

Welcome To



mitie

ROI Employee Handbook 2021

Welcome to Mitie Ireland

Mitie are a people business, and we recognise that our people are our greatest asset. We're made up of over 55,000 passionate people 2,000 of whom are based in Ireland. We put a huge emphasis on our people – how we motivate them, how they learn and develop, and ultimately how we engage them so that they are proud to be part of the Mitie team. We aim to be the exceptional every day, go the extra mile for our colleagues and our clients. We treat others as we would like to be treated, and we are always One Mitie.

In return for all that passion and commitment, we like to give something back - equality, respect to every single colleague, and to have all our teams treated in an open and transparent manner; and all under the backdrop of a positive, open and collaborative culture.

Your employee handbook is a tool to help you understand the company you're now part of. We like to think of our customers' business as if it is our business. We are a partner trusted for our expertise and for putting our customers at the heart of everything we do. That means we always look to add value in everything we do, both for our people and our clients. That's why we want to help you really understand your role in the business and what value you can add. It's all part of being a company of world-class people delivering a world-class service.

Your handbook is an important document, and you should take the time to read it. If there is anything that you don't understand or need further information on, please speak to your manager or contact the HR team on IrelandpeopleSupport@mitie.com

During your first few weeks with Mitie, you'll also attend a virtual Mi-Welcome session so you can learn even more about Mitie and what your role is all about.

You should also feel free to contact me with any feedback or suggestions at sharewithsheridan@mitie.com

For now, though, welcome to Mitie! It's brilliant to have you as part of the team.



Les Sheridan
Managing Director





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I. Introduction to your Handbook

The information on the following pages should be read carefully, as it will help you to understand your employment relationship with Mitie, what you can expect from us, and what we expect of you.

The employee handbook contains information on the company's policies, procedures and benefits, and how we operate our business.

Amendments will need to be made to this handbook from time to time in line with legislation changes and changes to our own policies. We will aim to issue an updated handbook once a year by email.

This employment handbook supersedes all other handbooks currently in force within the company.

You should speak to your manager if you have any questions regarding the information supplied. Should any special conditions apply to your employment; these will be communicated to you

1.0 About Mitie

We provide a wide range of facilities management (FM) services across Ireland, the UK and Europe. These are delivered as integrated FM contracts, in bundles or as single services, depending on client requirements. At Mitie Ireland, the services we offer our clients include but are not limited to cleaning, security, engineering, front of house and facility management.

1.1 Our Vision

Mitie's culture is built on the simple premise of delivering 'the exceptional, every day' – our overarching commitment to customers, colleagues and other stakeholders.

'The exceptional, every day' is about Mitie being the best it can be – colleagues working together, knowing what to expect of each other and delivering the exceptional for customers. Keeping our promises. Day in, day out.

Our commitment is underpinned by our Purpose and Promise:

Purpose: Our expertise, care, technology and insight create amazing work environments, helping our customers to be exceptional every day.

Promise to our customers: A trusted partner creating exceptional environments for your customers and people, adding value every day.

Promise to our colleagues: A place to work where you can thrive and be your best every day

1.2 Our Values

Everything we do at Mitie is underpinned by our values. They form the basis of our culture and show employees and the outside world what we're all about and how we do things at Mitie.

There are five core values that shape how we behave at Mitie, and they are:

We are one Mitie

We work as one to deliver a seamless, unrivalled service. We are all in it together. If we can help a customer or a colleague in any way, we will. We are one Mitie.

We are built on integrity and trust

We give it everything we've got and constantly bring new ideas to the table. We embrace new thinking and technologies to help our clients and colleagues change the way they live and work.

We go the extra mile

Whether it is keeping things running smoothly in a safe environment, looking for new ways to do things better or fixing problems, going the extra mile for our colleagues and customers and keeping our promises is in our DNA.

Our diversity makes us stronger

We are very proud of our rich and diverse culture and backgrounds. Our diversity creates ideas and insights. Everyone at Mitie has a voice and is treated as an equal.

Our customers' business is our business

We are a partner, trusted for our expertise and for putting our customers at the heart of everything we do.



2. To Have a Great Start

2.0 Mi Welcome

Mi Welcome is a Mitie welcome and company orientation. It is an opportunity to welcome new employees to the company, to get to know you better, and even more importantly, to make you feel part of our Mitie team. Mi Welcome is key in ensuring new starters are accommodated and acquainted with the Mitie way.

2.1 Contract of Employment

You will be issued with a contract of employment. This is a legally binding document which provides details relating to your individual terms and conditions of employment. For example, your rate of pay, hours of work, place of work and date of commencement. This document will also confirm your entitlement to holiday and sick pay.

You will be required to sign your contract of employment to confirm your acceptance of its terms and conditions and will be provided with a copy for your future reference.

2.2 Starter Documentation

Upon joining Mitie, you will be required to fill out a new starter form and provide certain documentation; and they are follows:

- Proof of ID
- Proof of Bank Statement (must be dated within the last 3 months)
- Proof of Address (this can include any of the following documents that are dated within 3 months of your start date - a bank statement, utility bill or revenue letter).
- PPS Number
- Work Permit/Visa (if applicable)
- PSA licence (if applicable)

Please note that failure to provide any of the above may result in a delay in payment of your wages.

2.3 Revenue / Tax Office

Should you need to contact the Tax Office (www.revenue.ie) our details are as follows:

Mitie Company's PAYE reference:

9713695S

Mitie's full trading name:

MITIE Facilities Management Ltd



3. Company Benefits

It is really important to reward our people for a job well done, which is why we offer a range of fantastic benefits to show how appreciative we really are.

3.0 Free Virtual GP

All Mitie employees are given free access to a Virtual GP Service, provided by Medical Solutions. The confidential service is easy to access and available to all members of your household. It includes the following benefits:

- Unlimited GP consultations by phone or video for the duration of your employment with Mitie.
- The service provides expert advice, reassurance and where appropriate, diagnosis, from wherever you are in the world, without having to leave your home.
- Appointments can be booked via the phone or online (over a smart phone, tablet or computer).
- Appointment times are flexible and are available 24 hours a day, 7 days a week.
- Private fit notes can be provided if required, as well as prescriptions if needed, (Although prescriptions will incur an additional cost to you, at competitive prices.)
- A translator can also be booked to join the consultation, this can be requested at point of booking 240 languages are available.

Contact the Virtual GP Helpline on:

T. 1890 300 257
W. <https://mitie.gp-24.com/>

3.1 Flu Vaccinations

Each winter, Mitie offers free flu vaccinations to all our Mitie colleagues aged over 60 and those that fall into a high-risk category as a result of Covid-19.

We operate this scheme on a “Pay & Claim” basis, where we will ask those relevant employees to source and pay for their own vaccinations, and the company will reimburse the cost. The process to claim the reimbursement will be straightforward. Simply email your receipt with your full name to Irelandpeoplesupport@mitie.com and this will be reviewed and sent directly to Payroll to be paid in your next pay cycle.

3.2 Mi Recognition

It is really important to say thank you to our people for doing a great job and for this reason, Mitie has an online recognition tool called Mi Recognition which allows you to recognise the great work your colleagues do on a daily basis.

You can nominate a colleague for anything that makes a real difference to you, a colleague or a client. It could be for showing lots of initiative and fresh thinking, bags of passion and commitment, or for demonstrating a willingness to always go the extra mile in their daily job.

The key function of the Mi Recognition tool is that it allows all employees to nominate any employee, at any time, from any device on the following link:

[FromMe2You - Recognition Portal](#)

There are 3 areas to recognise the great work our colleagues do as follows:

1. Mitie Star Nominations

Any employee can be nominated for a Mitie Star. When you nominate an employee, you will need to give a written testimonial as to why. The employee will automatically be issued with a certificate from the tool, which will include your testimonial.

Each month the Senior Leadership Team (SLT) review all the Mitie Star nominations with a monthly winner and runner up selected, where they received €250 and €150 vouchers respectively.

2. Mi Thanks

The Mi thanks option is a quick virtual on the spot recognition of €25 which employees can nominate each other for. It is a great way to recognise some of the great work which may go unseen on a day-to-day basis.

