



MONITOR GROUP

MONITOR SERVICES LTD
MONITOR CLEANING SERVICES LTD
EUROCLEAN CONTRACTORS LTD

COMPANY RULES

GENERAL - All employees are subject to the rules set out in this leaflet. A copy will be made available to every employee. It contains a summary of the policies and procedures relating to your employment. All the information contained in this handbook is non-contractual and may be reviewed and amended at any time to meet the changing needs of the business and to respond to changes in employment legislation. In addition, policies may also be reviewed and amended in line with the Company's commitment to remain competitive in the market place.

QUALITY - It is the most important aspect of our service, and strict attention to detail in your work cannot be stressed enough. Employees are required to work to the standards set out in the specification provided and/or the requirements of their supervisors/managers.

As representatives of your industry you should promote a professional image at all times.

Professional care and pride in your work is necessary to maintain the excellent standards that are our trademark.

If you have any queries or problems please consult your supervisor/manager immediately, to prevent the matter from getting worse.

A business is only as good as the team that runs it. You are a valuable member of the team and an asset to our business.

Everybody is expected to work together to the best of their ability and respect the decisions of the supervisors and managers.

By doing this we will achieve good standards, a good reputation, and lasting employment for all.

Success for this business will provide better prospects for all employees.

APPEARANCE & CONDUCT - The appearance and conduct of staff at all levels is an important factor affecting the image of this firm and the profession.

It is essential to always maintain a clean and tidy appearance and pay strict attention to personal hygiene. Any clothing provided must be worn at all times.

Your behaviour must be impeccable at all times, especially in the presence of the clients or their staff.

EMERGENCIES - In the event of an emergency (i.e. fire, flood, theft, break-in, etc.) occurring or being found at the client's premises, you should, if necessary, contact the emergency services immediately and notify your supervisor/manager and the client's representative.

TELEPHONE NUMBERS -

OFFICE- 01474-320435 For general use and also to notify sickness or lateness, general enquiries during office hours
8.30am – 5.00pm
Out of office hours you can leave a message on the answerphone.

CHANGES IN PERSONAL DETAILS - Changes in personal circumstances must be notified immediately to the Head Office, such as: -

- (A) Permanent or temporary address.
- (B) Name, address and daytime phone number of emergency contact.
- (C) Changes in medical condition/general health/pregnancy.
- (D) Changes in bank details.

TERMINATION OF EMPLOYMENT - The minimum notice* required to terminate employment is:

During your first month's employment both parties may terminate employment without formal notice.

After that, the following applies:

BY THE EMPLOYEE: 1 week (after one month's service and up to 2 years' service; thereafter one week's notice for each year of service to a maximum of 4 weeks). Managers and Supervisors one month minimum after probation completed successfully.

BY THE COMPANY: 1 week (after one month's service and up to 2 years' service; thereafter one week's notice for each year of service to a maximum of 12 weeks). Managers and Supervisors one month minimum after probation completed successfully.

*N.B. Your specific provision for notice is set out in your contract of employment and may differ from the minimum stated above.

All keys, items of clothing, equipment etc belonging to the Company shall be returned before final payment is made. The cost of any missing or damaged items may be deducted from payments due to an employee.

Any employee failing to give the Company the required period of notice of termination of employment will be in breach of contract and liable to have deductions made from their outstanding pay to cover any losses or increased costs incurred by the Company.

HOURS OF WORK - Your normal working hours are stated in your contract of employment. Normal working hours may be varied depending on the needs of the business. You will be required to comply with reasonable requests to work additional hours. Where prior agreement has been reached with an employee to commence work at a certain time, whether that time be a "normal" starting time or not, failure to arrive at that time shall be deemed late arrival. Similarly, leaving before the agreed finishing time without permission will be deemed unauthorised absence and both may be subject to disciplinary action.

TIME RECORDING - You are required to keep records of work times.

LOCATION OF WORK – You are required to work at such reasonable locations as the Company may direct from time to time.

RATES OF PAY - These are stated in your contract of employment. Payment is made by direct transfer to your bank account on the last banking day of the month and accordance with the Pay Calendar which is based on a 4/4/5 week payroll period. Employees are required to provide their bank account details to facilitate payment. Failure to do this will result in delay in payment. The Company reserves the right to incorporate an attendance bonus scheme within or in addition to the rate of pay.

