the death**

You do not need to give any advance notice of taking parental bereavement leave. We only ask that you contact your line manager by the time you were due to start work on the day you wish leave to begin, or if this is not possible, as soon as is reasonably practicable, giving the date of the death, the date on which leave will start and whether one or two weeks is to be taken.

#### **Leave to be taken later than the first 56 days since the death**

You need to give one week's advance notice, in writing, of taking parental bereavement leave to your line manager giving the date of the death, the date on which leave will start and whether one or two weeks is to be taken.

### **2.8.4 Cancelling or Changing Leave Dates**

You can cancel a period of leave that you have already told us about, as long as the period of leave has not already started. If you wish to cancel a period of leave which was to begin within the first 56 days of the death, you can cancel it by letting us know by your normal start time on the day that leave was originally due to start.

To cancel leave which was to begin later than 56 days after the death, you should let us know no later than one week prior to the intended start date.

You can also change the start date of leave by following the notice requirements above.

### **2.8.5 Cancelling or Changing Leave Dates**

You can cancel a period of leave that you have already told us about, as long as the period of leave has not already started. If you wish to cancel a period of leave which was to begin within the first 56 days of the death, you can cancel it by letting us know by your normal start time on the day that leave was originally due to start.

To cancel leave which was to begin later than 56 days after the death, you should let us know no later than one week prior to the intended start date.

You can also change the start date of leave by following the notice requirements above.

#### **Payment during leave**

You will qualify for statutory parental bereavement pay during leave if you meet the following criteria:

- You have been continuously employed with us for at least 26 weeks by the week prior to the week in which the child died or was stillborn.
- Your normal average weekly earnings are not less than the lower earnings limit relevant for national insurance purposes.
- You are still employed by us on the date the child died or was stillborn.



Payment will be made at the rate set by the Government each year or 90 per cent of your average weekly earnings (whichever is lower).

In order to receive statutory parental bereavement pay, you must provide us with a request along with the following information within 28 days, or as soon as is reasonably practicable, of the first day of parental bereavement leave:

- The child's name.
- The date of the death or stillbirth.
- A declaration that you fall into the one of the categories listed under 'Eligibility' above.

### **2.8.6 Terms and Conditions During Leave**

During parental bereavement leave, you remain entitled to receive your normal contractual terms and conditions of employment with the exception of remuneration. This will include pension contributions, the accrual of holiday and other contractual benefits, subject to the terms of these benefits.

### **2.8.7 Right to Return**

Upon your return to work, you are entitled to return to the same job, with the same terms and conditions, in which you were employed before the period of leave unless:

- The total period of leave you have taken is more than 26 weeks when added to any other period of statutory leave including maternity, paternity, adoption leave etc. in relation to the same child and
- It is not reasonably practicable for you to return to the same job.

On your first day back to work we will meet with you to discuss any arrangements regarding your return to work and any additional support we may be able to offer you.

## **2.9 Carer's Leave**

---

If you have caring responsibilities for a dependant with a long-term care need, you are entitled to take one working week\* of unpaid carer's leave, in a rolling 12-month period, to care for this dependent.

\*one working week is defined as the number of days which you work in a normal working week. E.g. if you work 3 days per week, you would be entitled to 3 days of unpaid carer's leave.

You can request to take your entitlement in one continuous block, or on separate occasions, but each occasion must be at least one-half of your working day.

A dependant is defined as:

- a spouse or civil partner
- a child
- a parent
- a person who lives in the same household but is not a tenant, lodger, boarder or employee
- a person who reasonably relies on you to provide or arrange care

A long-term care need is defined as :

- an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months
- a disability for the purposes of the Equality Act 2010
- care for a reason connected with old age

#### Requesting Carer's Leave

Requests for carer's leave must be made in writing and provide the following information:

- that the person you wish to take carer's leave for meets the definition of a dependant, and has a long-term care need as defined in this policy.
- that you will take leave in order to provide or arrange care for that person
- that you have not exceeded your entitlement to carer's leave
- the dates on which you want to take leave

The length of notice you must give should be at least double the amount of time that you want to take off as carer's leave, but no less than 3 days' notice.

#### Postponing Carer's Leave

The Clean Space may decide to postpone your request for carer's leave for up to one month, if we reasonably consider that the operation of our business would be unduly disrupted by your request.

We will consult with you before determining a new date for you to take the carer's leave.

The Clean Space will confirm in writing the reason for the postponement, and the new agreed date of leave, within 7 days of the original request, and before the requested start date of the leave.

## 2.10 Flexible Working

---

We respect the need for employees to balance their work and home life and will honour our statutory obligation to consider requests from staff to work flexibly. All types of request will be considered, which may include varying your working hours or work pattern or working from home.

Such requests will be considered taking into account the impact on the organisation, work colleagues, customers and any other relevant factors.

You should submit a written application to work flexibly, setting out your plans. It would also be helpful if you set out its potential impact on the business and how this will be mitigated.

Other than in exceptional circumstances, you will be able to submit a maximum of two applications to work flexibly in any 12 month period.

Your application should include:

- The date of the application, the change to working conditions you are seeking and when you would like the change to come into effect.
- A statement that it is a statutory request and the date of any previous applications for flexible working.

We will then arrange a consultation meeting with you to discuss your request. At that consultation meeting you may bring a workplace colleague. This meeting will be an opportunity to discuss the requested change, its impact, and any practical considerations involved in implementing the request.

There may be some requests that we are immediately happy to agree to, and in these cases a formal meeting may not be necessary.

If you fail to attend the meeting, and a rearranged meeting without good reason, we will consider the application as having been withdrawn.

Following the meeting, we will then give serious consideration to your request and reply formally in writing.

If your request is accepted, it will constitute a permanent change to your terms and conditions of employment and you will receive a letter to sign, confirming this. In some circumstances we may suggest a trial period for the new working conditions.

There is no obligation on us to accept requests for flexible working, however, if we decide not to accept any request, we will invite you to a further meeting to explain why.

If we do decide to turn down the request, it will be for one of the following objective reasons:

- the burden of additional costs,
- an inability to reorganise work amongst existing staff
- an inability to recruit additional staff
- a detrimental impact on quality
- a detrimental impact on performance
- a detrimental effect on our ability to meet customer demand
- insufficient work for the periods you propose to work
- a planned structural change to the business

If your request is turned down, you have the right of appeal and should put that appeal in writing to the designated appeal manager, within 5 working days of receiving your response letter.

You will be invited to an appeal hearing to put your case and again you may be accompanied by a work colleague.

Following the appeal, you will be given a final written response and there will be no further right of appeal.

As per our statutory obligations all requests will be consulted on, a response provided, and any appeal concluded, within 2 months.

## **2.11 Pension Scheme**

---

When you commence employment, you will be automatically enrolled on the Company's pension scheme (National Employment Savings Trust, which is known as NEST) if you meet the eligibility requirements.

If you are eligible to join the pension scheme you will receive information directly from NEST, who are our pension provider. This information provides important information about your pension and details how you can an “opt out” of the pension, if you so wish.

## **2.12 Sickness Policy**

---

### **2.12.1 For Contract Manager’s and Head Office Staff**

If you are absent from work due to sickness or injury the Company will pay full pay for the first 3 days of absence (up to a maximum of 3 days per calendar year) and Statutory Sick Pay (SSP) only for the remainder, provided you have complied with the relevant statutory and Company rules relating to sickness absence and notification.

### **2.12.2 For Cleaners, Caretakers, Mobile Cleaners and Supervisors**

If you are absent from work due to sickness or injury, the Company will pay you Statutory Sick Pay (SSP) provided you are eligible and have complied with the relevant statutory and Company rules relating to sickness absence and notification.

There are specific qualifying regulations for the payment of SSP, where payment will be made as a result of sickness of more than 4 or more consecutive days.

Under the government SSP scheme, the first 3 qualifying days of sickness are called “waiting days” and therefore you will not be paid for the first 3 days of sickness. SSP will therefore be paid from day 4 of absence.

SSP will be paid for up to 28 weeks of “linked absence”. “Linked absence” is where periods of absence occur with less than 8 weeks between them. Where absences are “linked” you will not need to serve the 3 waiting days for each period of absence, only the first period in the “linked” sequence.

## **2.13 Employees of the Month/Support Star of the Season**

---

The Company wishes to celebrate success and reward employees for outstanding service, for having a positive and dedicated attitude, going above and beyond in meeting customer expectations and demonstrating our core values and behaviours.

We therefore have Employees of the Month and a Support Star of the Season (for Head Office and Operations staff), where employees are rewarded with a bonus and receive a personal letter of thanks from the CEO.

In addition, the Company has an annual Clean Space Award for Outstanding Service Delivery where the best three cleaners receive a bonus and an award for exemplary service.

## **2.14 Career Development**

---

The Company encourages career development for its staff and where possible endeavours to promote internal staff to vacancies, if they meet specific skill levels (core competencies) required for a particular role, which can include the following:

Core Competencies

- Experience/Knowledge
- Quality of Customer Service
- Achievement of targets
- Communication/Interpersonal Skills
- Supervisory/Management Skills
- Acceptable Absence/Sickness Levels
- Ability to Motivate others/Teamwork
- Accuracy
- Flexibility/Adaptability in the Work Situation
- Demonstration of our Values and Behaviours
- Level of Responsibility/Self-Reliance

### 2.14.1 Career Progression for Cleaners

The Company has a clearly defined career path for our Cleaners who meet the required competencies as shown below. It should be noted progression to the more senior roles is dependent upon a vacancy being available.

We believe in providing opportunities for those staff that wish to develop and build their career and a number of Cleaners have progressed within the Company to become Supervisors and to more senior roles.

Career progression within the Clean Space is dependent upon your own personal performance, which is regularly reviewed by your Contract Manager.

We will work with our cleaners to help them climb the Career Ladder, and to progress you will need to be a great cleaner who is hardworking, committed, reliable and willing to support others.

#### The Clean Space Career Ladder



As you progress further within the Company you will notice a shift from conducting cleaning duties to checking cleaning standards and supervising/managing others.

Don't forget, in order to provide a great cleaning service and to have the opportunity to progress you need to live and breathe our values.

## 3.0 Employment Policies

Honesty and Integrity are very important and it's up to all of us to maintain the high standards our customers expect of us. This section lays out the policies and procedures we have established in order to uphold our values, retain our customer's trust and help you to perform your duties. Further details of our policies and procedures can also be found in specific work manuals or policies, which are available via your line manager.

### 3.1 Leave

---

#### 3.1.1 Jury Service/Witness Summons

If you are required to attend for jury service, are summoned as a witness, or are obliged by law to attend court, the company must give you time off to carry out your public duty. Whilst you are carrying out jury service or acting as a witness following a summons you will not be paid by the company or the court, however you can claim loss of earnings from the court. The company will complete a "Certificate of Loss of Earnings" to facilitate your claim. Time off for jury service should be discussed with your Line Manager in the first instance.

In the event that you are advised that a particular court case may be prolonged (e.g. last more than one week), you should request dispensation from being a juror for this case. In the event that dispensation is not granted then you should inform your Line Manager and give details of the expected duration of the case.

#### 3.1.2 Time Off for Public Duties

You are entitled to reasonable unpaid leave of absence to perform the following public duties: Justice of the Peace and membership of a recognised public or statutory body stipulated in the Employment Rights Act 1996.

#### 3.1.3 Medical or Dental Appointments

If you are required to attend a non-emergency medical appointment, or visit a dentist or optician, you should make these appointments outside work hours. If this cannot be arranged, then you should inform your Line Manager as soon as possible. Appointments should be arranged when cover is available, or towards the beginning or end of the working day. We may also change the work rota to allow you to attend the appointment. Such appointments will be unpaid.

### 3.2 Attendance and Timekeeping

---

The Company expects you to be ready to start work on time. If in exceptional circumstances you are unable to attend work in designated start time, you must telephone your Line Manager immediately.

If staff are late for work this means that colleagues are put under additional pressure to cover duties, will give a very poor impression to our customers and we could ultimately lose business.