3. QHSE Best Save

QHSE is a key focus area for all of us at Mitie. Keeping our employees and our clients safe every day is of the utmost importance. This award is slightly different in that only People Managers can make the nominations in the Tool. However, this does prevent our employees from highlighting situations where a colleague has done something which has prevented a potential accident, and hence a good save.

All nominations are reviewed by the SLT each month and an overall winner is selected, where they receive a €100 voucher.

3.3 Mi Deals

Mi Deals is our employee discount portal that provides fantastic savings at all of our favourite high street stores. It offers you discounts from a range of retailers including fashion brands, grocery shopping, travel discounts etc. We've also negotiated additional discounts with some of our big-name suppliers, as can be seen below, which are of great use to our employees as can be seen below.

For a full list of all discounts available, please register onto Mi Deals using the below link:

<https://mideals.rewardgateway.ie/>



3.4 Long Service Award

Mitie believes that our success is a direct result of the experience and quality of our people, the loyalty and dedication of our colleagues' contribution to Mitie's growth and success. At Mitie Ireland we celebrate and reward our colleagues who have milestone anniversaries of 10, 15, 20, 25 and 30 plus years.

Year	Award
10	Certificate, badge & €50 added to your Mi Recognition account.
15	Certificate, badge, €100 added to your Mi Recognition account and 1 extra day of annual leave in the year.
20	Certificate, badge, €150 added to your Mi Recognition account and 1 extra day of annual leave in the year.
25	Certificate, badge, €200 added to your Mi Recognition account and 1 extra day of annual leave in the year.
30	Certificate, badge, €300 added to you Mi Recognition account and 1 extra day of annual leave in the year.

3.5 Learning and Development

Here at Mitie, we understand that our people are our greatest asset and as such we are committed to ensuring that all employees receive training throughout their career at Mitie. At the commencement of your employment, you will attend the company's orientation, Mi Welcome, as well as on the job training for your specific job. As your employment progresses, your skills may be extended to encompass new job activities within the business. Any training needs should be identified by your manager. Site specific training requirements may also apply. You are instructed to attend where required. Your manager will advise on the requirements.

3.6 Learning Hub

The Learning hub is Mitie's digital learning system which is accessible 24/7 from any smart phone, tablet or computer and hosts over 200 online courses under the following categories:

- Customer Service
- Information Security
- Personal Development
- Business Skills
- Social and Corporate
- Responsibility
- Communication Skills
- Managing and Leading Teams
- Teamwork

To access the Learning Hub please follow the below steps:

- Go to <https://mitie.kallidus-suite.com/learn>
- Enter IE plus your employee ID, which is your payroll number i.e., IE1234
- Enter the temporary password Welcome123!
- You can then change your password to a memorable word, which needs to have a minimum of eight characters with one upper case letter, one lower case letter, one numeral and one special character

3.7 Education Support Agreement

At Mitie, we encourage employees to undertake training in order to further their career with us. We have a strong track record of promoting employees internally, and with our ambitious growth plans, we will always seek to identify and develop talent within Mitie. This can include the company assisting with costs of certain accredited training or education programmes that will benefit both the employee and Mitie.

Any employee wishing to partake in such training or education, should contact their manager first to discuss. You will then be required to fill in a training application form for consideration by Mitie.

If the company agrees to support your request, please note that it is subject to the terms and conditions as follows:

Whilst Mitie will pay the education fees in full, you are required to reimburse the company 50% of the education support fee over the duration of a 12-month period from the start of the semester. These payments will be deducted from your wages over the 12-month period.

Mitie will reimburse you the full amount of your education fee paid by you on successful completion of your course and receipt of your full qualification. If you cease your employment with Mitie, the following repayment of fees will apply.

Repayment Periods:

- Within 12 months completion of the course 100%
- From 12 months +1 day until 24 months completion of the course 75%
- From 24 months +1 day until 36 months completion of the course 25%

3.8 Talent Referral Scheme

We recognise that one way to find great employees is to ask existing employees if they know of anyone who would be suitable for our vacancies. Employees themselves can act as great recruiters as they often know or have worked with other talented individuals and can recommend them to us.

As an incentive for employees who successfully introduce people to Mitie, we will reward the referring employee with a referral payment when the referred employee commences employment with Mitie and the remaining 50% payment when the referred employee has successfully completed their probationary period (typically 6-9 month's), as long as the referring employee also remains employed at that time.

There are two ways you can receive this payment as follows:

1. The payment can be made via the Mi-Recognition portal to maximise the tax efficient benefit i.e., it's a tax-free payment. This tool enables people to receive multiple awards throughout the year, whilst maximising the Revenue tax free limits. The funds are released once a year, every November in a voucher format.
2. The payment can be made to your nominated bank account; however, this payment will be taxed.

The payment of the referral scheme will relate to the level of contract that the referred employee is hired for.

For full details of the referral payment scheme, please see below:

Contract Level	Example of Role	Rate
Level 1	Frontline hourly paid staff	€100
Level 2	Frontline salaried paid staff	€500
Level 3	Technicians/ Specialists/ People Managers	€2,000
Level 4	Irish Leadership Team	€3,000

The Talent Referral Scheme is to be applied to all referrals submitted by existing Mitie employees from October 1st 2019 onwards. All Mitie employees, whether on a temporary or permanent contract are eligible to participate in the scheme.

How do I refer a candidate to Mitie?

Employees are responsible for submitting the referred employee's CV to the hiring manager or to recruitment.ireland@mitie.com.

If the hiring manager proceeds to make an offer, the manager must send the referred employee's CV and the referring employee's details onto recruitment.ireland@mitie.com

General Guiding Principles

- The scheme only applies to referrals made on or after 1st October 2019. The referred employee must be submitted to the Talent team prior to the closing date of the advertised role. Referrals after this date will not be considered and will not be accepted for processing or payment.
- The scheme is only eligible for permanent roles.
- The scheme only applies to external referrals. That is, the individual being referred cannot already be an employee with any division of Mitie. There must be a gap of at least 12 months if the person being referred previously worked for Mite.
- No agency referrals will be accepted. Nor will agency or payroll contracted temp to perm referrals will be accepted.

- The line manager with responsibility for making the recruitment decision cannot be the same person who referred an individual for that position, as this is deemed a conflict of interest.

3.9 Employee Engagement

We want all our colleagues at Mitie to feel that Mitie is a great place to work. When our people enjoy their work, behave, and are treated in the right way, this leads to a positive culture and improved performance.

We believe strongly that Positive Behaviours = Positive Culture = Positive Results

We place a great deal of importance on hiring people who display positive behaviours at all levels in the organisation. Specifically, we pay particular attention to those colleagues who have a responsibility for managing people.

We believe that a person's relationship with their manager has a direct link to their level of engagement. As such, we ensure that our people managers lead by example in terms of their behaviours.

It is important that we receive feedback from you in terms of how you feel about working for Mitie, and from time to time we will ask you for this feedback through a number of forums. It is really important that we hear your views to understand what we are doing well and what areas we may need to improve on.

In order for us to be a fantastic place to work, Mitie runs an annual people survey called "Upload". This allows us to understand how our people really feel about working for Mitie and what areas we need to improve. We encourage you to respond to these surveys honestly to help us to improve Mitie for you.

3.10 Employee Assistance Programme

At Mitie, we care for our people and want all of our employees to be in tip top condition - both at work and at home. Mitie believes in a pro-active approach to health care and therefore provides an Employee Assistance Programme (EAP) to promote the health and well-being of all employees.

The EAP provides immediate support for employees who may be experiencing difficulties either at work or at home that are having an impact on their well-being. The scheme is accessed via a confidential telephone helpline staffed by fully trained counsellors 24 hour a day, 365 days a year and as many times as necessary.