ABSENCE AND LATENESS - All employees unable to work, for whatever reason, are required to notify their supervisor or manager as soon as possible prior to commencement of their normal working hours, giving the reason for absence and the likely date of return to work. Failure to do so may result in disciplinary action. The same applies to lateness. In the event of an employee being absent for three consecutive days without having notified the Company, this may be considered gross misconduct and constitute grounds for dismissal. For a sickness absence of 7 calendar days or less a self-certificate must be completed. For sickness of more than 7 calendar days a doctor's certificate (fit note) must be produced covering the absence period. Repeated absenteeism without adequate explanation will constitute grounds for dismissal.

Statutory provisions covering sick pay and family leave such as maternity/paternity/adoption/parental leave/shared parental leave will apply. Employees must inform their supervisor/manager on confirmation of pregnancy/adoption in order for appropriate actions to be taken. Head Office will advise employees of their rights to statutory leave and statutory pay. Maternity/paternity leave must be requested at least 15 weeks before the expected date of birth. Further information can be found at www.gov.uk and by referring to the company's sickness absence policy and maternity/paternity policies.

ANNUAL HOLIDAYS - All staff are entitled to a minimum 5.6 weeks paid holiday annually at basic rate, (pro rata based on hours worked). This is accrued monthly over the first year of employment. This paid holiday includes periods of shutdowns and public/bank Holidays if they fall on working days unless they are worked. Your specific holiday entitlement is set out in your contract of employment.

The holiday year is from 1 January to 31 December

Unused holiday entitlement may not be carried forward to the next holiday year. You will not be entitled to payment in lieu of any unused holiday other than on the termination of your employment.

One month's prior notice of holiday leave must be given to your supervisor or manager on the Company Holiday Form. When considering approval of a holiday application, the priority will be given to the smooth running of the contract.

On termination of employment, any holidays you have taken or are owed will be calculated and the appropriate addition or deduction made to final wages. For further information please refer to the company's holiday policy.

STATUTORY HOLIDAYS - Due to the nature of this industry employees may be required to work on statutory holidays. This will be avoided where possible. You will receive your normal pay for Bank Holidays if they fall on a working day unless otherwise stipulated in your contract.

DEDUCTIONS FROM PAY - Employees who leave without returning property or equipment belonging to the Company or client, will have the appropriate amount deducted from their pay. Overpayments of wages will be deducted after notification to the employee.

PRIVATE WORK - No employee may use the Company's time, tools or materials for any work other than for the Company. No private trading of any description is allowed at work.

RADIOS, ETC - Permission must always be obtained before bringing audio equipment into work. Permission to use portable audio equipment may be given by your supervisor/manager at their discretion, providing it in no way interferes with the efficiency or safety of working, and also providing that the image of the Company or the client is not compromised.

RIGHT OF SEARCH - The Company assumes that its employees are honest. However, as a general security precaution, to ensure that the interests of employees as a whole are safeguarded, the Company reserves the right to search you or your belongings, including any vehicles in which you are travelling, (or whole groups of staff) if there are suspicious circumstances.

A search may be conducted without warning while you are on Company premises. You may request that another member of staff accompanies you and that the search be conducted in private, by a person of the same gender, with the maximum discretion. You are required to accept the right of persons authorised by the Company to carry out such searches on its behalf. If you fail to comply with the Company search procedures you could be liable for disciplinary action, up to and including dismissal.

UNAUTHORISED PERSONS - No children, friends, relatives, or any unauthorised person may be brought into work. They will not be covered by insurance or have had access to proper Health & Safety information or training. They will not have been cleared for security purposes. Employees are not authorised for admission to Company or client's premises outside normal working hours without permission from their supervisor/manager. Contravention of this rule may result in disciplinary action, including dismissal.

ANIMALS - No animals may be brought into work.

SMOKING - It is forbidden to smoke in **ANY AREA OF THE CLIENT'S SITE** except in designated areas at the discretion of the client. **Smoking in company vehicles is strictly prohibited.**

UNAUTHORISED USE OF EQUIPMENT - Employees are prohibited from using any equipment, particularly electrical, telephony or computer equipment, without the prior written consent of the client and employee's manager. Contravention of this rule may be dealt with by dismissal and deductions from pay to compensate the client for any loss. Inappropriate use of internet or email facilities may be dealt with by disciplinary action, including dismissal.

DRUGS AND ALCOHOL - Any employee who, in the opinion of a manager or supervisor, is found to be under the influence of intoxicating liquor or drugs during working hours will not be allowed to remain in the premises, and further disciplinary action may be taken which may lead to dismissal. The Company reserves the right to require an employee suspected to be under the influence of drugs or alcohol to take an alcohol or drug test if this is deemed necessary for the safety of the employee or others. For further information please refer to the company's drugs and alcohol policy.