Therefore, lateness and absence will be recorded and unacceptable levels of timekeeping and attendance, or failure to inform the Line Manager of absence will constitute misconduct, which may result in disciplinary action. Attendance will be monitored.

You are not allowed to leave your place of work except during authorised breaks or with the permission of your line manager. Leaving your place of work without authorisation may lead to disciplinary action.

## **3.3 Sickness and Absence**

---

### **3.3.1 Notification of Absence**

If you are absent from work, we will always try to provide support in times of genuine need. Absence however does put your colleagues under pressure, and it affects the quality of the service we are able to provide. Our procedures are therefore designed to provide you with support whilst minimising the disruption absence can cause.

As soon as you know you cannot come into work and at least two hours before your shift starts you must call your Line Manager, personally by telephone, giving the reason for your absence and how long you think you may be absent for. If your line manager is not available, you should telephone your line manager's manager.

The line manager will then inform central HR of the absence and will follow up by informing HR when the employee has returned to work, or a Statement of Fitness for Work (Fit Note) has been received.

You should keep your Line Manager regularly informed of your absence and you will be required to telephone your Line Manager personally on a daily basis for the first week of absence and then at a frequency agreed with your line manager thereafter.

Leaving voicemail or electronic messages, sending texts or asking someone else to phone on your behalf are not acceptable, unless there are exceptional circumstances.

It is essential that you comply with the above procedures, so that we can make arrangements to cover your absence, to minimise any disruption to our business and to maintain a reasonable workload for your colleagues.

You are expected to make every effort to return to work quickly and during any absence you should not work elsewhere or carry out activities inconsistent with your condition and which may delay your return to work. By this we mean activities such as sports, inappropriate social activities, home improvements or doing any other paid work.

If a Statement of Fitness for Work (known as a "Fit Note") issued by the employee's doctor recommends any adjustments to the employee's duties, hours of work or working conditions to facilitate the employee's return to work, the employee is required to cooperate with the Company to implement such changes.

It is the Company's policy to support employees who are genuinely sick and unable to come to work and where possible reasonable adjustments will be considered to facilitate the return to work.

Where an employee is absent for more than four weeks this will be considered long term absence and will be managed accordingly. For example, we will request your consent to obtain a medical report from your GP or for you to be examined by an occupational health specialist or specialist consultant.



Ultimately, we may have no option but to terminate employment on the grounds of capability if there is no reasonable prognosis of a return to work and the continued absence cannot be sustained by the business. In such circumstances we will explore all reasonable adjustments to help the employee return to work, with medical advice, and termination of employment will be a last resort. If there is evidence that any sickness is not genuine, disciplinary action will be taken up to and including dismissal for gross misconduct.

### **3.3.2 Self Certification**

You must complete the Company's Sickness Absence Form (see below) and forward this to your Line Manager for every period of sickness absence, including any individual days (or half days) of sickness. Failure to do so may result in you not receiving any sick pay for this absence.

### **3.3.3 Statement of Fitness for Work (Fit Note)**

If you are unable to attend work for more than seven consecutive days (including weekends and bank holidays), you will be required to obtain a Statement of Fitness for Work ("Fit Note") which must be signed by a qualified GP (Doctor), giving details of the nature of your illness and the estimated length of your absence from work. The Fit Note should be forwarded to your line manager. You must provide continuous Fit Notes for the full period of absence when it exceeds 7 consecutive days (including weekends and bank holidays). Failure to provide continuous Fit Notes may be deemed as unauthorised absence which may result in disciplinary action.

### **3.3.4 Return to Work Interview**

On your return to work, following absence for sickness or injury, you must attend an interview with your Line Manager if requested to do so. The purpose of which will be to discuss the reason for your absence, your compliance with notification procedures, your fitness to return to work and resume your duties and your attendance in general. The meeting can also establish whether the Line Manager can provide any support to help facilitate your attendance at work.

### **3.3.5 Medical Reports and Independent Medical Examination**

Where it is considered necessary, the Company reserves the right to ask you to consent to us applying for a medical report from your GP or for you to undergo an independent medical examination by an occupational health specialist or specialist consultant, at the expense of the Company.

In the event that a medical report or examination is required you will be asked to give your consent for your Doctor, specialist or independent practitioner to be contacted. Any such request for medical information will be subject to the employee's rights under the Access to Medical Records Act 1988. Any refusal to consent means that we will have to potentially make decisions on your future employment without medical advice. We strongly believe that this is not in the best interest of employees.

### **3.3.6 Serious Infectious/Contagious Illness**

If you are suffering from a serious infectious or contagious illness (e.g. chickenpox or measles), you must not report to work without obtaining approval from your line manager. If in doubt, please notify us and consult your Doctor.

### 3.3.7 Minor Ailments

Minor ailments such as colds and headaches can be the most manageable of conditions. Self-care with advice from a pharmacist are the quickest and most effective way to relieve symptoms to allow you to continue to work. However, if you are unsure about your condition you should visit your Doctor. Alternatively, you can call the NHS 111 helpline. Just dial 111 for this service which is open 24 hours.

### 3.3.8 Extreme Adverse Weather and Public Transport Difficulties

In the event of extreme adverse weather conditions, e.g. heavy snow and flooding, or if your journey to work on public transport is affected by industrial action, engineering works etc, you are expected to make every reasonable effort (including the use of alternative means of transport) to arrive at work at your scheduled start time.

If you decide that weather conditions or public transport difficulties are sufficiently severe to prevent you from travelling to work and arriving safely at work, you may ask your Line Manager to:

- a) Take the day(s) as annual leave.
- b) Take the day(s) as authorised unpaid leave of absence.
- c) Take the day off and make the time up.

In any case, you must telephone your Line Manager before your scheduled start time and inform us of the situation. If the Line Manager is not available, you should contact your line manager's manager.

If you decide to travel to work and then subsequently find that the weather conditions prevent you from completing your journey, you must telephone your Line Manager as soon as possible to inform us of the exact circumstances. In this case, the Company, at its discretion having considered the circumstances, will decide whether or not you will receive full pay. In any event, if your absence from work, or lateness in arriving at work, is considered to be due to extreme adverse weather conditions or difficulties with public transport, your absence or lateness will not be subject to the Company's disciplinary procedure, provided you have notified the management as set out above.

**COMPANY SELF-CERTIFICATE FORM**

<p><b>PART A. Employee to complete sections A, B, and C</b></p> <p>Employee Name: <input style="width: 580px; height: 20px;" type="text"/></p> <p>Job Title: <input style="width: 430px; height: 20px;" type="text"/> Payroll No: <input style="width: 100px; height: 20px;" type="text"/></p> <p>Date absence began: <input style="width: 200px; height: 20px;" type="text"/> Date fit for work: <input style="width: 200px; height: 20px;" type="text"/></p> <p>Total Number of days absent from work: <input style="width: 140px; height: 20px;" type="text"/></p> <p>First notification to: <input style="width: 550px; height: 20px;" type="text"/> (who you contacted regarding your absence)</p> <p>Notification date: <input style="width: 200px; height: 20px;" type="text"/></p>	
<p><b>PART B.</b> Reason for your absence:</p> <div style="border: 1px solid black; height: 50px; width: 100%;"></div> <p>Please describe symptoms:</p> <div style="border: 1px solid black; height: 50px; width: 100%;"></div>	<p><b>PART C.</b> Did you attend (please put an x in box):</p> <p>Hospital? <input type="checkbox"/> Clinic? <input type="checkbox"/> Doctor? <input type="checkbox"/></p> <p>If you are still away from work due to illness when are you likely to be fit for work?</p> <p>Date: <input style="width: 100px; height: 20px;" type="text"/></p>
<p><b>PART D. Employee information.</b> <i>I understand that if I provide inaccurate or false information about my absence it may, depending on the circumstances, be treated as gross misconduct and result in my summary dismissal from the Company. Please give the completed form to your Line Manager.</i></p>	
<p><b>PART E. Line Managers Comments</b></p> <p>Was a Return to Work Interview conducted (Yes/No): <input style="width: 100px; height: 20px;" type="text"/></p> <p>Total number of days employee was absent from work: <input style="width: 100px; height: 20px;" type="text"/></p> <p>Please complete details of any problems discussed, or advice given to the employee (if applicable):</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p>Line Manager Name: <input style="width: 540px; height: 20px;" type="text"/></p> <p>Date: <input style="width: 180px; height: 20px;" type="text"/></p> <p style="text-align: center;"><b>PLEASE EMAIL THE COMPLETED FORM TO THE HR DEPARTMENT</b></p>	

## 3.4 Attire, Appearance and Hygiene

---

During the course of your employment, you may come into contact with our customers and therefore your appearance and dress code are important and should portray a professional image. We therefore require all employees to wear neat, clean and tidy clothing, appropriate to their job responsibilities.

Employees are required to adhere to the following standards:

- Cleaners, Caretakers and Mobile Cleaners must wear The Clean Space uniform.
- Other staff are required to wear smart clothing, which should be neat, clean and tidy and appropriate to their job responsibilities.
- You must wear your name badge whilst on duty and this should be visible to others.
- Flip-flops, slippers, high heel shoes, or casual sandals are not acceptable, as they do not provide proper protection.
- Staff should maintain good personal hygiene.
- All tattoos should be covered where practically possible. Tattoos which are likely to cause offence must not be visible.
- When representing the Company at a reception or formal event, or when entertaining or visiting customers or suppliers, it is important that you maintain the highest standard of dress, conduct and professionalism. We would expect you to dress appropriately for the event or meeting.

Failure to follow the above dress code may result in formal disciplinary action being taken and you may be sent home to change, without pay.

### 3.4.1 Personal Protective Equipment (PPE)

PPE is essential for all staff working on customer sites. Please see below a guide to what you should do to keep yourself and others safe while working:

- Wash your hands thoroughly with soap before entering a customer site.
- Disinfect any items you take in to a customer site (e.g. your mobile phone).
- Wear gloves, and a face covering (a mask and/or visor) at all times while on site.
- Wherever possible, keep 2m distance from other people while working.
- Clean any personal items again before you leave site.
- Wash your hands again thoroughly with soap before leaving the site.
- Wash your hands, clothes and hair when you return home.

Failure to comply with the rules on PPE may be a disciplinary offence. If you have any immediate questions on any of the above points or if you need PPE stock, please speak to your line manager ASAP.

### 3.4.2 Company Uniform

If you are provided with a Company uniform, it is compulsory to wear the uniform during working hours. Uniforms must always be clean and worn in a presentable fashion. The uniform 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 uniform issued on termination of employment. In the event of a staff member losing a name badge or uniform then a replacement fee may be charged.

### **3.5 Office Presentation**

---

You must ensure that your work location is kept clean, tidy and presentable at all times and it is your responsibility to ensure standards are maintained. At Head Office we operate a “clear desk” policy and all items should be put away at the end of each day and not left on the desk, so that the cleaners can clean the workstation properly.

### **3.6 Conduct**

---

#### **3.6.1 Conduct at Work**

The Company has the right to expect its employees to adhere to acceptable standards of conduct and to deal with customers and colleagues in a cooperative and respectful way. Although not exhaustive, a range of examples of standards of conduct, are as follows:

- 1) Unless prevented by ill health or accident you shall devote your whole time and attention to the Company during your working time. The needs of the business are paramount, and you should ensure that your efforts and energies are concentrated on achieving this object.
- 2) You are expected to conduct yourself in a responsible and professional manner with fellow employees, customers, suppliers, or members of the public at all times.
- 3) You are to refrain from swearing and raising your voice at all times to avoid causing offence to other staff, customers or visitors.
- 4) You are not permitted during your employment, to disclose confidential information relating to the business or our customers, to any person, or organisation, without prior written consent from the Company Directors.
- 5) You are expected to comply with any reasonable instruction, or request, given to you by your Line Manager, or other person of authority within the Company.
- 6) You are not allowed to leave your allocated place of work without permission or for good reason and must not take unauthorised breaks.
- 7) You must comply and keep up-to-date with Company policies, procedures, guidelines and regulations.
- 8) You must comply with Health, Safety and Security rules.
- 9) You must not make offensive or negative statements about the Company, colleagues or customers.
- 10) You must not abuse or misuse Company property, procedures or systems.
- 11) You must not engage in unnecessary activity which prevents you from fulfilling your role e.g. taking longer than is necessary to complete a task, unreasonable use of the internet, etc.
- 12) You must not enter into any other form of work, or activity, whilst in our employment, which could be construed by us as being in direct competition or presents a conflict of interest with our business or which interfere with the performance of your duties, unless authorised by your line manager.