Callers to the confidential helpline are given unlimited support, advice and information to deal with their difficulties. This service can be used for a wide range of problems including:

- Emotional/Personal (Stress, depression, abuse)
- Financial
- Domestic (Marital, relationships)
- Work/Career (Work relationships, work stress, career issues, role difficulties)
- Other (Diet, smoking, health, self-esteem, trauma, bereavement, phobias)

Call free on:

T: 1800 201 346 (Republic of Ireland)
T: 0808 234 5183 (Northern Ireland)

Or visit the website: www.wellness.rightmanagement.co.uk/login (Login details: mitiewell)

3.11 Pension

You are entitled to join a Personal Retirement Savings Account (PRSA) scheme. If you would like further information about the pension schemes available to you then please speak with your manager or contact the HR Team on IrelandpeopleSupport@mitie.com. Alternatively, please refer to your contract of employment for guidelines on your pension entitlements.

3.12 Life Assurance

A non-contributory life assurance scheme is provided on the successful completion of your probation, details of which are available from the HR team. Your membership of this scheme will commence on the first available date after your successful probationary period and is subject to the scheme's underwriters. Please note that this scheme is not applicable for employees past the age of 65.

3.13 Save As You Earn Scheme

Mitie's SAYE Scheme is a savings-based scheme which enables you to purchase shares in Mitie Group plc. That way you can own a little bit of the company you work for. However, it's not the only benefit of joining the scheme; it's also an easy and safe way to save money regularly.

This is a completely risk-free process, and your savings will always be fully protected.

This scheme gives you the option to use these savings to buy Mitie shares at a special discount. There's no risk to your savings, plus you get the chance to cash in if the share price rises.

If you have sufficient service on the annual entry date, you will be invited to join the scheme. To do this you'll need to decide how much you can afford to pay into the scheme each month over the next three years. You can save from as little as €12 up to €500 a month. Now here's the good bit: you get to buy the shares at the fixed scheme price – that is the price they were when you started your savings, plus a discount.

Hopefully, the share price will have risen over the course of the SAYE Scheme and therefore the shares will be worth more than it will cost you to buy them. Once the 3-year savings period is complete, you can sell them any time you wish, but you may prefer to hold onto your little piece of Mitie for a bit longer.

If you retire or are made redundant while you are saving, we will write to you with details of your choices. As a guide, you will be able to take your savings and interest (if offered) and buy the shares within six months of your leaving date.

If you resign or are dismissed, you will not be able to buy the shares. You can take your savings.

3.14 Tax Saver Scheme

TaxSaver incentivises people to use public transport to and from work. The cost is deducted directly from your gross salary, and massive savings of between 28.5% and 52% can be made off the regular price, depending on ticket type and your tax band.

For more information on this scheme, please contact the HR Team on IrelandpeopleSupport@mitie.com

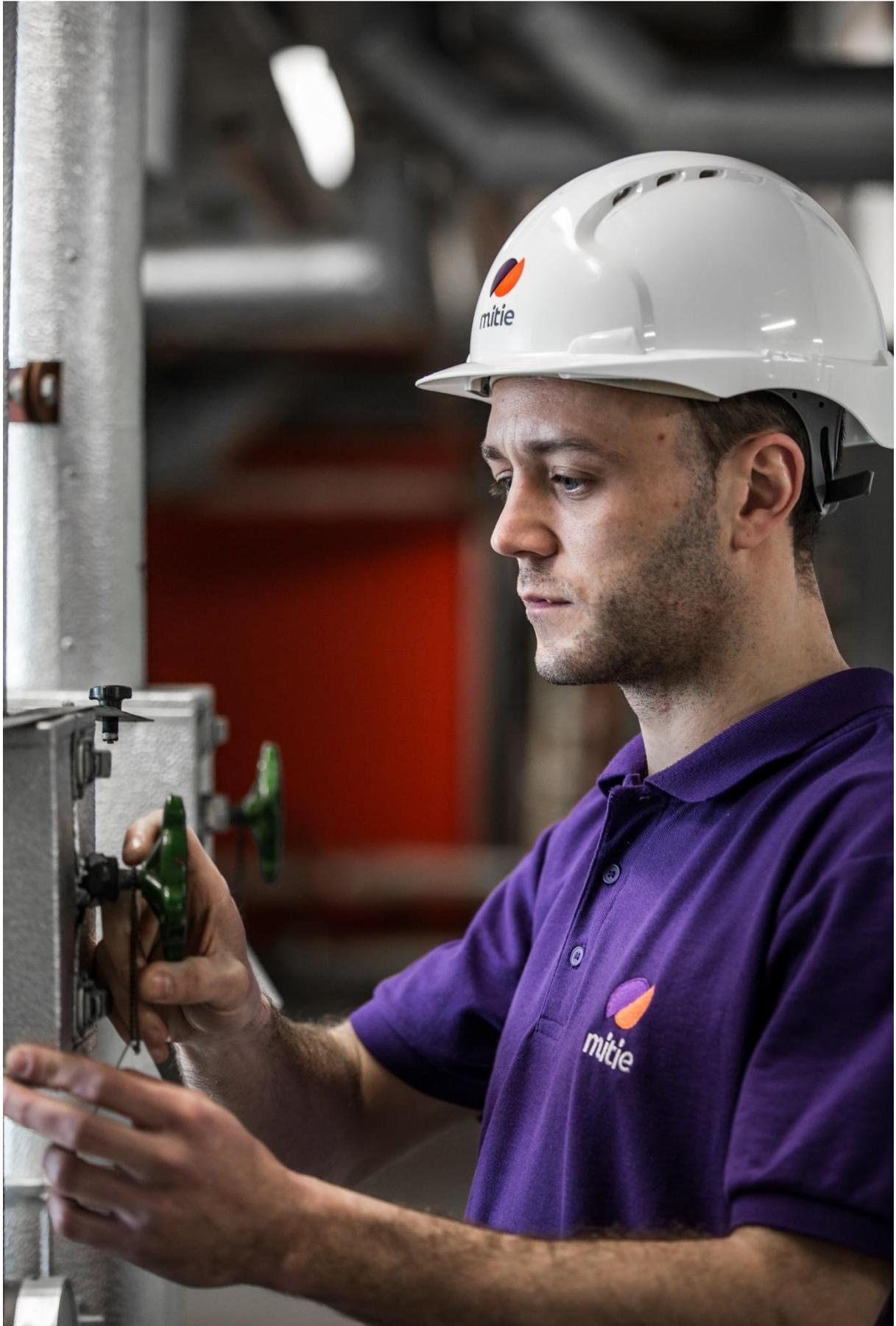
3.15 Bike to Work Scheme

Switching to a two-wheeled commute can help you do your bit for the environment and your health; your wallet will be glad you made the choice to leave the car at home too.

The Mitie Bike to Work scheme allows you to hire a bike (interest free) from Mitie while making attractive tax and PRSI savings and you get to spread the costs over a 6-month period. This ensures you don't have to spend a fortune on a bike to enjoy the benefits of cycling to work, and you get to spread the costs over a 6-month period. At the end of the year, you get the opportunity to take ownership of the bike.

The Bike to Work scheme is available once you have passed your probationary period.

For more information on the Bike to Work scheme, please contact the HR Team on IrelandpeopleSupport@mitie.com



4. Employee Information

4.0 Position

Your position will be agreed with your manager prior to commencement of employment and/or on change of position or promotion and will be stated in your contract of employment. During working hours, your time and attention must be directed solely to company business. Owing to the nature of the company's business, your duties may vary from time to time, and you will be expected to carry out all reasonable duties assigned to you.

4.1 References

Your employment is subject to the receipt of satisfactory employment references. References given (identified from your application or CV) will automatically be sought upon your acceptance of a position with Mitie. If unsatisfactory references are received, the company reserves the right to terminate your employment.

4.2 Right to Work in Ireland

It is a condition of your employment that you are authorised to legally work in Ireland. Should you no longer be legally entitled to work in Ireland, then you should immediately inform your manager and the HR team. Please note that this evidence will be reviewed on a regular basis and your employment is subject to your continued legal right to work in Ireland.

The obligation is on you, the employee, to ensure that you share up to date copies of work authorisation should they change during the course of your employment.