HEALTH & SAFETY

INCIDENTS AND ACCIDENTS - All cases of injury, however slight, must be reported immediately to *your* supervisor or manager. Also, incidents or occurrences which could have led to an accident should be notified. Supervisors notified by an employee must also notify their manager.

ACCIDENT PREVENTION - It is the duty of every employee to observe the Company's Safety Policy and health and safety legislation and to report immediately to his/her supervisor or manager any conditions which may cause danger to him/herself, or others, or to property.

CLOTHING/PERSONAL PROTECTIVE EQUIPMENT - The Company provides employees with certain items of workwear which are to be worn at all required times and laundered by the employee unless other arrangements have been made. Any personal protective equipment provided to you for your safety must be worn as directed.

LOCKERS & STORE CUPBOARDS - Where provided, these must be kept clean, tidy and free from food and rubbish. The Company accepts no liability for the personal property of employees brought to a Company or client site.

VEHICLES - Company vehicles are only authorised to be used for the Company's business. No person may drive any vehicle unless duly authorised in writing and insured to do so and unless he/she is in possession of a current full licence for the type of vehicle in question, a copy of which must have been provided to the Company. Non-UK drivers must have a full UK driving licence once they have been driving in this country for three years.

All drivers of Company vehicles are responsible for the adequate and regular checking of oil, fuel, water and tyre pressures. In the case of commercial vehicles this must be done daily. Employees are responsible for the payment of any fuel for personal use in Company vehicles.

Any employee convicted of or with a prosecution pending for any motoring offence must immediately notify their supervisor/manager. Employees must allow the Company to check their drivers licences if and when requested to do so. Employees will be liable for payment of any parking, traffic offences or other penalties incurred. For further information please refer to the company's vehicle policy.

EQUALITY & DIVERSITY - Monitor Group is committed to the principles of equal opportunities. Specifically, the Company aims to ensure that no employee or job applicant is subject to unlawful discrimination, either directly or indirectly, on the grounds of sex, gender reassignment, race (including colour, nationality and ethnic origin), disability, sexual orientation, marital status or civil partnership, pregnancy or maternity, age, religion or belief.

This commitment applies to all aspects of employment, including recruitment and selection, training, promotion and career development opportunities, terms and conditions of employment, and access to employment-related benefits and facilities, grievance handling and the application of disciplinary processes.

The Company will review all policies and implement necessary changes where these could improve equality of opportunity. For further information please refer to the company's equal opportunities policy.

Complaints of discrimination

The Company will treat seriously all complaints of discrimination made by employees, clients, customers, suppliers, contractors or other third parties and will take action where appropriate.

If you believe that you have been discriminated against, you are encouraged to raise the matter as soon as possible with your supervisor/manager using the Company's grievance procedure.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated thoroughly. If you make an allegation of discrimination, the Company is committed to ensuring that you are protected from victimisation, harassment or less favourable treatment. Any such incidents will be dealt with under the Company's disciplinary procedure.

Investigating accusations of unlawful discrimination

If you are accused of unlawful discrimination, the Company will investigate the matter fully.

During the course of the investigation, you will be given the opportunity to respond to the allegation and provide an explanation of your actions.

If the investigation concludes that the claim is false or malicious, the complainant may be subject to disciplinary action. If the investigation concludes that your actions amount to unlawful discrimination, you will be subject to disciplinary action, up to and including dismissal without notice for gross misconduct.

ANTI-BULLYING & HARASSMENT - The Company is committed to creating a work environment that is free of harassment and bullying, where everyone is treated with dignity and respect. Disciplinary action may be taken against any employee considered to be in breach of this policy. Counselling and training may also be considered appropriate in addition to or instead of disciplinary action.

DISCIPLINARY PROCEDURE - The Company's aim is always to encourage improvements in individual conduct or performance. Initially, wherever possible, any performance or conduct issues will be dealt with informally. Where informal action has not been successful or is not appropriate, however, this disciplinary procedure sets out the formal steps that will be taken.

PRINCIPLES

Where there are concerns about performance or conduct, the Company will seek to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated. The employee will be advised in writing of the nature of the allegation or complaint against him or her, the arrangements for a disciplinary hearing and the right to be accompanied, if desired, by a work colleague or trade union representative.

The disciplinary hearing will normally be chaired by the employee's manager. During the disciplinary hearing, an employee will have the opportunity to state his or her case. Any decision will be made after the hearing, following careful consideration of the facts and confirmed in writing.