If approval is given, you must not use any of the Company’s facilities or services, or your time at work for this external work/activity. Approval for this may be withdrawn at any time. In the above circumstances you must notify the Company of any potential conflict of interest arising from your activities.

### 3.6.2 Conduct outside Working Hours

- 1) Whilst we have no intention, or wish, to intrude upon your activities, or interests, outside work, we would expect that none of our employees be engaged in any activity outside working hours, which could result in adverse publicity to the business, or which would call in to question your integrity, or prevents you from performing your duties or responsibilities to our satisfaction.
- 2) Criminal charges or convictions for offences of dishonesty or violence committed outside working hours may result in disciplinary proceedings being taken against the employee up to and including summary dismissal.
- 3) A charge or conviction for any other type of offence may result in disciplinary proceedings, up to and including summary dismissal being taken, where, in the opinion of the Company, the charge or conviction is such as to affect, or be likely to affect, the suitability of the employee for the position for which he/she was employed, or the business reputation of the Company, or where the existence of the charge or conviction could, in the opinion of the Company, otherwise seriously undermine the trust and confidence that the Company has in the employee.
- 4) If you and your spouse, partner or civil partner are invited to an event organised by the Company you are required to conduct yourselves in an appropriate, mature and responsible manner throughout the event. In particular:
  - Alcohol should be consumed in moderation and it is your responsibility not to drink and drive.
  - Improper conduct or other unacceptable behaviour will not be tolerated and is a serious disciplinary matter. This includes violence such as fighting or aggressive behaviour, the use of illegal drugs, excessive drunkenness, unlawful or inappropriate discrimination or harassment or the use of inappropriate language, or swearing, whether this is towards a fellow employee, an invited guest, or member of the waiting or bar staff.
  - Nothing should be said at a social event that could offend, intimidate, embarrass or upset any other person, whether as a joke or not.
  - Please be aware that such misconduct may amount to gross misconduct depending on the circumstances of the case, and possible summary dismissal.
  - Any unauthorised absence, including the day after such an event will be treated as a disciplinary issue.
  - The above rules are in place for the benefit of all members of staff and to ensure that everyone can enjoy such work-related social events in an atmosphere of conviviality, without fear of being made to feel uncomfortable by another employees conduct.

### 3.6.3 Personal Relationships at Work

The Company recognises that employees who work together may form personal friendships and, in some cases, close personal relationships. Whilst it does not wish to interfere with these personal relationships, it is necessary for the Company to ensure that all employees behave in an appropriate and professional manner at work.

The following principles are part of the contract of employment and apply to all employees regardless of their job or level of seniority:

- Any employee who is involved in a close personal relationship with a colleague, contractor, customer, or supplier must not allow that personal relationship to adversely affect work performance.
- If a personal relationship does have an adverse impact on work performance, disciplinary action may be taken in relation to any misconduct or underperformance that results.

### 3.7 Alcohol and Drugs

---

The possession, use, or distribution of alcohol or illegal drugs is forbidden in the work place. Any employee caught under the influence of alcohol or illegal drugs, or having any such items on Company premises, will be subject to the Company's disciplinary procedure, which may include dismissal for gross misconduct. The Company reserves the right to ask an employee to submit to an independent medical examination (the cost of which will be borne by the Company) if we believe that there is a concern regarding alcohol or drug related problems.

No employee shall, in connection with any work-related activity:

- Attend work having consumed drugs or alcohol likely to render the employee unfit and/or unsafe for work.
- Consume or be under the influence of drugs or alcohol while on duty. In some circumstance's alcohol may be on offer at an event or meeting, this should be consumed responsibly.
- Store drugs or alcohol in personal areas such as lockers and desk drawers.
- Attempt to sell or give drugs or alcohol to any other employee or other person on Company premises.

Any employee suffering from drug or alcohol dependency should declare such dependency. The Company will provide reasonable assistance, treating absences for treatment or rehabilitation as any other sickness absence.

**Note:** *If you are prescribed drugs by your doctor that may affect your ability to perform your duties, you must inform your Line Manager immediately.*

### 3.8 County Court Judgements and Attachment of Earnings

---

If at any time during your employment you become the subject of a County Court Judgement (CCJ) or an Attachment of Earnings Order (AEO), you will need to disclose this/provide information, to your Line Manager. If you have been issued with a CCJ or AEO prior to your commencement of employment you must also disclose this fact to the Company. If you are subject to an AEO, deductions will be made directly from your wages through the Payroll Department.

### 3.9 Corporate Social Responsibility and Anti-bribery

---

The Company is committed to applying the highest standards of ethical conduct and integrity to its activities. When acting on behalf of the Company you are responsible for maintaining the Company's reputation and for conducting business honestly and professionally. We also expect our business partners (including suppliers) and customers to operate in an ethical way. The Company's Corporate Social Responsibility Policy outlines the key ethical standards we will adhere to including the environment, Anti-modern slavery and human trafficking, anti-bribery and corruption, etc. This policy can be obtained via your line manager.

### 3.9.1 Anti Bribery

You must not offer, promise, give, request, agree to receive, or accept any bribes during the course of your employment, when conducting Company business or when representing the Company. A bribe means a financial payment or other form of reward or advantage, whether direct or indirect, that is intended to induce or influence an individual, company or public body to do business improperly, by not acting in good faith, not acting impartially, or not acting with a position of trust. Breach of the anti-bribery policy may result in disciplinary action including dismissal for gross misconduct.

## 3.10 Company Telephones

---

You are not permitted to make telephone calls on the Company's telephone system, unless it is in the course of the proper performance of your duties or authorised by your line manager. All outgoing calls are registered by an automatic call logging system operated by the Company. If you are found to be making personal calls using the Company's telephone system, without authorisation, then you will be asked to reimburse the cost of the personal calls made and you may also be subject to disciplinary action.

## 3.11 Mobile Telephones

---

### 3.11.1 Use in the Workplace

The use of personal mobile telephones whilst on duty must not interfere with your duties. If it is found that use of your personal mobile telephone is adversely affecting your performance at work, this may lead to disciplinary action.

### 3.11.2 Use when Driving

Using a hand-held mobile telephone or other hand-held device whilst driving is not allowed and is against the law. 'Driving' for these purposes include any time while the vehicle is on the road and the engine is running, even when the vehicle is stationary. This includes time spent stopped at traffic lights or during other hold-ups. Although hands-free equipment is allowed, there is an increased risk if they are used and therefore staff should use this equipment as little as possible and limit call times.

## 3.12 Electronic Equipment

---

As we may have access to confidential information and operate in some high security environments, employees are not allowed to bring into work, without written permission from the line manager, any personal electronic equipment other than a mobile telephone.

**Note:** *the above rules do not apply to staff that require such items as part of their normal duties.*

## 3.13 Security

---

The kind of work we do brings with it the need for the tightest possible security. The following details the security procedures that we use, however the list is not exhaustive, and it is for each



employee to ensure their own personal security and that of others and to follow any local security procedures that may be in place:

**This section forms part of your terms and conditions of employment.**

### **3.13.1 Company/Customer Premises**

You must not bring any unauthorised persons on to Company premises without prior authorisation from your line manager. If visitors are given access to such premises you are responsible to ensure that they are appropriately monitored at all times and do not have access to confidential or sensitive information. For customer premises access to unauthorised persons is strictly forbidden and only allowed in exceptional circumstances. Allowing access to unauthorised persons on to customer sites (including family or friends) is a serious breach of security and health and safety, which could result in dismissal for gross misconduct.

You are not allowed to access customer and Company storage facilities including desk drawers, cupboards, filing cabinets, etc unless this is required as part of your duties. Any unauthorised access to such storage facilities is a very serious security breach and may result in dismissal for gross misconduct.

The Company operates a “Clear Desk” policy. It is your responsibility to ensure that all documents and papers are locked away in a safe place, and that means of access (keys and codes) are protected. Confidential materials must be kept secure at all times. You should take all reasonable measures to minimise risk of fraud by protecting the security of personal and Company financial details, especially cheque books and/or Company credit and debit cards, or other sensitive items or information.

### **3.13.2 Company Property**

You are responsible for any property belonging to the Company that is under your control, or in your possession and you must take proper care of any such items. Thefts and losses must be reported to your Line Manager immediately who will investigate the matter and take appropriate action as necessary.

You must obtain written authority from your Line Manager before you remove any Company property from the workplace. Such property must be returned as soon as reasonable, and certainly before you leave the employment of the Company.

### **3.13.3 Personal Property**

You are advised against bringing valuable items of property onto the Company’s or customer premises. You are responsible for the security of your own personal property, including any money or valuables. The Company does not accept liability for any loss or damage to any personal property. Any thefts or losses, which occur on the premises, must be reported to your Line Manager.

### **3.13.4 Confidentiality**

During and after termination of your employment you will not, other than in the proper course of your employment with the Company, disclose or use any confidential or valuable information relating to the business or affairs of the Company, relating to its customers, suppliers, employees, financial information, or other information deemed to be confidential.

Confidential information includes (without limitation) all and any information about business plans, new business opportunities, research and development projects, processes, inventions, designs, discoveries or know-how, sales statistics, marketing surveys and plans, accounts, balance sheets, cash flows, costs, profit or loss, prices and discount structures, salaries, the names, addresses and contact details of customers and potential customers or suppliers of the Company.

Employees shall not covertly record conversations unless prior approval has been granted, in writing, by a Board Director, for investigation purposes only.

Never divulge your telephone number or address to anyone who is not known to you personally, or the names, telephone numbers, or addresses of other staff within the Company.

Do not acknowledge whether a fellow employee is working in the Company. If you are asked, you should ask the person to leave a message, and you should pass the message on as appropriate (e.g. Line Manager or Head Office). It should be noted that customer information must also be kept confidential at all times.

If you have been informed that particular confidential information may not be disclosed to anyone within the Company, other than certain named employees, you shall abide by such a requirement and take all necessary security precautions.

**This section forms part of your terms and conditions of employment.**

### **3.14 Data Protection**

---

You are required at all times during your employment to comply with the provisions of the GDPR regulations, which came into force on 25th May 2018 and superseded the Data Protection Act 1998, and any policies introduced by the Company to comply with the GDPR Regulations.

At The Clean Space we take your privacy seriously and will only use your personal information in ways that we are obliged to by law or a contract, where there is a legitimate interest, or where we have your consent. Our overriding principle is that we will only use personal data in a way that an individual would reasonably expect.

The GDPR regulations set out a number of different reasons for which a company may collect and process personal data, including:

#### **Consent**

In specific situations, we can collect and process personal data with the individual's consent.

#### **Contractual Obligations**

In certain circumstances, we need personal data to comply with our contractual obligations.

#### **Legal Compliance**

If the law requires us to, we may need to collect and process personal data.

#### **Legitimate Interest**

In specific situations, we require personal data to serve the legitimate interests of an individual or The Clean Space. This will always be in a way which would reasonably be expected as part of running our business and which does not materially impact that individual's rights, freedom or interests.

### **We collect data from Employees:**

- Via forms and other methods during the on-boarding process.
- From paper timesheets and fingerprint clocking in/out machines.
- During day-to-day HR processes (e.g. appraisals, disciplinaries, etc).
- From individuals during telephone conversations, face-to-face meetings, email exchanges, letter correspondence and social media interactions.
- From emails held on our email server.

### **The data we collect includes:**

From Job Applicants where applicable:

- Personal information including nationality, normal CV information and application form answers.
- Correspondence.
- Information about their current package.
- Interview notes.
- Medical history.
- Referee responses.
- Psychometric test results.