The company reserves the right to terminate your employment with immediate effect, without notice or payment in lieu, if you are no longer entitled to work in Ireland.

4.3 Certificates of Qualifications

For certain positions and due to certain legislative requirements, it is a condition of your employment that you have the necessary qualifications and licences in order to perform your duties. You will be required to produce a copy of these in advance of your commencement and it is your responsibility to maintain these and ensure that they are valid at all times throughout your employment.

A false declaration or failure to provide satisfactory evidence of qualifications, or training undertaken may result in disciplinary action or dismissal by the company.

4.4 Employment Records

Your employment record is very important. It contains all relevant information pertaining to your employment including your address, telephone number, emergency contact details etc; therefore, it is important this is kept up to date. Please notify the company of any changes that might affect your employment record. The company will retain your information in accordance with its obligations under Data Protection legislation and will ensure it is processed in compliance with the relevant Data Protection in ROI.

4.5 Probationary Period

On commencement of employment, you will be required to complete a probationary period of six months, during which time your suitability for the position will be assessed. This may be extended at the company's discretion by up to a maximum of three months. The probationary period will not in any case exceed eleven months.

During the probationary period the accelerated disciplinary procedures will apply as per Mitie's Formal Disciplinary policy.

4.6 Security Clearance

Please be aware that your place of work may require additional checks to be carried out prior to, or during, the course of your employment and that your employment and/or continued employment where this is required is subject to satisfactory clearance being granted. For example, your site may require client security clearance, criminal clearance and garda vetting.

Depending on the nature of your role, a client request or new legislation introduced by the government; you may require further clearance or a higher level of vetting.

From time to time, the company may carry out checks on new starters and existing employees. This may include employees within sectors that are not normally subject to these types of checks. You may be required to comply with these additional checks at any time during your employment.

In circumstances where clearance is refused, revoked, or not renewed; or if you fail to meet these requirements, you may be suspended on unpaid leave.

4.7 Criminal Offences

You must notify the company immediately if you are convicted of a criminal offence. This includes but is not limited to convictions such as motoring offences resulting in an endorsement on your driving licence, particularly if you use a company vehicle.

4.8 Changes to your Personal Circumstances

It is your responsibility to notify Mitie in writing of any such changes. The company will not be responsible for any issues arising out of your failure to notify us of changes in your personal details.

4.9 Personal Property

The company cannot be held responsible for damage to, loss or theft of any item of personal property whilst on company or client premises, or whilst conducting company business. To avoid opportunistic theft, you should take care not to leave belongings, in particular cash or valuables, unsecured at any time.

Wilful damage to another employee's property is deemed as gross misconduct.

4.10 Personal Device Usage

The use of personal devices e.g., mobile phones or tablets etc. are not permitted during working time. Using a personal device during working hours is a distraction and breach of company policy. Employees, at all times, are required to be alert, focused on task, and carry out their duties to an excellent standard.

The company understands that from time to time you may have to take a personal call at work, however, this should be the exception. Personal calls should never interfere with work, and it is important to note that failure to adhere to this standard may result in disciplinary action.

If you have been provided with a device from the company, it should be used for work-related purposes only. For further information, please refer to the internet, e-mail, social media and mobile phone policies.

4.11 Language in the Workplace

There is a clear business interest in having a common language in the workplace to avoid misunderstandings whether legal, financial or in relation to health and safety. It is also a matter of courtesy, conducive to good working relations, not to exclude people from conversations that might concern them.

English is the language of communication in the workplace, unless other languages are specifically required.

4.12 Virtual Meetings

There may be times where owing to business practicalities, unforeseen events and to ensure that Mitie plays its role in reducing carbon emissions if travel is involved; it may not be possible to hold face to face meetings. In such instances, meetings will be held virtually through forums such as Microsoft Teams, Skype and Zoom.

4.13 Trade Unions

Given that we work in many varying sectors with a wide variety of employee skill sets, Mitie does not recognise any single trade union across the Group. However, we will still engage with unions on a case-by-case basis and at the company's absolute discretion.

4.14 Pay

Your rate of pay/salary will be clearly outlined in your contract of employment. You will be asked to access your payslip online with a logon and password via a secure website. Please save and follow the following instructions for accessing your payslips:

Link to your online payslip

https://my.corehr.com/pls/coreportal_mitiep

User: Use your Employee's 4-digit-long number"

Password: Use your PPS Number
(If your PPS password is not accepted, please re-try using Upper/Lower case alphabet)

To avoid getting your account locked, please ensure that you click on the "sign-in" button rather than hitting enter on the keyboard.

If you have any queries regarding the details on your payslip or the amount you have been paid, you should raise the issue first with your manager so that they can look into it for you. If you are still unclear or dissatisfied, you can then contact Mitie's Payroll Manager, Bianca Petenucci, by email at bianca.petenucci@mitie.com

4.15 Underpayment and Overpayment of Wages

While we endeavour to ensure 100% accuracy, at times errors may occur. Mitie is committed to rectifying errors at the earliest possible opportunity. In the event that there has been an underpayment of wages, you should inform your manager immediately. The company will make every effort to resolve any issues at the earliest opportunity.

If an employee is overpaid and does not notify the company and the company discovers later that it has overpaid an employee, an investigation of the facts will be carried out. We will seek repayment for the overpayment at the earliest opportunity. Depending on the results of that, disciplinary action may be taken as appropriate.

In the event that any overpayments have been made to you, these will be deducted from subsequent salary payments and will be outlined to you in advance. Employees must notify their manager or another member of management in the absence of their manager in the event they are overpaid for any reason.

4.16 Deductions from Pay

Mitie is authorised to deduct from your pay any amounts which are owed by you to the company. This includes but is not limited to any loans, excess holidays taken, expenses or overpayments.

4.17 Working Hours

Your working hours are specified in your contract of employment.

Mitie complies with the requirements of the Organisation of Working Time Act 1997 and therefore you will not be expected to work more than 48 hours per week (on average over a 6-month period). If you believe that you will be working more than the allowed hours, you should bring this to the attention of your manager so that the situation can be rectified.

Employees that are employed by another company have an equal obligation under the Working Time Act 1997 to ensure that the 48-hour maximum working week is not exceeded. This is in order to ensure our compliance with the Organisation of Working Time Act 1997, and to ensure there is no conflict of interests in your employment. Failure to do this may lead to disciplinary action.

4.18 Overtime

The company may require you to work overtime in excess of your normal hours of work. This does not, however, place any obligation on the company to provide overtime.

If you are entitled to overtime payments, this will be clarified by your manager. Depending on your sector of employment, you may be entitled to higher rates of pay for overtime as per any Employment Regulation Orders and Registered Employment Agreements.

Not all salaried employees are entitled to overtime and there is an expectation that you will work the hours required to do your role and for that job you will receive a set salary. If this is the case, you will be told the normal hours that you are expected to work. However, we also expect you to be flexible and work additional hours on occasions to ensure your work is complete, and in return we offer flexibility of working hours at other times.

4.19 Rest Breaks

Rest breaks must be taken at times agreed with your manager. Any employee found to be abusing this by taking extended breaks may be subject to disciplinary procedures.

No member of staff is permitted to eat, drink or smoke while at work, except in areas designated by the client for that purpose and only during authorised break times.

Mitie takes its responsibility under the Organisation of Working Time Act, 1997 to provide all its employees with appropriate rest breaks during the working day. Working long hours without a break, can lead to people working less productively and it can affect their wellbeing. We therefore encourage you to take the breaks that you are entitled to during the working day. In this regard, you are entitled to take:

- a 15-minute rest break after working 4 hours and 30 minutes; and
- a 30-minute rest break after working 6 hours, which can include the first 15-minute break.

There is no entitlement to be paid during the rest breaks and they are not considered part of working time. You are entitled to 11 hours' rest in any period of 24 hours except where your working day is spread out over the day, in which case you must ensure that you have at least 11 hours break from work during the 24-hour period.

If it is a requirement of your role to be on-call, arrangements regarding your rest breaks will be confirmed by your manager. Please note that if you work at multiple locations during a single working day, you must ensure that you take your break as detailed above and should not be taken whilst travelling between locations.