An employee has the right to appeal against any disciplinary sanction. An appeal meeting will be arranged as soon as possible.

PROCEDURE

At the conclusion of a disciplinary hearing, any of the following actions may be deemed to be appropriate.

Stage 1 – first warning

If conduct or performance is unsatisfactory, the employee will be given a written warning. This will include the reason for the warning, a note of the improvement required and the consequences of failure to improve. The warning will normally be disregarded after 12 months of satisfactory service.

Stage 2 – final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given. This will include the reason for the warning, improvements required and a note that if no improvement results within the required timescale, action at Stage 3 will be taken. Such warnings will normally be disregarded after 12 months satisfactory service.

Stage 3 – dismissal

If the conduct or performance has failed to improve, the employee will be liable to dismissal.

GROSS MISCONDUCT

If, after investigation and the disciplinary hearing, it is decided that an employee has committed an offence of gross misconduct, the normal consequence will be dismissal without notice or pay in lieu of notice.

Examples of gross misconduct are:

- dishonesty
- theft, fraud, bribery
- dangerous behaviour, fighting or assault
- damage to property
- incapacity for work due to being under the influence of alcohol or drugs
- gross insubordination such as deliberate refusal to carry out reasonable instructions
- gross negligence, incompetence or dereliction of duty
- a serious breach of the Company's safety rules
- serious misuse of the Company's e mail or computer system or inappropriate use of the internet
- conviction of a criminal offence that makes the employee unsuitable or unable to carry out his or her duties
- acts of bullying, harassment or discrimination
- abusive or threatening behaviour
- a serious breach of trust and confidence
- breach of confidentiality
- serious or deliberate breach of data security
- conduct that brings the Company's name into disrepute
- using the Company's equipment and time to undertake private work without express permission
- deliberate falsification of records
- repeated unauthorised absence from work

This list is not intended to be exhaustive.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will receive their normal pay. Any decision to dismiss will only be taken by the Company after full investigation and a disciplinary hearing.

APPEALS

An employee who wishes to appeal against any disciplinary decision must do so by writing to the Operations Manager within five working days. He or another manager who was not involved in the original disciplinary meeting may hear the appeal and decide the case as impartially as possible. Following the appeal hearing, any disciplinary penalty imposed will be reviewed and the result will be confirmed in writing. This decision will be final.

NOTES

The timescales listed above will be adhered to wherever possible. A second management representative may be invited to attend formal disciplinary meetings in order to act as a witness and note taker. The Company also reserves the right to seek assistance from external facilitators at any stage in the disciplinary procedure.

If it becomes clear that the reasons for performance or attendance problems are outside an employee's control, eg ill-health, it will not be appropriate to refer to action taken as disciplinary. The matter would then be handled under the capability policy, which will also involve meetings and appeals in order to maintain the Company's standards as well as to ensure that fair consideration is given to the employee's circumstances. The objective will remain as far as possible to bring about improvements that will allow the employee to achieve the required standards.

This procedure does not form part of an employee's contract of employment. For further information please refer to the Company's disciplinary policy.

GRIEVANCE PROCEDURE

PRINCIPLES

The Company's aim is to encourage any employee who has a grievance about their employment to use this procedure to seek a satisfactory solution.

The Company will try to resolve the grievance as quickly as possible to the satisfaction of the individual concerned. Where this is not possible, every effort will be made to explain the reasons for the decision and to allow the employee the right of appeal. It is hoped that most grievances will be resolved during informal discussions.

Employees who have raised grievances will be treated fairly at all times before, during and after the conclusion of the grievance procedure.

PROCEDURE

INFORMAL STAGE

If you have a grievance about your employment you should initially discuss it informally with your manager.

FORMAL STAGE

If you feel that the matter has not been resolved satisfactorily through informal discussions, you must put your grievance in writing. A meeting will be arranged, normally within 5 working days. You will be advised in writing of the arrangements for the grievance hearing and the right to be accompanied by a work colleague or trade union representative. The grievance will normally be heard by your manager, unless the manager is the subject of the grievance in which case it will be heard by a senior manager. Any decision will be made after the meeting, following careful consideration of the facts, and confirmed in writing. You will be given a response normally within five working days of the meeting and if appropriate informed of the appeals procedure.

APPEAL

If the matter is not resolved to your satisfaction, you have the right to appeal by writing to the Operations Manager within 5 working days of receipt of the response. You will be advised in writing of the arrangements for an appeal hearing and the right to be accompanied by a work colleague or trade union representative. Another manager who was not involved in the original grievance meeting may hear the appeal. The appeal will be considered by the Operations Manager as impartially as possible. Any decision will be made after the meeting, following careful consideration of the facts, and confirmed in writing. You will be given a written response normally within five working days of the meeting. This decision will be final.