From Employees - same as from Job Applicants plus:

- Proof of ID and right to work in the UK.
- Proof of address.
- P45, NI number, tax code and other normal tax information.
- Bank account details.
- Emergency contacts.
- Normal HR records.
- Correspondence.
- Emails sent and received.
- Details of any RIDDOR incidents on customer sites.
- Timesheet data of hours worked as well as authorised and unauthorised absence.

### **How and why do we use personal data:**

For Job Applicants:

- To assess suitability for the role.

For Employees:

- To verify the employee is who they say they are.
- To verify their right to work in the UK.
- To ensure the correct hours are delivered to customers.
- To pay them for the work done and deduct appropriate tax at source.
- To manage their Health and Safety.
- To record any details of RIDDOR incidents.

- To manage them in their day-to-day job and to develop them as individuals.
- To keep them informed of important news and events at the Clean Space.
- To meet the safeguarding requirements of our customers (e.g. schools).

### **What Rights Do Individuals Have Over Their Personal Data?**

Outlined below is an overview of individuals' rights under GDPR. Individuals have the right to request:

- Access to the personal data we hold about them, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- The deletion of your data where applicable.
- That we stop processing your personal data.
- To object to the processing of your data for legitimate reasons or direct marketing.

To exercise your rights above please contact The Data Protection Lead, The Clean Space, 1B Bethwin Road, London, SE5 0SN or email [info@thecleanspace.com](mailto:info@thecleanspace.com).

If we choose not to action your request, we will explain to you the reasons for our refusal.

We will never sell your data to a 3rd party.

We hold your data for 7 years after our last contact with you.

For full details of our Privacy Notice go to [www.thecleanspace.com/privacy](http://www.thecleanspace.com/privacy).

## **3.15 Intellectual Property**

---

**This section forms part of your terms and conditions of employment.**

Under the terms of the patents Act 1977, an invention or discovery made by you will become the Company's property if it was:

- 1) In the course of your normal duties or in the course of duties specifically assigned to you, or
- 2) In the course of your duties, and at the time of making the invention or discovery, because of the nature the duties and the particular responsibilities arising from those duties, you have a particular obligation to further our interest.

## **3.16 Work Related Travel and Expenses**

---

This section details when the Company will reimburse you for authorised and legitimate expenditure, reasonably incurred by you, during the proper performance of your duties, i.e. travel, accommodation, food and other agreed out-of-pocket expenses. It is the responsibility of the employee to ensure that excessive costs are not incurred.

### **3.16.1 Travelling Expenses**

Travelling expenses will be paid to staff members who travel on the Company's business (and which has been authorised by the appropriate Line Manager). This is limited to the cost of travel necessary to carry out your daily duties. Travel expenses will not be paid for your normal commute from your

home to your normal place of work. You may have multiple normal places of work (e.g. a cleaner covering multiple sites) and the expenses for your normal commute from your home to each normal location cannot be claimed.

Travel expenses for travel between sites, for example where field-based staff are travelling between customer locations, can be claimed.

The following expenses will be paid:

- **Rail Fare** - where possible, rail journeys should be booked well in advance to benefit from any discounts for early booking. The cheapest option available should be taken, which may include the purchase of two single tickets, or by booking specific train times. Rail cards or season tickets should also be used if they help reduce the cost of any journeys.
- **Air Travel** - the prior consent of a Director must be obtained.
- **Taxi Fares** - if suitable public transport is not available. A receipt should be obtained detailing the date, place of departure and destination of the journey.
- **Car Mileage Allowance** - as subject to the mileage allowance rules as specified in the policy. The rate at which mileage allowance is paid is under the discretion of the Company and may change from time-to-time.

### 3.16.2 Accommodation/Subsistence

Head Office normally makes all arrangements for the booking of accommodation including meals. However, if you are given responsibility to book such accommodation, costs must be kept to a minimum and approved by your line manager.

Subsistence expenses are only paid when an employee is away from their place of permanent work for overnight stays, whilst on Company business and where meals are not included.

The Company will pay the following subsistence allowance where at least on overnight stop is required:

- Breakfast - £5.00 per night
- Lunch - £5.00 per night
- Dinner - £20.00 per night

The Company will not pay for non-business-related costs including: personal phone calls, use of hotel facilities (pay view videos, satellite, fitness suites, etc), laundry, newspapers, any snacks, sweets or drinks purchased throughout the day, including breakfast, or any personal costs incurred.

**Note:** Breakfast may be included as part of the hotel booking.

### 3.16.3 Making an Expense Claim

To make any claims for expenses you will be required to use the Company's CRM system (NetSuite) and support any claims, by submitting valid VAT receipts/vouchers and set out the reasons why the expense was incurred. The claim form and accompanied receipts should then be forwarded to your Line Manager for authorisation. The Finance Department will then make the payment.

The Company will not authorise expense claims if the claim is completed incorrectly or lacks supporting evidence.

### 3.16.4 Corporate Hospitality

To protect staff from allegations of impropriety and to ensure that unnecessary costs are not incurred, any form of corporate hospitality will require prior approval from a Director. In the event that any corporate hospitality is approved, then staff must comply with Company's policy relating to Corporate Hospitality.

## 3.17 Training and Development

---

At the Clean Space we value our people and effective training and development is critical to the success of the Company and is the shared responsibility of both the individual and the management. Therefore, the Company encourages its employees to undertake such training, as it feels appropriate to the duties, responsibilities and/or development of its employees. If necessary, we will provide you with a course of tuition and training designed to help you to acquire, extend and improve your knowledge and skills, for doing the kind of work for which you are employed.

We also have progress reviews/appraisals because we want to:

- Have a clear and honest discussion about your performance and celebrate your contribution.
- Support your career development.
- Provide opportunities for you to learn and grow, and develop your skills, behaviours and experience.
- Encourage you to continually improve your personal performance and to achieve your potential.
- Ensure we all play our part in delivering a great service for our customer's each and every day.

### 3.17.1 External Training – Repayment of Fees on Leaving Employment

**This section forms part of your terms and conditions of employment.**

From time to time employees will be given the opportunity to attend training delivered by external providers at the Company's expense. In the event that you leave the Company's employment or are dismissed for any reason during the 12 months following completion of the training you agree to repay in full the cost of the training.

The Company reserves the right in these circumstances to deduct a sum of money equivalent to one hundred per cent of the course fee from your final salary payment. If the final salary payment is not sufficient to meet this debt, you agree to repay the outstanding balance to the Company within one month of the date of termination of employment.

In the event that you fail to attend a training course, without good reason or without giving sufficient notice, then the Company reserves the right to make a deduction from your salary for any non-recoverable costs that are incurred.

## 3.18 Work Procedures

---

You are bound by your terms and conditions of Employment (Contract) to observe the Company regulations as specified in any 'work procedures' that you are given and any other regulations that come into force from time-to-time.

## 3.19 Communication

---

### 3.19.1 The Role of your Line Manager

One of the most important means of communication within the Company are regular informal face-to-face discussions with your Line Manager. At these informal discussions your Line Manager may provide information on your general performance, policies and procedures, Company news, and other information or advice that may be required. During these discussions your Line Manager will answer any questions and listen to any constructive opinions, comments or suggestions that you wish to make.

More formal two-way communication occurs between yourself and your Line Manager through periodic appraisals and/or review meetings, where feedback is provided, and development and performance plans are formulated for a future period.

### 3.19.2 Staff Announcements

It is your duty to read all notices or announcements made through the Company's communication systems (e.g. the communications book at customer sites, e-mails, memo's, work procedure updates, etc) and to comply with their requirements, where directed and relevant to your work and to your Terms and Conditions of Employment. Alleged ignorance of any notice or announcement will not be accepted as an excuse for non-compliance.

Where you believe that you are unable to comply with a notice or announcement, for whatever reason, it is your responsibility to immediately inform your Line Manager.

### 3.19.3 Staff Suggestion Scheme

The Company operates a staff suggestion scheme, the purpose of which is to encourage staff to put forward suggestions on:

- How the Company's operational practices can be improved.
- Any areas where costs could be cut without adversely impacting on the quality or level of service provided.
- How the Company's service to customers could be enhanced.
- Ways in which the Company's policies or procedures can be improved.
- Different methods of performing tasks more effectively than current methods.
- Areas of duplication of work which could be removed.
- Any other areas of the Company's business in which improvements could possibly be made.

Suggestions can be put forward to your Line Manager or in writing to the HR Department headed "staff suggestion scheme". Where an employee's suggestion leads to tangible benefits for the Company, then the Company Directors may, entirely at their sole discretion, give a reward, however this is not guaranteed.

### **3.19.4 Communicating with the Media**

You must not make any statements or provide information or documentation to the media directly or indirectly which concerns the business, customers, or any employees of the Company unless you are specifically authorised to do so. Any breach of this provision will be treated as a serious disciplinary matter.

## **3.20 References**

---

### **3.20.1 Giving References**

It is the Company's policy that references relating to the Company's current or former employees may be given only by the HR Department. No other person or department in the Company is permitted to provide a written or verbal reference about any current or former employee. Any requested references should be passed to the HR Department.

### **3.20.2 Requesting References**

For new employees the Company may request references as part of the offer of employment. In the event that a reference contains information that is negative or adverse to the applicant/employee, or the information received contradicts information provided by the applicant/employee, then the HR Department will investigate the matter with the Line Manager. Where appropriate the application made by the applicant may not proceed further, the offer of employment may be withdrawn, or in the case that the person is already employed by the Company, then termination of employment may be considered.

## **3.21 Computer Systems Policy**

---

Email and other electronic Information Systems including the Internet, are to be used for business purposes only. The Company has devised a clearly defined policy for employees on Email and Information Technology and their use within the workplace, which are detailed in the Company's Computer Systems Policy. This policy forms part of your existing Terms and Conditions of Employment.

The Computer Systems Policy covers areas such as the use of the Internet, e-mail, software, hardware and legal obligations on both the Company and the employee. A copy of the policy can be obtained from the HR Department.

### **3.21.1 Monitoring**

The Company will monitor email and internet communications, within its obligations under the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, for example where we need to:

- Establish the existence of facts (e.g. in a disciplinary investigation).
- Ascertain regulatory compliance.
- Detect unauthorised use.
- Prevent/detect criminal activity.



Such monitoring will be regular or random and will include logging of e-mail and Internet usage. Any potential misuse identified will be reported to the Directors. Evidence of any infringement of Company policy will be used in disciplinary proceedings.

- 1) It is forbidden to use the Company's information systems to send abusive, offensive, discriminatory or harassing mail, or to view, display or download material from the Internet, which may put the Company at risk of prosecution, civil action, embarrassment or loss of reputation. Pornographic material is a particular example. Where such activity is a criminal offence, the employee will be reported to the Police. Messages sent over the internet can give rise to legal action against the Company for claims of defamation, breaches of confidentiality or contract.
- 2) Emails or other forms of electronic communication should be checked carefully and treated like any form of written communication and, as such, what is normally regarded as unacceptable in a letter is equally unacceptable in an electronic communication.

### **3.21.2 Message Retrieval**

Messages sent using your Company email address or other business ID are the property of the Company and we reserve the right to retrieve the content of email and other electronic messages. The following are examples when the right to retrieve messages can be undertaken by the Company, however this list is not exhaustive:

- If the employee is absent from work for any reason and communications must be checked for the smooth running of the business.
- For the purpose of monitoring whether the use of the communication system is legitimate.
- If the Company suspects that the employee has been viewing or sending offensive or illegal material, such as material containing racist or discriminatory terminology, or nudity.
- If the Company suspects that an employee has been using computer systems to receive or send an excessive number of personal communications.
- If the Company suspects that the employee is sending or receiving communications that are detrimental to the Company.
- To ensure compliance with the Computer Systems Policy.
- To assist in the investigations of wrongful acts.
- To comply with any legal obligation.
- The Company may also retrieve information to find lost messages and to retrieve messages lost due to computer failure.