If on any occasion you are unable to take your break you should inform your manager immediately so that your break can be rescheduled as soon as possible. This may include a reduction in your normal hours of work on a permanent or temporary basis. The company will endeavour to give you reasonable notice of such changes.

4.20 Changes to your Working Hours

The company reserves the right to change your normal hours of work with reasonable notice and due consultation and consideration, so as to meet its business needs and/or improve operational efficiency.

In very extreme situations, we may need to place on short-term working or lay off. This action will only be taken if there is no other alternative and with the intention of providing continuity of service. There is no entitlement to contractual remuneration during lay off periods.

4.21 Changes to your Job Role

It is a condition of your employment that you are prepared to accept reasonable changes to your duties, undertake the duties of any other person carrying out a similar role or duties within the establishment where you work.

If a job description is issued to an employee, it is merely an appreciation of the role envisaged for the position and the range of duties undertaken. A job description does not attempt to detail every activity, and should be utilised as a general guide, detailing the minimum requirements and responsibilities of the role. This may be changed from time to time to meet changing circumstances. A job description does not form part of the contract of employment.

4.22 Changes to your Work Location

It is a condition of your employment that you are prepared to transfer to any other of our sites and/or client sites within a reasonable travelling distance from your home on a permanent or temporary basis. The company will give you as much notice of any change of location as is reasonably possible.

4.23 Short-Term Working and Lay Off

Mitie reserves the right to lay you off from work or reduce your working hours, where through circumstances beyond its control, is unable to maintain you in employment or maintain you in full-time employment. You will receive as much notice as reasonably possible prior to such lay off or short time.

Every attempt will be made to ensure your continuing employment. Options that the company may take could include placing you on short term work within another unit or laying you off from work. In these circumstances, you will be paid only in respect of hours actually worked during periods of short time. You will not be paid during the lay off period.

4.24 Redundancy

It is the company's intention to avoid redundancies where possible and we would always seek alternative solutions. In the event that your position becomes at risk of redundancy, you will be informed as soon as possible and consulted with as appropriate.

Should there be no alternative to redundancy, you may be eligible for statutory redundancy pay and a period of notice in accordance with legislative provisions and/or the terms of your contract of employment.

4.25 Lone Working

Due to the nature of some of our positions, it may be necessary for you to work alone either on client sites or on our own premises. Both the company and the employee have a responsibility in protecting the safety and health of lone workers. As a company, we endeavour to establish safe working arrangements for lone workers.

It is important if you are a lone worker that you take the necessary steps to ensure your personal safety at all times. As a lone worker, you should:

- Take reasonable care to look after your own safety and health.
- Safeguard the safety and health of other people affected by your work.
- Co-operate with the company's safety and health procedures.
- Use tools and other equipment properly, in accordance with any relevant safety instructions and training provided to you.
- Not misuse equipment provided for your safety and health.
- Report all accidents, injuries, near-misses and other dangerous occurrences.
- Carry your personal access badge/keys with you at all times as this provide you with access around the building.

4.26 Site Specific Requirements

There may be certain rules and procedures in addition to those set out in this handbook that are specific to your place of work. As an employee assigned at any client site, you must make yourself familiar with any site-specific rules or guidelines and ensure that you always adhere to these, as they can vary from site to site. Please be advised that failure to follow site-specific standards may result in disciplinary action.

4.27 Closed Circuit Television

Closed Circuit Television (CCTV) may be located at client premises where you work, and in such instances, clients will have their own CCTV policy which you must always adhere to.

Access to the recorded material will be strictly limited to authorised personnel, and in very specific circumstances, with the permission of the client. Please note that records from access control logs and closed-circuit surveillance may be used to manage performance for evidential purposes and will, if appropriate, be used in disciplinary investigations. Other examples include but are not limited to the security of staff and company or client property, and investigation of accidents.

4.28 ID Card

You will be assigned an ID card, where applicable, on commencement of employment. It is imperative that where you are assigned an ID card that you ensure you wear it during each shift.

Certain ID cards can also be used to provide access to offices/client sites. If this is the case, your ID card must be kept safe and secure at all times. You cannot share or give access to any other member of staff, the public or third party without prior approval from your manager. Any breaches of this could result in the company's disciplinary procedures being invoked.

4.29 Pinning In and Pinning Out System

Where a system for pinning in and out exists and when you arrive for work, you must immediately pin in the time you entered the premises. You must do this personally. No one is allowed to do this for you. This system records your timekeeping and attendance and acts a roll call in the event of an evacuation.

Payment details are also taken from these records and therefore you must remember to pin in when you come in and pin out when you leave. You must also pin in and out for all breaks. Failing to do so or falsifying records is a disciplinary offence that may result in dismissal.

If you forget to pin in/out, please contact your manager immediately. Your manager will adjust your time on the system when processing payroll.

4.30 If you are Late for Work

We understand that sometimes, circumstances may make you late for work. We expect you to make every attempt to attend work on time, and usually expect you to be on site and ready to start work at the right time.

If you are unavoidably late, you should inform your manager, or any other person who needs to be made aware, that you may be late at the earliest opportunity. It is not acceptable to text, email or ask someone else to call in on your behalf except in exceptional circumstances. You must let them know the reason for your lateness and your expected time of arrival. If you are hourly paid, you may not be paid for the time that you are not at work. In some circumstances, salaried employees will also have their pay deducted if they do not attend work on time.

Your manager may request a meeting with you to discuss your lateness and establish the reason for it. If you are late on a number of occasions, your manager will discuss this with you to understand if there is an underlying reason why you are late, and work with you to try to resolve it if they can. Persistent or serious lateness may also be dealt with under Mitie's disciplinary procedures.

4.31 Pandemics

In the event of a pandemic occurring such as COVID-19, Mitie will always ensure that it follows the government's advice and recommendations. Any changes to Mitie's procedures that are impacted by a pandemic will be communicated to you and would be subject to change as and when the government and public health advice changes.

4.32 Health and Safety

At Mitie your health and safety are a top priority. That's why we have a separate handbook dedicated to your safety at work.

We have a responsibility to ensure your health, safety and welfare while you are at work. However, as an employee, you are also responsible for your own health and safety, that of others working around you, and for cooperating with us to fulfil all health and safety requirements.

Detailed information on the specific hazards and requirements associated with your role and responsibilities is contained within your health and safety handbook. However, if you have any further queries, Mitie has a team of professional health and safety managers who will be able to provide you with additional specialist advice on any health and safety issues related to your role or work. Your manager or the HR team can tell you how to contact the QHSE team.

4.33 Fitness for Work

All employees should arrive to work fit to undertake their duties in a professional manner. If you arrive to work and, in our opinion, are not fit to work, we reserve the right to exercise our duty of care to you which may include referral to a GP and/or a company nominated doctor.

If we believe that you may not be able to undertake your duties in a safe manner or pose a safety risk to others, we reserve the right to request that you do not remain at your place of work for the remainder of the day with or without pay. The company reserves the right, on review of the circumstances, to invite the employee to attend an investigation meeting.

4.34 Medical Questionnaire and Examination

Some contracts of employments do require an employee to complete a pre-medical assessment prior to commencing employment. If this is required, this will be confirmed with you by your manager and/or the HR team.

If you are diagnosed with a medical condition and/or require medication during the course of your employment which may affect your ability and safety at work and driving forms part of your duties; you are required to contact the HR team immediately.

Your safety and that of your colleagues is of paramount importance and the company reserves the right to review the continued employment of any employee unable to carry out their “contracted obligations” due to medical conditions.

To assist us, we use partners such as occupational health and treatment specialists, who, as experts, can advise us on how best to support you. We will inform you if we are referring you to an external partner, and ensure any information received is treated as confidential.

Refusal by an employee to attend a full medical examination when requested may seriously hinder the company’s ability to offer employment or provide ongoing work if we do not fully understand the facts surrounding an individual’s medical situation.