INVESTIGATIONS

The Company is committed to ensuring that all grievances are fully investigated. This may entail carrying out interviews with the employee concerned and third parties such as witnesses, colleagues and other parties, as well as analysing written records and information. Any investigation report will be made available to all the parties concerned. Where necessary, the identity of witnesses will be kept confidential.

NOTES

The timescales listed above will be adhered to wherever possible. A second management representative may be invited to attend formal grievance meetings in order to act as a witness and note taker. The Company may seek assistance from external facilitators at any stage of the grievance procedure in the interest of seeking a satisfactory outcome for all concerned.

This procedure does not form part of an employee's contract of employment. For further information please refer to the Company's grievance policy.

DATA PROTECTION - The Company may collect, store and process information relating to you which constitutes personal data or sensitive data for legal purposes (including but not limited to your address, bank details, contact details) and will only do so if it has a lawful basis to do so. Such reasons include but are not limited to performance of this contract with you and to comply with its legal obligations.

You can find more details about your rights and obligations in the Company's data protection policy.

PRIVACY NOTICE – This sets out how your personal data will be used.

As your employer, the Company needs to keep and process information about you for normal employment purposes. The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

As a Company pursuing cleaning and hygiene service activities, we may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, administrative purposes or reporting potential crimes. We will never process your data where these interests are overridden by your own interests.

Much of the information we hold will have been provided by you, but some may come from other internal sources, such as your manager, or in some cases, external sources, such as referees.

The sort of information we hold includes your application form and references, your contract of employment and any amendments to it; correspondence with or about you, for example letters to you about a pay rise or, at your request, a letter to

your mortgage company confirming your salary; information needed for payroll, benefits and expenses purposes; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring policy; and records relating to your career history, such as training records, appraisals, other performance measures and, where appropriate, disciplinary and grievance records.

You will, of course, inevitably be referred to in many Company documents and records that are produced by you and your colleagues in the course of carrying out your duties and the business of the Company. You should refer to the Data Protection Policy which is available on the website or in paper format from 24 The Hill, Northfleet, Kent, DA11 9EU.

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations – to consider how your health affects your ability to do your job and whether any adjustments to your job might be appropriate. We will also need this data to administer and manage sick pay.

Where required, we may collect, store, and process biometric data, including fingerprints, for the purpose of identity verification, access control, or time recording. Any biometric data collected will be processed in accordance with applicable data protection laws and will only be used for legitimate business purposes. If you do not consent to the processing of biometric data, alternative arrangements may be considered where feasible.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

In addition, we may monitor computer, telephone and mobile telephone use. We also keep records of your hours of work by way of our time recording system, which may include the use of biometric data where required. If you have use of a Company vehicle we may record details of your mileage by way of a vehicle tracking system.

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

We may transfer information about you to other group companies for purposes connected with your employment or the management of the Company's business.

Your personal data will be stored for the period of your employment and for six years after you have left.

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

Your rights

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn. You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the Data Protection Act 2018 with regard to your personal data.

Monitor Services Ltd is the controller of data for the purposes of the Data Protection Act 2018.

If you have any concerns as to how your data is processed, you can contact: Tracy Allen, Data Protection Officer at support@monitorservices.co.uk or you can write using the address of 24 the Hill, Northfleet, Kent, DA11 9EU or for further information please refer to the Company's data protection policy.

GENERAL OBLIGATIONS - EMPLOYEES ARE REQUIRED TO:

- (A) During working hours, diligently and faithfully devote the whole of their time and attention to improving the business of the Company to the utmost of their skill and ability.
- (B) Perform all such services, as the employer shall from time to time direct and require to be done by the employee in and about the business.
- (C) In no way divulge or make public any of the confidential information, accounts, transactions or dealings of the Company relating to the business.
- (D) Be just, true and faithful to the Company in all matters, relating to his/her employment.
- (E) Not approach Monitor Group' clients for employment nor accept employment from them whilst working for or within a period of three months after leaving Monitor Group.

ALTERATION OF COMPANY RULES

Whilst the information and policies contained within these rules do not form part of your contract of employment, you are expected to comply with their terms and standards.

If you have any questions relating to any of these rules, please speak to your manager in the first instance.

The Company has the right to alter or add to these rules from time to time and such alterations will be displayed for the employee's information and notified individually.

Copies of all policies referred to in this booklet are available on request by contacting Head Office.