### **3.21.3 System Security & Confidentiality**

To ensure the integrity of the Company's systems please follow the following procedures:

- 1) Keep your access passwords for our computer systems confidential, never disclose them to anyone else, or use someone else's password to access the system.
- 2) Change your access password if you suspect it has been detected or used by someone else and inform your Line Manager immediately.
- 3) Never disclose information relating to the configuration, security, or any other aspect of the Company's systems to any unauthorised third party.
- 4) No computer system is totally secure; therefore, you should take extra care when sending confidential or sensitive information via the Company's computer system and if necessary, encrypt such information using legal means.

- 5) You must not load software onto Company information systems unless it has been approved by Senior Management.
- 6) No CD's, USB sticks or external hard drives are to be inserted or connected to Company computers unless instructed by the Line Manager, as these may contain viruses which could corrupt the computer.
- 7) You must familiarise yourself with the Company's anti-virus guidelines and any other warnings or updates which are issued by the Company. Any failure to abide by these guidelines may not only seriously compromise the Company's computer system, it may also lead to disciplinary action against the user.
- 8) Approval from the appropriate Line Manager is required for the purchase or acquiring of goods or services for the Company, using our communication systems.
- 9) Removal of Company information and computers from Company premises must be with the prior approval of a Contract Manager or above. You are responsible for the safekeeping of such information and computers when they are off-site and to report any loss or damage to Head Office as soon as possible.

#### **3.21.4 Internet Use and Social Media**

- 1) If an employee has been provided with access to the internet during working hours this has been allowed primarily for business use. If local rules allow, employees may access the internet for limited personal use provided that it is accessed during lunch breaks only. This is to ensure that its use does not have a detrimental impact on productivity.
- 2) The Company respects an employee's right to a private life. However, the Company must also ensure its security, confidentiality and reputation are protected. It therefore requires employees using social network/media websites, "blogs" and video image and sharing websites (e.g. Twitter, Facebook, LinkedIn, YouTube, Flickr and other social media sites) to:
  - Not be in breach of the law.
  - Not to disclose Company secrets or breach copyright or publish any information that could be regarded as confidential.
  - Not to defame the Company or its customers, suppliers, or employees (in such cases formal disciplinary action may be taken up to and including dismissal for Gross Misconduct).
  - Not to do anything that could be considered discriminatory against, or bullying or harassment of, any individual by making for example offensive or derogatory remarks, posting inappropriate humour, or posting images that are discriminatory or offensive.
  - Not to disclose personal data or information about any individual that could breach the GDPR regulations.
  - Ensure that they do not conduct themselves in any way that is detrimental to the Company or brings the Company into disrepute.
- 3) The Company reserves the right to withdraw access to particular websites at work, at any time and without notice.

### **3.22 Equality and Diversity**

---

The Clean Space recognises and values the diversity of its staff and is committed to developing working practices which will allow every member of staff to contribute his or her best. We will not tolerate direct, indirect, perceptive or associative\* discrimination on the basis of race, sex, marital status, religion or belief, age, disability, sexual orientation, gender reassignment.

- Direct discrimination is where an individual is treated less favourably than another person or group (the comparator), of a different protected characteristic. For example, a woman being treated less favourably than a male comparator.
- Indirect discrimination is where a policy, decision, rule or act, although applied consistently to all, disadvantages a particular protected characteristic. For example, holding a compulsory training course in a venue with no disabled access.
- Perceptive discrimination is where an individual is treated less favourably based on a perceived protected characteristic that may not be correct. The act of discrimination is still unlawful.
- Associative discrimination is where an individual is treated less favourably than another because of their association with someone in a protected group, for example, because they care for a disabled relative.

It is also the responsibility of all staff in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues, customers, suppliers or any other person associated with the organisation. All staff must also report any acts of discrimination, bullying and harassment that they witness to their line manager. Where such witnessed acts have been committed by the line manager, employees should report their concerns to a more senior manager.

In adopting these principles, The Clean Space:

- 1) Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may result in disciplinary action.
- 2) Fully recognises its legal obligations under the Equality Act 2010 and relevant codes of practice.
- 3) Will encourage employees to pursue any matter through the grievance procedure where they believe they have been exposed to inequitable treatment within the scope of this policy.
- 4) Will ensure that all managers understand and maintain their responsibilities and those of their team under this policy.
- 5) Will consider requests for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.
- 6) Will provide equal opportunity to all who apply for vacancies.
- 7) Will select candidates only on the basis of their ability to carry out the job, using a clear and objective process.
- 8) Will provide all employees with the training and development that they need to carry out their job effectively.
- 9) Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.
- 10) Will publicise and make this policy statement available throughout the Company.
- 11) The Company is committed to ensuring equal opportunities and fair treatment in the workplace for all our employees. One of the key aims of the policy is to enable the Company to provide a working environment in which all employees feel comfortable and in which everyone is treated with respect and dignity.

### 3.22.1 Dignity at Work

The Company is committed to creating a working environment free of harassment and bullying and where everyone is treated with dignity and respect.

As an employee you are required to assist the Company to meet its commitment to provide equal opportunities in employment and to avoid unlawful discrimination. It should be noted that employees can be held personally liable as well as, or instead of, the Company, for any acts of unlawful discrimination or harassment.

Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under the Company's disciplinary procedure. The Company believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of direct, indirect or third-party harassment is brought to the attention of management, it will be investigated promptly, and appropriate action will be taken.

Harassment is defined in the Equality Act 2010 as unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Indirect harassment is conduct that although not directed at an individual, has created a hostile environment which has had an adverse effect on them.

Sexual harassment is defined as "unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work". This can include unwelcome physical, verbal or non-verbal conduct.

People can be subject to harassment on a wide variety of actual or perceived grounds including:

- Race, ethnic origin, nationality or skin colour.
- Sex, sexual orientation or gender reassignment.
- Religious, philosophical or political beliefs.
- Willingness to challenge harassment, leading to victimisation.
- Disability, sensory impairments or learning difficulties or actions arising from these conditions (e.g. spelling mistakes caused by dyslexia).
- Status as ex-offenders.
- Age.
- Real or suspected infection with a blood borne virus (e.g. AIDS/HIV).
- Membership of a trade union or activities associated with membership.

Forms of bullying and harassment may include:

- Physical contact ranging from touching to serious assault.
- Verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters, cards and so on. This could be either in the workplace, or via email and social media sites.
- Visual display of posters, graffiti, obscene gestures, flags and emblems.
- Isolation or non-cooperation at work, exclusion from social activities.
- Coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups.
- Intrusion by pestering, spying, following someone.

### **What should I do if I am subject to harassment?**

If you feel you are being directly or indirectly harassed, you are strongly encouraged to seek early advice/support from your line manager. If you feel your line manager is harassing you, then you should contact his/her immediate line manager or a director of the company.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

Ultimately, if you are unable to resolve the issue informally, you should submit a written complaint to your line manager, or a more senior manager if the complaint is about your line manager, under the Grievance Procedure.

### **3.22.2 Religious Observance**

The Company will endeavour, on request, to alter an employee's working pattern so that breaks can be granted at times to coincide with the employee's needs for religious observance, insofar as this is possible and practicable, taking into account the needs of the business.

Where an employee requests time off at a particularly busy time or at a time when the employee's absence would otherwise cause difficulties for the business, or where the amount of time off requested is unreasonable or excessive, then the Company reserves the right to refuse to grant some or all of any time off requested.

## **3.23 Raising Concerns at Work (Whistleblowing)**

---

It is important to the business that any fraud, misconduct or wrongdoing by employees or officers of the Company are reported and properly dealt with. The Company therefore encourages all individuals to raise any concerns that they may have about the conduct of others in the business, or the way in which the business is run. This Policy sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with.

The Public Interest Disclosure Act 1998 provides protection for workers who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. A qualifying disclosure is one made in good faith by an employee who has a reasonable belief that the following has occurred: a criminal offence; a miscarriage of justice; an act creating risk to health and safety; an act causing damage to the environment; a breach of any other legal obligation; concealment of any of the above.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient. It is the Company's responsibility to ensure that an investigation takes place. An employee who makes such a protected disclosure has the right not to be dismissed, or subjected to victimisation, because he or she has made the disclosure.

If an employee is not sure whether to raise a concern, he or she should discuss the issue with their line manager. If the employee is concerned that his or her line manager is involved in the wrongdoing, has failed to make a proper investigation or to report the outcome of the investigations to the Board, he or she should inform a Director of the Company.

### 3.23.1 Principles

Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. Employees should be watchful for illegal or unethical conduct and report anything of that nature that they become aware of:

- Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the employee who raised the issue.
- No employee will be victimised for raising a matter under this procedure.
- Victimisation of an employee for raising a qualified disclosure will be a disciplinary offence.
- If misconduct is discovered as a result of any investigation under this procedure the Company's disciplinary procedure will be used, in addition to any appropriate external measures.
- Maliciously making a false allegation is a disciplinary offence.
- An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority such as a manager, employees should not agree to remain silent. They should report the matter to a Director.

### 3.24 Safeguarding Policy

---

The Clean Space recognises that our staff may have contact with children or vulnerable adults at particular customer establishments (e.g. schools, nurseries, etc) and therefore could observe the outward signs of child abuse. Therefore, the aim and objectives of this policy is for staff to understand their responsibilities in being alert to the signs of abuse and to clarify the reporting process to be followed to report such incidents to the customer.

If you are worried that a child is being abused you should report this immediately to the designated person for child protection or their deputy at the school, nursery or similar establishment.

The Company's Safeguarding Policy will be given to all staff that may have access to children during their work and forms part of the Company's specific training for the protection of children.

Where a staff member is working at a customer site where they may come into contact with children or vulnerable adults a DBS check will be required.

### 3.25 Environmental Policy

---

The Clean Space is committed to minimising its impact on the environment and insures that it will utilise new products, services and processes to facilitate this. We are also dedicated to continual improvement and identifying areas within our current operations which will minimise the impact upon the environment.

**We are committed to:**

- Reducing any harmful impact our operations have on the local and global environment.
- Measuring the impact of our activities on the environment and set targets for ongoing improvement.
- Complying with all relevant environmental legislation that applies to the Company.

- Raising staff awareness of environmental issues and enlisting their support to improve the Company's performance.
- Encouraging our suppliers and customers to adopt similar principles.

### **Paper**

- We will minimise the use of paper in the office.
- We will reduce packaging as much as possible.
- We will seek to buy recycled and recyclable paper products.
- We will reuse and recycle all paper where possible.

### **Energy and Water**

- We will seek to reduce the amount of energy used as much as possible.
- Lights and electrical equipment will be switched off when not in use.
- Heating will be adjusted with energy consumption in mind.
- The energy consumption and efficiency of new products will be taken into account when purchasing.

### **Office Supplies**

- We will evaluate whether the need can be met in another way.
- We will evaluate whether renting/sharing is an option before purchasing equipment.
- We will evaluate the environmental impact of any new products we intend to purchase.
- We will favour more environmentally friendly and efficient products wherever possible.
- We will reuse and recycle everything we are able to.

### **Transportation**

- We will reduce the need to travel, restricting it to necessary trips only.
- We will promote the use of travel alternatives such as e-mail or video/phone conferencing.
- We will make additional efforts to accommodate the needs of those using public transport or bicycles.

### **Maintenance and Cleaning**

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used in office refurbishment will be as environmentally friendly as possible.
- We will only use licensed and appropriate organisations to dispose of waste.

## 3.26 Performance Management

---

The performance management procedure has informal and formal stages:

### 3.26.1 Informal Stage

Your Line Manager will talk to you as soon as there is a concern about your performance and determine whether the matter is one of capability or misconduct.

Incapability is where an employee cannot achieve a satisfactory level of performance even though they are giving their best efforts e.g. through poor health or not having the required skills or aptitude for their role. If an employee fails to reach the required standard of performance as a result of either doing or not doing specific things, which could include not following procedures or specific instructions, carelessness, negligence or a lack of effort, this will be treated as misconduct and will instigate the disciplinary procedure.