Mitie’s normal contractual retirement date (NCRD) is the employee’s 65th birthday. It is a requirement of all employees over 65 to attend an annual medical examination with your own GP in order to ensure that you are still medically fit for the requirements of the role. In addition, this will allow us to identify any support you may require for your role. The cost of visiting your GP can be expensed on a pay and claim basis.

4.35 Display Screen Equipment (VDU) Usage

If you are an employee who habitually uses Display Screen Equipment (including a VDU or flat screen) as a significant part of your normal work, including home workers, you have the right to an annual eye test.

Further information on this is available from your HR Team who can be contacted on IrelandpeopleSupport@mitie.com

4.36 Visitors

Visitors to company and client premises should always be escorted and they must comply with all local policies and procedures whilst on site. If an unauthorised individual is observed wandering around the building or site where you are working, you should immediately notify the receptionist and security and direct the individual to the reception area.

Visitors, including family and friends, are not allowed onto the company's premises or client sites without approval from your manager.

4.37 Right to Search

It is a condition of your employment that you may be searched. The company has the authority to search an employee and an employee's belongings, including but not limited to your motor vehicle, when you are entering or leaving the company's or client's premises.

An employee who refuses to cooperate fully with any search request or is found to be in possession of any property belonging to the company or any party other than the employee being searched, is subject to disciplinary procedure up to and including dismissal.

4.38 Confidentiality

During your time with Mitie you may see, hear or be given access to confidential information. Confidential information includes any information found in documents, systems, computers or verbal discussions, over hearing management or client discussions.

Employees are instructed to ensure that they do not speak or share information regarding either Mitie business or a client's business inappropriately. In the same way as we are committed to protecting your confidential data, we want you to keep ours secure too, and ensure that you do not disclose it to a third party.

Any breach of confidentiality will be treated very seriously and may result in the disciplinary procedures being invoked.

4.39 Money Making Activities

You must not engage in any of the following during working hours:

- Selling goods to other employees or customers.
- Selling tickets / taking collections (without permission from your manager).
- Gambling, betting, touting or money lending.
- Organisation of dividend clubs (without permission from your manager).

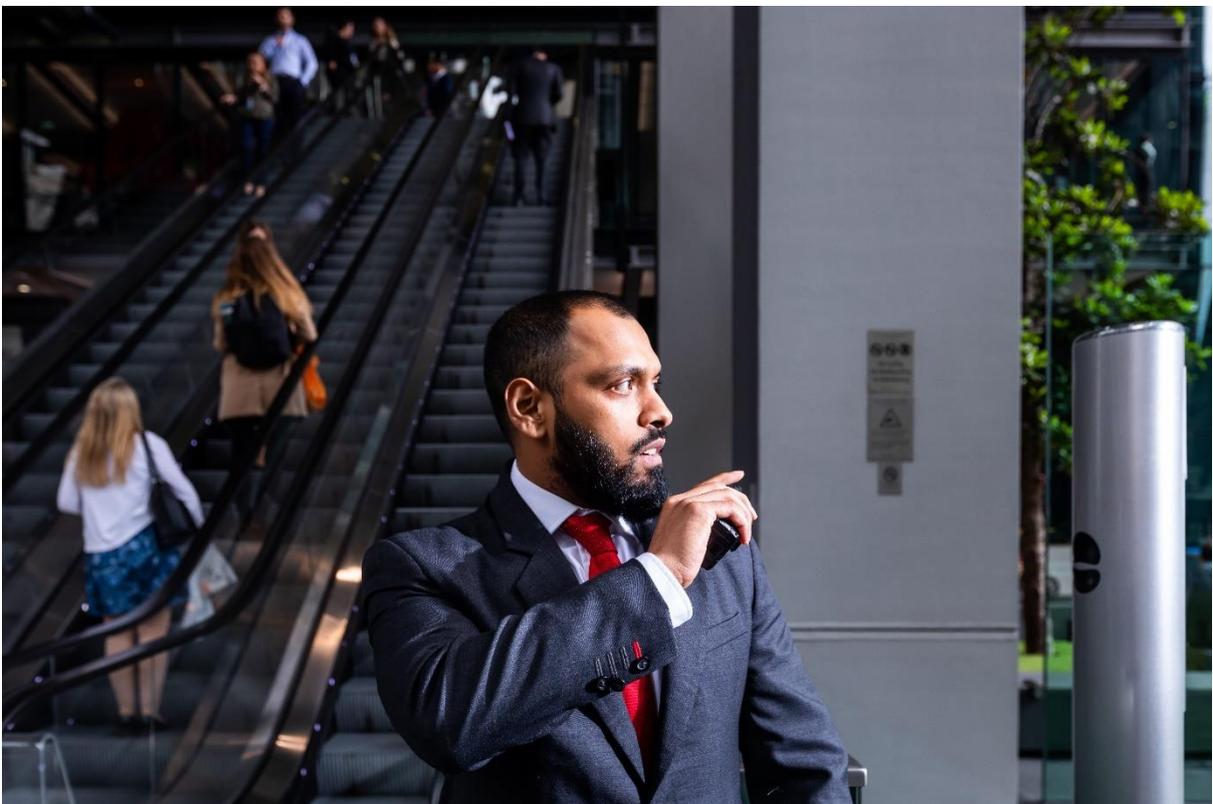
Such activities are deemed gross misconduct and may lead to summary dismissal.

4.40 Borrowing or Lending of Money or Valuables between Employees

Employees are advised that the borrowing or lending of money or other valuables between colleagues can lead to conflict and is discouraged.

Where such conflict results in business disruption, this will be regarded as a serious offence and could lead to disciplinary action.

5. Policies and Procedures



5.0 Mi Well-Being

The purpose of this policy is to outline the company's commitment to workplace wellbeing. The company defines wellbeing as any workplace health promotion activity or organisational policy designed to support a culture of healthy behaviour and attitudes in the workplace and to improve health outcomes for employees. This policy applies to all employees of the company, full time, part time and temporary.

Mitie recognises the importance of employee well-being and that a work environment that fosters and supports employee well-being is hugely beneficial for all concerned. Mitie is committed to taking a proactive approach to this area and to regularly review its approach in line with internal and external developments which may impact on employee well-being.

Principles

The following principles underpin the company's approach to employee well-being:

- Employee Involvement – Mitie is committed to involving employees. This can be achieved through seeking employee feedback and through involving employees in the design and deployment of particular employee well-being initiatives. Any individual employee who wishes to do so, may approach their manager, any member of the HR team or any Mental Health First Aider for a confidential discussion on their own well-being.
- Mitie will regularly review available data to identify any areas where a renewed focus on employee well-being is warranted. This may include a review of company-wide absenteeism/attendance data or actively sourcing employee feedback on specific issues. Where the business is experiencing change or heightened demands, the well-being of employees affected will be a key consideration.
- Mitie have a dedicated fully trained Mental Health First Aiders team who are equipped to deal with questions on employee well-being. Their role is to be available in a strictly confidential manner, to help sign post people to the support mechanisms we have in Mitie and with the external partners we have outside of Mitie; all aimed at supporting everyone's mental health.
- Communication – Mitie is committed to communicating its policy on well-being to employees and to ensure that supports available are known to staff. Employees are encouraged to bring suggestions and feedback to the attention of management.
- Mitie will ensure that responsibility for the monitoring and management of employee well-being is assigned to Mitie's HR team and that employee well-being is considered when associated policies, such as the health and safety, flexible working, intoxicants and sports and social are being updated.

Resources

- Flexible work options– employees can access flexible work arrangements in line with Mitie’s family friendly leave policy.
- Time off work policy – Mitie is committed to monitoring and managing absenteeism cases to ensure a timely and supported return to work. The company will access resources such as occupational health referrals and other professional advice when necessary to support in the management of absenteeism.
- Dignity and Respect policy – this policy outlines Mitie’s commitment to a workplace free of any harassment and workplace bullying.
- Equality, Diversity and Inclusion Policy - this policy outlines Mitie’s commitment to embracing diversity in the workplace as well as the resources available to employees to address any concerns regarding potential breaches of this policy are outlined in this policy. Mitie will also ensure that it meets its obligations in relation to provision of reasonable accommodation to any employees with a disability in the workplace.
- Intoxicants policy – Mitie recognises the impact of intoxicants consumption on employees and the support that may be needed for an employee whose performance is being impacted through the misuse of intoxicants. This policy outlines the company’s approach to the management of any associated issues that arise in the workplace.
- Health and Safety – Mitie attaches paramount importance to the health and safety of employees in the workplace. That’s why we have a separate handbook dedicated to your safety at work. Mitie’s health and safety policy along with the health and safety statement outlines the company’s commitments and employees’ responsibilities in this regard.
- Working Time – the company’s policy on rest periods and break times can be found both in your contract of employment and in your employee handbook under the rest break and time off work policies. The company will routinely ensure that employee work hours and break-times are compliant with legislation and consistent with a work environment that fosters employee well-being.
- Communication – Mitie provides access to resources and information on workplace well-being on an ongoing basis. Such topics include physical exercise, diet and mental health.
- Employee Assistance Programme (EAP) – In order to provide more specialised support to employees where needed, Mitie have engaged a provider to provide a confidential counselling programme. Access details are as follows:

Call free on:

T: 1800 201 346 (Republic of Ireland)
T: 0808 234 5183 (Northern Ireland)

Or visit the website:

- www.wellness.rightmanagement.co.uk/login
- (Login details: mitiewell)

Wellbeing Events

Mitie is committed to hosting a number of key workplace wellbeing events annually. Our key events are:

- Annual charity cycle
- Annual charity ball
- Workplace wellbeing day
- Healthy eating promotions
- Fitness/activity classes
- Free smoking cessation courses
- Themed weeks
- Subsidised health screenings

Mitie will update this policy from time to time to reflect any changes and developments in its approach to workplace well-being. Should you have any questions on this policy, please contact your HR team on IrelandpeopleSupport@mitie.com

5.1 Expected Standards

How we all behave has a direct impact on our company brand and image. We want to reflect the right image when going about our day-to-day business. Employees should ensure that they always adhere to the highest standards of professional behaviour, personal appearance and hygiene, and dress in clothes that are suitable for the work situation. Specific guidelines may be given by your manager from time to time.

Behaviour at Work

We are all brand ambassadors for Mitie and our values are our ethos of how we should behave at work. All employees should behave in an appropriate and professional manner at work towards their colleagues, managers, customers and the public at all times as your actions directly reflect on Mitie. During normal working hours, you should devote the whole of your time, attention and abilities to the business and its affairs.

Your behaviour must not breach the dignity at work policy, and you are reminded of your responsibilities of your health and safety obligations and the duty of care you have to your colleagues. Allegations of a breach of the dignity at work policy will be investigated under the disciplinary procedure.

Behaviour Outside of Work

As a business, we have the right to expect that all employees maintain the highest integrity outside of work. Activities that result in adverse publicity to the company, bring the company into disrepute by association or which could cause the company to lose faith in your integrity, may result in disciplinary procedures being invoked.

Social Functions

During the course of your employment, there may be occasions where you are invited to attend social functions such as the company's charity ball and summer barbeque; or attend other corporate events at your place of work or another location. Whilst the company wishes to encourage a relaxed and enjoyable atmosphere, employees must remember that while attending such events, you are representing the company and that the company's policy and procedures will still apply in relation to behaviour and conduct.

In circumstances where clients arrange events which our employees are invited to, you must remember that you are still representing Mitie and are expected to conduct yourself in a professional manner at all times.

From time to time there may be social events organised directly by employees, and these are not the responsibility of the company.

Dress Standards

You are required to maintain a smart and well-groomed appearance at all times during working hours. All of our locations may receive visits from existing and potential clients, customers, contractors and also future employees. Therefore, both personal appearance and standards of conduct must be maintained at a very high level.

If you have been issued with ID or a name badge you must always wear it during working hours. If you are provided with a uniform, you must always wear it. If your uniform becomes anyway damaged, then please contact your manager for a replacement. Your manager will inform you of this and any standards that are applicable. The client policy will always take precedence where different.

If you are not provided with a uniform due to the nature of your role, smart business attire is appropriate.

Personal Hygiene

Poor hygiene from employees can affect the overall performance of a team and impact on their colleagues and other people, with whom an individual comes in to contact.

Keeping clean is essential for good health. Poor hygiene can cause skin complaints, unpleasant smells and bacterial or parasitic infections; poor dental care can also give rise to bad breath. Unwashed clothes are often a source of undesirable smells. Please also remember to be restrained in the use of aftershave or perfume as overpowering scents can also be a source of complaint.

Employees must come to work having attended to their personal hygiene each day with clean clothes and hair, and free from unpleasant odours.

Religious and Cultural Dress

The wearing of religious and cultural dress (for example headscarves, skullcaps and turbans) is permissible. The exception to this is where the health, safety and welfare of the wearer would be compromised or there would be an enhanced risk to others.

Tattoos and Body Piercing

Tattoos and body piercings must be discreet, and where practical, covered from view. Offensive body piercing and tattoos that cannot be concealed are not business appropriate, and therefore are prohibited. Exceptions would only be considered on the grounds of religious or cultural customs; however, health and safety protocol and client/business dress custom would apply. Should an employee come into work with a tattoo or body piercing deemed to be inappropriate, this conduct may lead to the company taking further action through its disciplinary procedures.

5.2 Open Plan Office Etiquette

Employees are required to show consideration to others when working in open plan office areas, including Mitie and client sites, by ensuring that the guidelines below are followed:

- Be considerate when having conversations. Use a reasonable voice level and don't speak too loudly on the phone or to a colleague in shared workspaces.
- If a colleague is on the phone themselves, don't interrupt them during the call but wait until they have finished the call.
- Be accessible to colleagues but clearly indicate when you're busy and need to focus on work.
- Avoid holding meetings in your or a colleague's workspace, plan instead to hold it in an appropriate setting (i.e., in one of the designated meeting rooms) in order to avoid negatively affecting the performance of the colleagues around you.
- Under no circumstances should you shout past your immediate neighbour to a colleague who is at a workstation several feet away to attract their attention.
- Use the designated aisles between workstations and avoid cutting across other people's work areas.
- If the nature of your job means you receive a lot of calls as part of your job, always switch your voicemail on before leaving your desk. If a colleague has to take a call on your behalf, their own work will remain undone.
- Don't use speaker phones in open areas.
- Turn down ringer volumes, limit the number of rings, put your mobile on vibrate, don't listen to voicemail on speaker phone, and turn off (or at least down) new email alerts.
- If a colleague approaches you with a noise complaint be courteous in response and take steps to resolve the issue.
- Keep your desk tidy. Employees are required to strive for order, to keep their workspace free of clutter and for clearing their desks when they leave the office at the end of the day.
- All confidential and internal use information must be removed from the desk and locked in a drawer or file cabinet when the workstation is unattended and at the end of the workday.
- Users must log off their computers when their workspace is unattended.
- Passwords must not be posted on or under a computer or in any other accessible location. Copies of documents containing confidential or internal use information must be immediately removed from printers and from fax machines

- Respect the privacy of colleagues. There may be times when you overhear business or personal information relating to colleagues that you know was intended to remain private between the people having the conversation, simply forget about its contents.
- Be wary of speaking openly about any issues of confidentiality, move instead to a more private enclosed space to make or take the call.
- Avail of the canteen facilities/kitchen area available at your workplace when eating lunch. This will ensure that you will have time away from your desk during your lunch break and will avoid food smells building up in the workstation areas.
- Ensure you practice good hygiene but be restrained in the use of aftershave or perfume as overpowering scents are a frequent source of complaint in open plan offices.
- Finally, in the interests of ensuring a harmonious working environment, aim to treat people how you'd like to be treated yourself.

5.3 Time Off Work

Annual Leave

Taking your annual leave is essential as it gives you the chance to relax, recharge your batteries and come back to work refreshed. It is also a legal requirement for Mitie to ensure that you avail of your full annual leave entitlement.

The annual leave year at Mitie runs from 01 April - 31 March each year.