Open and honest discussions about improving performance will take place, which may include the provision of on-going support in order to meet the required standards. Support will be tailored to the individuals needs and can include additional training, mentoring and coaching.

After giving feedback about underperformance, the Line Manager will agree objectives and the actions required to improve performance, set a review period and monitor and give feedback on your progress. The objectives and progress against them will be recorded in writing and revisited at the review meetings.

You will be expected to take responsibility for improving your performance to meet the required standard and to ask your Line Manager for help and support, if required.

Normally we would expect underperformance to be addressed at this informal stage. However, if underperformance continues, performance does not improve over a reasonable amount of time, or if the problem is serious, then the matter will escalate to the formal stage of the performance management/disciplinary procedure. Prior to moving to the formal stage, a "letter of concern" may be issued setting out a final improvement plan and notifying the consequences of not reaching the required standard.

### 3.26.2 Formal Stage

The Formal Stage of the performance management procedure forms part of the Company's disciplinary procedure, details of which are contained in this Handbook and should be read in conjunction with the formal performance management procedure.

At the formal stage the employee will receive a letter giving them at least 48 hours' notice of a disciplinary hearing and offering the right to be accompanied at the hearing. Any warnings issued as a result of the hearing will normally remain on the employees file for a period of 12 months.

### 3.26.3 SMART Objectives



To assist staff, achieve the required standards, the Company uses a set of objectives known as SMART Objectives as shown below.



By using SMART Objectives staff and Line Managers can put together specific written plans, so that staff know what objectives they are required to achieve, in a formal and planned way.

### 3.27 Disciplinary Procedure

---

The Clean Space wishes to promote good employee relations and to ensure that at all times staff are treated in a fair and reasonable manner. These procedures are to ensure that all disciplinary matters are dealt with consistently throughout the Company and have been designed to assist and encourage improvements in employees conduct, attendance and performance whilst providing an impartial method of dealing with cases of alleged unacceptable behaviour. The procedures are compliant with the ACAS Code of Practice 2009.

#### 3.27.1 The Principles

- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary/performance issues. No disciplinary action will be taken until the matter has been fully investigated.
- Employees do not have the right to be accompanied at investigatory meetings, or at any meetings where informal counselling is given.
- At every stage employees will be advised of the nature of the complaint. Where formal action is being considered, a letter will be sent to the employee detailing the alleged performance/conduct issue which will be discussed at the disciplinary hearing.
- If formal action is considered, then the employee will be given the opportunity to state his/her case and be represented/accompanied by a fellow employee of their choice, or by a certified trade union official.
- There is no duty on any employee to accept a request to accompany a fellow employee and it would not normally be reasonable for an employee to insist on being accompanied by a representative/companion whose presence may prejudice the case.
- Employees will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will normally be dismissal without notice and without pay in lieu of notice.
- Employees have a right to appeal against any formal disciplinary action taken.
- The procedure may be implemented at any stage if the alleged misconduct or underperformance warrants such action.

### 3.27.2 The Procedure

In order to ensure that you are treated fairly if your conduct or performance does not meet the standards required, the Company will adopt the following procedure:

#### **Informal Procedure**

If an employee fails to meet the standards required by the Company, their Line Manager will give them informal counselling or coaching. The line manager will document in writing, what improvements are necessary, the timescale for the improvement and any additional advice or support that is to be provided to the employee (e.g. training, coaching, etc). The employee has no right to be accompanied where informal counselling or coaching is given.

A “letter of concern” may be issued prior to commencing formal action, setting out a final improvement plan and notifying the employee of the consequences of failing to meet the required standards during the improvement plan.

#### **First Written Warning**

If the employee’s conduct or performance fails to improve during the final informal improvement plan, they will be asked to attend a disciplinary hearing at which they may be accompanied.

Normally, if the allegations of misconduct or underperformance are upheld, normally the outcome of the hearing is a First Written Warning. The warning will be kept on the employees’ record for 12 months and disregarded for disciplinary purposes after that period. The employee will be informed that failure to improve their performance or conduct, may result in further disciplinary action being taken. The warning will be confirmed in writing with the right of appeal.

#### **Final Written Warning**

If the employee has a current warning about conduct or performance, then further misconduct or unsatisfactory performance may warrant a Final Written Warning. This may also be the case where ‘first offence’ misconduct is sufficiently serious but would not justify dismissal. Again, the employee may be accompanied at the disciplinary hearing. The warning will be kept on the employees’ record for 12 months and disregarded for disciplinary purposes after that period. The employee will be informed that failure to improve their performance or conduct, may result in dismissal. The warning will be confirmed in writing with the right of appeal.

#### **Dismissal**

If despite previous warnings, the employee’s conduct or performance does not improve, the employee will attend a disciplinary hearing at which they may be accompanied, the outcome of which may be Dismissal with notice. The dismissal and its reasons will be confirmed in writing with the right of appeal.

As an alternative to dismissal, the Company reserves the right to demote an employee as a disciplinary sanction and to reduce the employees pay. Written notice of the demotion detailing the changes will be given to the employee.

#### **Misconduct**

The Company expects its employees to adhere to acceptable standards of conduct and to deal with customers and colleagues in a cooperative and respectful way. Although not exhaustive, the following are examples of misconduct which could result in disciplinary action being taken:

- Persistent lateness or poor time keeping.

- Absence from work, including going absent during work, without valid reason, notification or authorisation.
- Failure to follow the Company's absence reporting procedures, including failure to inform the Line Manager of absence and/or failure to provide Self-Certificates/GP Fit Notes in accordance with the Company's sick leave procedures.
- Breach of Health and Safety law, rules, policy or procedures.
- Negligence or inadequate standards of work.
- Failure to follow reasonable instructions.
- Unreasonable standards of dress or personal hygiene.
- Abuse of Facilities.
- Failure to observe or work to Company policies, procedures and regulations.
- Discrimination, Bullying, Harassment or Victimisation.
- Insubordination by word, act or demeanour.

The Company considers all the above examples as similar or "linked" acts of misconduct and they will therefore be dealt with via the same disciplinary route (i.e. if an employee receives a first written warning for any of the above and then commits another act of misconduct then a final written warning may be issued).

### **Gross Misconduct**

If, after investigation, it is deemed that an employee has committed a very serious offence of the following nature (the list is not exhaustive), the normal consequence will be summary dismissal (i.e. dismissal will be immediate and without recourse to the normal warning steps and without notice):

- Theft, including unauthorised possession of Company property.
- Breaches of confidentiality, prejudicial to the interest of the Company.
- Being unfit for duty because of the misuse/consumption of drugs or alcohol.
- Breach of confidentiality/security procedures.
- Physical assault or verbal abuse inside or outside of the workplace.
- Serious bullying or harassment.
- Serious act of insubordination; e.g. which creates a danger or hazard, or which brings the company into disrepute.
- False declaration of qualifications, professional registration, work visas.
- Fraud, dishonesty or falsification of documents, including dishonestly recording incorrect hours of work on timesheets or other work scheduling systems.
- Failure to observe legal or critical Company rules, regulations or procedures.
- Acts of incitement, or actual acts of discrimination on the grounds of sex, race (including nationality, skin colour or ethnic origin), religion, belief, age, sexual orientation, marital status, gender reassignment, pregnancy/maternity or disability.
- Deliberately accessing internet sites containing pornographic, offensive or obscene materials.
- Wilful damage of property at work.
- Serious breaches of Health and Safety rules.
- Serious negligence (gross negligence) which either brings the Company into disrepute, places colleagues or customers in danger or causes the Company significant financial loss.
- Unauthorised access to computer records and/or sensitive Company information.
- Bringing the Company into serious disrepute which includes the inappropriate use of social media, serious criminal charge, criminal conviction.
- A serious breach of confidence or dereliction of duty.

### 3.27.3 Suspension

Where there is an allegation of gross misconduct or gross negligence, the Company reserves the right to suspend the employee from duty, as a precautionary measure. Suspension will be instigated where it is considered a risk to either the investigation, the Company or colleagues to allow the employee to remain at work during an investigation. Suspension will not be implemented as a matter of course, but only where the risk is considered too great. During the period of suspension, the employee will receive full pay and benefits. Suspension is not disciplinary action, will be for as short a time as possible and does not infer guilt.

### 3.27.4 Durations of Warning

The Company reserves the right to increase the time that formal warnings will remain on file, where it deems it appropriate.

### 3.27.5 The Right of Appeal

Where an employee feels that disciplinary action taken against them is wrong or unjust, they have the right to appeal the decision. The appeal should be sent in writing to the person named in the disciplinary outcome letter stating the full grounds for the appeal, within five working days of receipt of the letter.

#### The Appeal Hearing

Where, possible, a manager of at least equal seniority to the disciplinary chairperson or a Director, who was not involved in the original disciplinary decision will hear the appeal.

At the appeal hearing the employee will have the right to be accompanied by a work colleague or certified trade union representative. It may be necessary to carry out further investigation before deciding on the appeal, for example where new evidence is presented. The findings, decision and outcome of the appeal hearing, will be confirmed to the employee in writing. It should be noted that the appeal chairperson's decision is final and there is no further right of appeal.

## 3.28 Grievance Procedure

---

The grievance procedure is in accordance with the ACAS Code of Practice 2009 and provides each employee with the opportunity to raise a complaint against the Company or a fellow employee and have it formally investigated and responded to.

**Note:** *Where an employee raises a grievance during the formal disciplinary process the disciplinary process may be suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.*

### 3.28.1 Informal Discussions

If you are unhappy about the treatment that you have received or about any aspect of your work, you should first discuss this with your Line Manager, who will attempt to resolve the situation on an informal basis. The Line Manager will discuss your concerns in confidence, make discreet investigations, and attempt to resolve the matter speedily and fairly. Most grievances are likely to be resolved satisfactorily at this stage.

### 3.28.2 Formal Procedure

#### Stage 1 - Statement of Grievance

If an employee is unable to resolve an issue informally, they should raise it in writing under the formal grievance procedure. The grievance should be addressed to their line manager or if the grievance is about the line manager to their line manager's manager..

If an employee wishes a verbal grievance to be treated under the formal procedure, they should make this clear to their line manager, who will document the issue as a formal record of the grievance having been raised.

***Note:** Further attempts may be made to resolve the matter informally, depending on the nature of the complaint. However, if you are not satisfied with the outcome, you may insist on the matter proceeding to a full grievance hearing.*

#### Stage 2 - Grievance Hearing

The employee will be invited to a grievance hearing, with the right to be accompanied by a workplace colleague or a certified trade union representative.

The Company may carry out some preliminary investigation prior to the hearing, however the main purpose of the hearing is for the employee to fully explain their grievance. The manager hearing the grievance will ask questions for clarity.

The employee may call witnesses to the hearing. The hearing may be adjourned at any time for further investigation to take place.

If you fail to attend the hearing without explanation, or if it appears that you have not made sufficient attempts to attend, the company will respond to your grievance in writing without a hearing.

Following the hearing the Company will provide a written response to the grievance offering the right of appeal.

#### Stage 3 - Appeal

Every employee has the right to appeal against the outcome of a grievance.

Any appeal should be put in writing within 5 working days, to the manager designated in the grievance response letter and should state the full grounds for the appeal.

An appeal hearing will normally be arranged within 10 working days of the appeal letter. The appeal hearing will normally be chaired by a senior manager who was not involved in the grievance.

The outcome of the appeal hearing will be confirmed in writing. There is no further right of appeal and the decision at this stage is final.

***Note:** The provisions detailed within the Company's grievance procedure comply with the ACAS Code of Practice 2009, however they do not form part of employee's contract of employment and are not contractually binding.*

### 3.28.3 Mediation

In the event of a dispute, disagreement or complaint against another employee, the parties may be offered and agree to attempt to settle the matter by mediation. Mediation must be entered into both voluntarily and with a demonstrable desire to resolve the situation amicably. Neither party will, by entering into such a process, waive their respective statutory or contractual employment rights. Mediation involves the appointment of a third-party mediator, who will initially discuss the issues raised individually with the parties, with the aim to follow this up with a joint meeting to agree an action plan.

### **3.29 Harassment/Bullying**

---

If you are treated in a manner that you believe constitutes harassment or bullying, you have the right to make a complaint against the individual(s) concerned.

Harassment is defined in the Equality Act 2010 as unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

There is no legal definition of bullying, but it is defined by the Company as offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that has the effect of undermining, humiliating or injuring the recipient. Bullying can also include work based and social exclusion.

Both definitions can include things such as inappropriate humour, unwanted physical contact, coercion, repeated criticism and pressure to achieve unreasonable expectations of performance. If you raise a complaint in good faith under this policy, you will under no circumstances be subjected to any unfavourable treatment or victimisation as a result of making the complaint. However, if it is established that you have made a deliberately false or malicious complaint against another individual(s) about harassment or bullying, disciplinary action may be taken against you, which could include dismissal.

Any employee who witnesses an incident that he/she believes to be the harassment or bullying of another member of staff, must report the incident in confidence either to his/her Line Manager or where this is not appropriate to a more senior manager or Director. The Company will take all such reports seriously and will treat the information in strict confidence as far as it is possible to do so. However, you may be asked to make a witness statement. The allegation will be thoroughly investigated, and appropriate action taken.

#### **3.29.1 How to Make a Complaint**

Before raising a formal complaint, you are encouraged in the first instance to talk directly and informally to the individual(s) whom you believe is harassing you and explain clearly what aspect of the individual(s) behaviour is unacceptable, or is causing offence, and request that it stop. It may be that the individual(s) whose conduct is causing offence is genuinely unaware that his/her behaviour is unwelcome or objectionable and therefore a direct approach can resolve the matter without the need for formal action. Where you would like support to make such an approach, you should contact your Line Manager or if the allegation is about your line manager, a more senior manager or Director.

If, however, you feel unable to take this course of action, or if you have already approached the individual(s) to no avail, or if the harassment is of a very serious nature, you may elect to raise a

formal complaint using the Company's Grievance procedure. Formal complaints may be raised with either your Line Manager or, if preferred, a more senior manager or Director.

In bringing a complaint of harassment/bullying, you should be prepared to state:

- The name of the person(s) whose behaviour you believe amounts to harassment or bullying.
- The type of behaviour that is causing offence, or that you have witnessed, together with specific examples if possible.
- Dates and times when incidents of harassment or bullying occurred, and where they occurred.
- The names of any other person(s) who witnessed any incidents, or who themselves may have been the victims of harassment or bullying by the same person(s).
- Any action that you have already taken to try to deal with the harassment.

The Company reserves the right, at its discretion, to suspend any employee who is under investigation for harassment or bullying for a temporary period whilst investigations are being carried out. Suspension will only be implemented where there is a genuine belief that the individual causes a risk to the investigation, the company or colleagues if they are allowed to remain at work. Any suspension will be for as short a time as possible and will be on full pay.

As part of the investigation, an employee accused of harassment or bullying will be informed of the exact nature of the complaint against him/her and afforded a full opportunity to challenge the allegations and put forward an explanation for his/her behaviour in a confidential interview. No employee will be presumed guilty following an allegation of harassment or bullying against him/her. The Company regards all forms of harassment and bullying as serious misconduct, and any employee who is found to have harassed or bullied a colleague will be liable to disciplinary action up to and including summary dismissal.

The Company will maintain records of investigations into alleged incidents of harassment or bullying, the outcome of the investigations and any corrective or disciplinary action taken. These records will be maintained in confidence and in line with the provisions of General Data Protection Regulations (GDPR).



## 4.0 Leaving the Company

### 4.1 Resignation

---

An employee who resigns must provide the Company with notice of resignation in writing, in accordance with the notice period set down in their Statement of Employment. Upon resignation, the employee will be required to work the full contractual notice, unless otherwise agreed. Failure to work the contractual notice period is a breach of contract and the Company reserves the right to recover any financial loss caused by such a breach.

### 4.2 Retirement

---

Other than in some specific circumstances, compulsory retirement is no longer lawful and therefore there is no obligation on an employee to retire at any specific age. If you wish to retire you should submit your resignation in writing, giving the required contractual notice, in the normal way.

### 4.3 Leaving the Company During the Annual Leave Year

---

If your employment terminates part way through the annual leave year you will receive pay in lieu of any accrued, but unused holiday entitlement.

If you have taken more annual leave than you have accrued at the time of leaving, the excess will be deducted from your final salary.

The Company reserves the right to require you to take any outstanding leave entitlement during any period of notice, whether given by the Company or by yourself.

### 4.4 Return of Company Equipment/Property

---

**Section 4.4 to 4.9 form part of your contractual terms and conditions of employment.**

Upon termination of employment (for whatever reason) you will promptly and without unreasonable delay return to the Company all documents, software, hardware (including Company Laptops/Tablets), books, manuals, office equipment, uniform, name badge, keys, security passes, Company credit cards, Company vehicles, Company mobile phones, and any other property belonging to the Company. These items are to be returned as directed by your Line Manager and certainly before your last day of employment with the Company. You will also undertake to return forthwith any such Company property that may come into your possession or control after termination of your employment.

Failure to return Company property will entitle the Company to withhold the whole or part of any salary due to the employee, up to the reasonable current market value of the property not returned. In addition, the Company also reserves the right to issue civil proceedings against the employee for breach of contract and/or trespass to goods to the extent that any outstanding salary withheld do not cover the current market value of the property not returned.



## 4.5 Notice Given by the Company

---

If the Company terminates your employment (except in cases of summary dismissal), you will be entitled to the contractual notice as specified in your Statement of Employment.

## 4.6 Garden Leave and Pay in Lieu of Notice

---

### Garden Leave

The Company reserves the right, at its sole discretion, to require employees who have resigned with notice, or who have been given notice to terminate their contract by the Company, not to attend their place of work for all or part of the notice period.

In these circumstances, the employee's contract will continue in force until the end of the notice period and the employee will continue to receive full pay and benefits in the normal way. The employee will also remain bound by all the obligations and restrictions set out in the contract of employment, including any confidentiality clauses and restrictive covenants contained in the employee's contract, save the duty to attend work. The employee must, remain contactable and available for work during their normal contractual hours. The employee is not permitted to take up employment elsewhere during any period of garden leave, without the written consent of the Company.

### Pay in Lieu of Notice

The Company reserves the right to make a payment in lieu of basic salary only for all or any part of your notice period upon the termination of your employment. This provision, which is at the Company's discretion, applies whether notice to terminate the contract is given by you or by the Company (e.g. redundancy).

## 4.7 Non-Solicitation

---

You agree that you shall not for a period of 12 months after termination of your employment, whether as principal or agent or employer or otherwise, whether directly or indirectly, recruit or try to recruit any person as an employee or consultant or in some other capacity, if that person was at any time during the last six months of your employment employed by the Company and you had regular contact with him/her through your employment with the Company.

For a period of 12 months following the termination of your employment you shall not, directly or indirectly, disclose to any person, firm or corporation the names or addresses of any of the customers of the Company or any other information pertaining to them. Neither shall you call on, solicit, take away, or attempt to call on, solicit, or take away any customers of the Company on whom you have called or with whom you became acquainted during the term of your employment, as the direct or indirect result of your employment with the Company.

## 4.8 Competition

---

You undertake not to compete directly or indirectly, whether as director, shareholder, employee, consultant, proprietor or agent or in any other capacity, with that part of the Company's business with which you were involved as an employee, in the 12 months prior to the termination of your employment for a period of 12 months after termination.

## **4.9 Rights and Obligations During the Notice Period**

---

During the notice period, the contract of employment will continue to remain in force and the employee will receive full pay and benefits.

If an employee's performance or behaviour during the notice period falls below the required standard, the Company will still address this as a performance or misconduct matter, which may result in disciplinary action including dismissal. The Company has a duty of care to future employers and therefore, it may be necessary to refer to such action in a future reference.

During the notice period, the Company may restrict an employee's duties, contact with customers, colleagues and suppliers, access to information or resources and impose other reasonable practices, to better facilitate a handover or protect business interests.

## **4.10 Redundancy**

---

The Company's policy is to avoid redundancies wherever possible and to provide secure employment for all its employees. You can help to achieve this objective by maintaining a flexible attitude to working practices and willingness to transfer to another job or department and make the best use of the training you have received.

However, in the event that a redundancy situation occurs, the Company will consult fully with affected employees and comply with all its statutory obligations.

## 5.0 Changes to the Employee Handbook and Terms & Conditions of Employment

### 5.1

---

Your Statement of Employment and the specifically annotated sections of this Employee Handbook contain all the details of your Terms and Conditions of Employment.

### 5.2

---

The Company reserves the right to amend the Employee Handbook in line with the needs of the business, as and when necessary and will notify you accordingly, either by issuing a new Handbook, pages, instructions or amendments.

### 5.3

---

You will be notified of minor changes by way of a general notice to all members of staff and any such changes will take effect from the date of this notice.

### 5.4

---

Any significant changes or additions to this Employee Handbook will be given by providing you with a new version of the complete Handbook (which will be made available on the Company's intranet or as a hard copy). You will be required to confirm that you are in receipt of the notification and that you are aware of how you can access the new version.

### 5.5

---

The Company reserves the right to vary your terms and conditions of employment in circumstances where such variation is in the interests of the Company. Where there is a proposed change to your terms and conditions of employment, you will be consulted on the change with a view to obtaining your agreement. However, there may be occasions where the need for the change is so great, that the Company may have to unilaterally make the change without agreement. Where a unilateral variation takes place, this will only be as a last resort after full consultation on alternatives. You will be asked to sign a contract variation letter for any agreed changes to terms and conditions.

### 5.6

---

It is your responsibility to have up-to-date knowledge of the Company's policies, procedures, benefits and working practices and we suggest that you take time to read the Employee Handbook in full. Ignorance of a policy or procedure in this handbook will not be an acceptable reason for a breach.

## 6.0 Health and Safety

Your health and safety are of paramount importance to us and the Company is committed to maintaining a healthy and safe working environment. Your co-operation is essential if a satisfactory working environment is to be maintained. You must familiarise yourself with the Company's Health and Safety Policy and any specific rules present at the site that you work.

### 6.1 Your Responsibilities

---

Under the Health and Safety at Work, etc. Act 1974, you are responsible for taking care of yourself and other persons who may be affected by your acts or omissions at work. You are expected to co-operate with the Company in all matters regarding the Company's Health and Safety Policy and therefore you must:

- Take reasonable care to ensure that your conduct does not put you, your colleagues, customers or visitors at risk.
- Familiarise yourself with all notices, leaflets, work procedures and information regarding health and safety.
- Report any hazards or unsafe conditions to your Line Manager or the HR Manager.
- Comply with instructions given by Fire Wardens or a person of authority during emergencies or practice drills e.g. evacuation of the premises.
- Identify the location of escape routes, first aid facilities, assembly area and emergency procedures to be followed for your work location.
- Use safe procedures for work, including following all security procedures and use of protective equipment or clothing where necessary.
- Please refer to the Company's Health and Safety Policy for further details.

### 6.2 Code of Safe Practice

---

#### 6.2.1 Fire

Should there be a fire within your office or work location you must follow the local fire procedures for that site. You should familiarise yourself with the location of fire extinguishers, fire escape routes and place of assembly. By working safely and using common sense, the risk posed by fire can be greatly reduced. If, however you do encounter a fire, then remember the following steps:

- 1) Sound the Alarm.
- 2) Call the Fire Brigade.
- 3) Evacuate the workplace. Never run or push others. Walk swiftly to a place of safety.
- 4) Close doors as you leave, if it is safe to do so.
- 5) Do not stop to take any personal belongings with you.
- 6) Use stairs to evacuate the building, but do not use lifts or escalators.
- 7) Go to the designated assembly point.
- 8) Do not enter the workplace until given the all clear for a fire officer or fire brigade.
- 9) Do not attempt to fight the fire unless you are competently trained, and you are not in danger.
- 10) Once at a place of safety call Head Office or your Line Manager to report the incident.

## 6.2.2 Accidents

All accidents or injuries, irrespective of how minor must be reported to your Line Manager immediately. This includes injuries that may be experienced by other staff or persons within the work location. All accidents or injuries must be reported to Human Resources who will record this in the Company's Accident Book.

## 6.2.3 Reducing Risks

In order to reduce the risk of an accident or injury here are a few points to remember:

- 1) Never use defective equipment and report these immediately to your Line Manager.
- 2) Do not block fire exits routes/doors.
- 3) Ensure walk ways are clear and clean up any spillages.
- 4) Use appropriate signage when cleaning floors, etc.
- 5) Do not attempt to reach items beyond your grasp use a stepping stool. Only trained staff may use ladders.
- 6) Ensure you use the correct posture when lifting items by keeping back straight and bending knees.
- 7) Follow COSHH regulations for handling cleaning substances and use Personal Protective Equipment (PPE) when required.
- 8) Ensure that all cleaning materials are stored and disposed of properly.
- 9) Ensure that you wash your hands regularly, wash your hands after handling waste or when cleaning toilets and protect cuts and grazes properly.
- 10) Do not mix chemicals under any circumstances.
- 11) Do not leave the vacuuming cleaner or similar cleaning equipment unattended as they can cause a trip hazard.
- 12) Trailing electrical flex can pose a trip hazard so ensure these are routed where they cause the least obstruction and ensure that warning signs are in place.
- 13) Do not attempt to lift heavy objects. Seek help or use appropriate lifting equipment.
- 14) Make sure you have read and understood the Company's Health and Safety Policy.

Please note that the above list is not exhaustive, and you should refer to specific health and safety procedures for your work location or role.

**Note:** *Protective clothing and equipment (PPE), e.g. footwear, rubber gloves and items of protective equipment may be issued to you for protection because of the nature of your job. Failure to use the issued safety clothing and equipment will be regarded as a contravention of the Health and Safety rules and may lead to disciplinary action. It is your responsibility to look after these items and to report damaged or faulty clothing and equipment and to state when replacement is required.*

## 6.2.4 Security

### Premises

Ensure that all doors and windows are locked and the building secure and alarmed if this is your responsibility. It is vital to ensure that all keys, alarm fobs and passes or any access or security devices are kept safe.

### Suspicious Packages

In case of a security threat (e.g. bomb scare, robbery, etc) staff must look after their personal security as a priority and take appropriate action to ensure their safety. If you discover any

suspicious packages in or near the premises do not touch them. When at a place of safety, staff must contact the Police (999) and the Line Manager as soon as possible regarding the incident.

### **CCTV and Audio Recording**

The Company has the right to use CCTV and audio recording surveillance systems for the protection, benefit and safety of staff and for the detection and the prevention of crime.

The Company also reserves the right to use CCTV and audio recording systems for the monitoring of work practices, quality assurance, performance and absence management, training and development and for the identification of acts of misconduct.

If staff are found not to be in compliance with Company procedures, are found to be responsible for any act of misconduct, or if staff fail to meet the required standards, then CCTV and audio recording may be used for training and development purposes, for performance management, or be used as admissible evidence as part of the Company's disciplinary procedure.

### **6.2.5 Emergency Situations**

In Emergency Situations staff should follow the emergency procedures that are contained in this Handbook and in Work Procedures/Manuals. As a general rule, if you find yourself in an emergency situation, your common sense, your instincts and your training, will help you to decide what to do.

However, the basic advice is to:

- Make sure you do not put yourself or others at risk.
- Make sure 999 has been called if people are injured or if there is a threat to life.
- Follow the advice of the emergency services.
- Try to remain calm and think before acting and try to reassure others.
- Check for injuries – remember to help yourself before attempting to help others.
- Go to a place of safety and stay there until it is safe, or until you have been advised otherwise.
- Contact your Line Manager.

### **6.2.6 Smoking**

Smoking in the workplace is illegal and the Company also has a duty of care to ensure, as far as practicable, the health, safety and welfare of all its employees. Therefore, smoking is strictly forbidden at all Company and Customer premises, including at building entrances.

Staff are not entitled to take smoking breaks and may only smoke during designated breaks well away from company and customer premises and the entrances.

As the Company recognises that smoking is detrimental to the health and wellbeing of its staff, it encourages all staff to stop smoking. There is an online resource offered by the NHS for advice on giving up smoking, which can be found at <http://www.nhs.uk/smokefree>.

### **6.2.7 Staff Wellbeing**

Although the Company does not wish to intrude on employee's lifestyles, it recognises that employees can take practical steps to improve their health. The NHS has highlighted the problems of

obesity, heart disease and poor diet and have produced the following recommendations to improve people's health:

- Take regular exercise – keep active and watch your weight.
- Eat at least five portions of fruit and vegetables every day, cut down on fatty foods and snacks and drink more water.
- Try and reduce the amount of salt in your diet, as this causes high blood pressure.
- Limit the consumption of alcohol.
- Get your eyes tested, visit your dentist and get your blood pressure and cholesterol level checked by your GP, if overdue.

### **6.2.8 Stress Management/Mental Wellbeing**

The Company will proactively manage and support the mental wellbeing of our staff to enable them to achieve their full potential and deliver the best outcome for the business.

Any of us may feel stressed at some time or another, whether for work or personal reasons or a combination of both. The degree to which we feel stressed and the point that this becomes a negative experience will vary from person to person and from situation to situation.

Stress and mental health issues are nothing to be embarrassed about and the Company advises that anyone feeling stressed at work, is under excessive pressure or is suffering a mental health issue should speak to their Line Manager in confidence, in the first instance. If you feel unable to consult your Line Manager, you should talk to another manager or Director. The Company can offer a number of ways to help support staff including counselling and advice, or if necessary, refer staff to a relevant voluntary and/or professional service.

### **6.2.9 Driving on Company Business**

Certain jobs within the Company require the jobholder to drive using their own vehicle, hire vehicle, or a vehicle provided by the Company. In these circumstances it is the employee's responsibility to hold a current and valid driving licence.

If an employee who is required to drive to carry out their duties, is no longer allowed to drive, for any reason, the Company will consult with the employee on possible redeployment to another role that does not require the employee to drive. However, if there are no redeployment opportunities, the Company may have no alternative but to terminate employment.

It is also a condition of employment that any driving offence or endorsement on the driving licence must be reported to the Line Manager, within one week of its occurrence.

For employees that use their own vehicle for Company business (whether on a one-off, voluntary, temporary or permanent basis), it is the employee's responsibility to ensure that the vehicle is safe and roadworthy, comprehensive insurance cover for business use is arranged and the vehicle has a valid MOT certificate. The Company is not liable for any costs incurred in the event of any accident, breakdown, motoring fines, loss of earnings, or any other costs that are incurred by the employee (except mileage claims), whilst driving on Company business.

At all times when driving on Company business employees must:

- Be responsible for their own and passenger's safety by ensuring that seatbelts are worn on all journeys.
- Ensure that the vehicle is in a roadworthy condition and is safe to use.
- To be extra careful when driving in adverse travel conditions.
- Take appropriate breaks when travelling long distances.
- To keep within designated speed limits.
- No employee should drive if their ability is impaired (including driving when under the influence of alcohol or drugs). It is the responsibility of the employee to inform their Line Manager if they are suffering from any illness or medical condition, which might impair their ability to drive safely.
- Not use a hand-held mobile telephone whilst driving or where the car is stationary with the engine switched on.

### **6.2.10 VDU's and Computer Keyboards**

The following provides guidance on good working practices when working with computers:

- If you are operating a VDU continuously take regular breaks.
- If you have problems working with screens or keyboards, such as eye irritation or muscle strain, or if you experience any numbness or stiffening in wrists, arms, fingers, neck or shoulders then speak to your Line Manager. If you are still concerned, then you should consult your doctor or your optician.

To avoid such problems, you should ensure:

- That you are sitting comfortably at your workstation, adjust your chair if necessary.
- Do not rest your wrists on the edge of the keyboard or desk.
- Do not bend your hands up at the wrist when using the keyboard.
- Ensure the screen is below eye level and that bright lights are not reflected on it.
- You have an eye test at least every two years, as recommended by the NHS.



## Employee Declaration - Part One

I, \_\_\_\_\_ (Employee Name) agree to the terms and conditions of employment annotated as such in this Employee Handbook along with all the policies and procedures contained herein. I also confirm that I have read and understood all the sections contained therein, including the sections on:

*(Please tick all the following boxes v)*

<input type="checkbox"/>	Salary	<input type="checkbox"/>	Sickness/Absence Procedures
<input type="checkbox"/>	Salary Payments	<input type="checkbox"/>	Security Procedures/Staff Monitoring
<input type="checkbox"/>	Probationary Period	<input type="checkbox"/>	Confidentiality
<input type="checkbox"/>	Deductions from Salary	<input type="checkbox"/>	Code of Safe Practice
<input type="checkbox"/>	Staff Benefits (Incl. Annual Leave Policy)	<input type="checkbox"/>	Resignation and Termination

**Please sign below:**

### Employee Declaration

---

**Employee Signature:** \_\_\_\_\_

**Employee Name (Capitals):** \_\_\_\_\_

**Dated:** \_\_\_\_\_

.....

### Company Representative

---

**Signed on behalf of the Company:** \_\_\_\_\_

**Employee Name (Capitals):** \_\_\_\_\_

**Dated:** \_\_\_\_\_

## Employee Declaration - Part Two

**For all Contract Manager's, Head Office Staff, and cleaning/supervisory staff by exception.**

### **Working Time Regulations 1998**

On occasions the Company may request that you work overtime which may exceed the 48-hour week regulations. As stated in this Handbook overtime is not compulsory, however, to meet current regulations you will need to sign this declaration if you wish to work overtime that is in excess of 48 hour per week.

I, \_\_\_\_\_ (Employee Name) agree with the Clean Space to disapply the limit to any working hours in regulation 4(1) of the Working Time Regulations 1998. I agree therefore that my working time may exceed 48 hours for each seven-day period as defined in the 1998 Regulations.

This agreement can be terminated by giving three months' notice in writing to the Company.

**Please sign below:**

### **Employee Declaration**

---

**Employee Signature:** \_\_\_\_\_

**Employee Name (Capitals):** \_\_\_\_\_

**Dated:** \_\_\_\_\_

.....

### **Company Representative**

---

**Signed on behalf of the Company:** \_\_\_\_\_

**Employee Name (Capitals):** \_\_\_\_\_

**Dated:** \_\_\_\_\_

## The Issue Status

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Employee Handbook.

When any part of this Employee Handbook is amended, a record is made in the Employee Handbook Amendment Log shown below.

The Employee Handbook can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Employee Handbook is only valid on day of printing.

Issue	Page(s)	Issue Date	Additions/Alterations	Initials
1.0	68	17-5-2015	Employee Handbook First Authorised Issue	AB
2.0	8	31-1-2018	1.1 updated to include work location	AB
2.0	10	31-1-2018	1.5 updated to include deduction for not working notice	AB
2.0	32	31-1-2018	Included a statement on corporate responsibility	AB
2.0	Various	31-1-2018	Minor changes to document wording	AB
3.0	35 to 36	22-5-2018	Deleted Data Protection and included Privacy notice/GDPR	AB
4.0	All pages	26-7-2019	Full review with HR Consultant	RC
4.1	All pages	5-8-2019	Formatting and amendments following review.	SF
4.2	21	02-12-2020	Added Parental Bereavement Leave	SF
4.3	Various	22-01-2021	Update to mission, values, address and addition of PPE section.	SH
4.4	23, 24	02-02-2022	Updated flexible working	SF
4.5	15	06-01-2023	Updated adoption policy	SF
4.6	4	20-10-2023	Updated Head Office address	SF
4.7	22-25	07-05-2024	Addition of section 2.9 Carer's Leave, amendments to sections 2.5, 2.10	SF
4.8	26	05-09/2024	Updated 2.12.1 to clarify 3 days per annual leave year	SF