Annual leave entitlements are given in accordance with the provisions of the Organisation of Working Time Act, 1997. This law allows every full-time worker to have a minimum statutory annual leave entitlement of 4 weeks' holiday plus 9 public holidays in a 12-month period, provided they work at least 1365 hours in that annual holiday year. Annual leave entitlement for part time staff is pro-rated accordingly.

The term “*working week*” means the number of days or hours an employee normally works in a given week.

There are 3 different ways of calculating your annual leave entitlement

- An employee who has worked at least 1,365 hours in the annual leave year (that is, an average working week of 26.25 hours) is entitled to the maximum of 4 weeks' annual leave.
- By allowing 1/3 of a working week for each calendar month in which the employee has worked at least 117 hours.
- 8% of the hours worked in the leave year, subject to a maximum of 4 weeks.

An employee may use whichever of these methods gives the greater entitlement.

Annual Leave Entitlement Guidelines

By individuals taking annual leave throughout the year, we can ensure we have the right people in work at the right time to provide appropriate support to the team and our clients. Annual leave is usually allocated on a first come, first served basis, so make sure you get your holiday request in early so that you are not disappointed. Remember that there will be peak times when many people request annual leave, and in some cases, certain sites may determine when holidays must be taken e.g. when a client site is closed.

The annual leave year runs from 01 April - 31 March each year. It is your responsibility to ensure all your annual leave is taken within the current holiday year. You cannot carry forward any unused annual leave into the new holiday year. However, in exceptional circumstances you may be allowed to carry over a maximum of 3 days into the new holiday year, once there is clear line of sight of you taking these days within 3 months. The company reserves the right to schedule annual leave for you, in cases where you are accruing a high annual leave balance before the end of the annual leave year.

You cannot be paid in lieu of any untaken leave, except for when you leave the company.

You may only take annual leave with the prior approval of your manager. All annual leave requests must be submitted via the company's online annual leave tool, Mi Leave. Please follow the below instructions when booking your holidays through the online tool, Mi Leave.

Link to MiLeave: <https://mitie.annualleave.com/#/login>

Email: Enter the email address you provided to the company

Password: Upon set up you should receive an email from the system with a password. If not, please follow the below steps.

- Click on the 'forgot password' link
- Enter your email address and click reset password
- An email should be sent to your email address with a link
- Click the link, enter your new password and logon

Should you have any issues please contact Irelandpeoplesupport@mitie.com

Normally people can take up to two weeks of annual leave at one time. We also allow people who have worked with Mitie for longer than one year to request a longer period of absence from work in special circumstances, such as to attend events abroad or to fulfil personal commitments. Such requests may be made once in any 12-month period and will only be authorised subject to business requirements.

We do expect a reasonable amount of notice for your annual leave so we can arrange cover. As a simple guide, the notice you should give to your line manager when booking annual leave is as follows:

Annual Leave	Notice
1 day	1 week
2 – 4 days	2 weeks
5 + days	1 month

All annual leave is approved at management discretion. Every effort will be made to accommodate employees' requests, but, in certain instances, employees will be required to make alternative arrangements if their absence would cause operational difficulties.

If on termination of employment, your annual leave entitlement has been exceeded, the excess will be deducted from any monies payable by the company. If annual leave is owed to you, the company may at its discretion require annual leave to be taken in your notice period or pay you a sum in lieu of accrued holiday.

Public Holidays

There are nine public holidays that fall in each calendar year, as follows:

- New Year's Day (1 January)
- St Patrick's Day (17 March)
- Easter Monday
- First Monday in May
- First Monday in June
- First Monday in August
- Last Monday in October
- Christmas Day (25 December)
- St Stephen's Day (26 December)

If you qualify for public holiday benefit you are entitled to one of the following:

- A paid day off on the public holiday
- An additional day of annual leave
- An additional day's pay
- A paid day off within a month of the public holiday

Full-time employees qualify for public holiday benefits. Part time employees, however, must have worked for at least 40 hours in total in the 5 weeks before the public holiday to receive a day's pay for that public holiday.

If you are a part-time employee and do not normally work on the day that a public holiday falls, you should receive one-fifth of your weekly pay. Even if you are never rostered to work on a public holiday, you are entitled to one-fifth of your weekly pay as compensation for the public holiday.

Please refer to your contract of employment for guidelines on annual leave and public holiday entitlements. Further information is available from your HR team on IrelandpeopleSupport@mitie.com

Sick Leave

All employees are required to submit a medical certificate to their manager when absent for more than two consecutive working days i.e., you must submit your medical cert on your third day of absence. Failure to do so will be considered unauthorised leave.

The company may also require you to provide a medical certificate if you are absent for two days or less at our discretion.

Follow-on medical certificates must be submitted where the absence continues beyond the initial period covered. Medical certificate must not exceed 1 month.

All medical certificates must be in Mitie's default business language (English).

Failure to follow this process and/or non-submission of medical certs will be deemed as unauthorised absence and may result in disciplinary action. Depending on your terms and conditions of employment, you may be entitled to company sick pay. However, failure to follow all absence procedures may result in non-payment.

Short Term Frequent Absence

This is defined as regular, short periods of absence. The company may consider sickness to be conduct related where we identify persistent patterns of absence such as every pay day or either side of your day off. Disciplinary action may be taken where continual frequent absence occurs.

Long Term Sickness

Long term sickness is where you have been absent from work through illness or injury for more than four consecutive weeks with no return date imminent. For absences longer than four weeks, you will be required to submit updated medical certificates on a monthly basis. While on long term sick leave, medical certificates must be submitted to your HR representative which will be stored in a secure manner with the utmost regard for the confidentiality of the document.

For any employee out on long-term sickness, Mitie may invite you to attend an informal welfare meeting, the purpose of which is to establish the nature and extent of your illness, how long it is likely to be before you are well enough to return to work, and what arrangements Mitie might need to make to ensure your safety upon your return.

Depending on the nature of your illness, we may refer you to a company nominated doctor to establish the likely duration of your absence and to determine any support the company can give to you to aid your return to work.

Should the company arrange an occupational health appointment and you fail to attend the appointment, you may be subject to disciplinary action. The company may also take a decision regarding your continuing employment without the benefit of medical opinion.

Payment During Sick Leave

Your contract of employment will specify your entitlement to payment during sickness.

In circumstances where you are not entitled to company sick pay, or where you have already exhausted your entitlement to it, you may be entitled to illness benefit from the Department of Social Protection.

Illness benefit and company sick pay are only paid for qualifying days, which are set out in your terms and conditions, and are usually your normal working days. You must apply for illness benefit within seven days of becoming ill. No payment is made for the first six days of illness which are known as waiting days. Thereafter, any qualifying days will be paid at the rate of illness benefit set by the Department of Social Protection. Company sick pay will be reduced by the amount of any Social Welfare Benefits which you may be entitled to.

You can obtain more information on illness benefit, including the eligibility criteria and how it is paid, from the Department of Social Protection at www.welfare.ie

Sickness Before & After Annual Leave

Any absence which leads immediately into or immediately after a pre-booked holiday period may need to be certified by a medical practitioner and may be subject to future investigation.

Sickness During Annual Leave

Should you fall sick during your annual leave, you will be required to provide a medical certificate outlining the reasons for your illness. If you are medically certified during an approved holiday period, this time will be classed as sick leave and you will retain your annual leave allowance for that period of certified illness.

Return to Work

You must give 1 day's notice of your intention to return to work following a period of absence to enable the company to plan for your return. If you are returning to work following a period of long-term sick leave, we ask that you give 1 week's notice of your intention to return to work. If you are unable to give the required notice, please inform your manager as early as possible before your normal start time. On your return to work, your manager may conduct a return-to-work interview. This interview allows the manager to discuss your health and welfare; provide you with support; review your attendance and lateness record and highlight any concerns about attendance levels.

Depending on the nature of your absence, your manager may refer you to avail of Mitie's Employee Assistance Programme (EAP). The EAP provides immediate support for employees who may be experiencing difficulties either at work or at home that are having an impact on their well-being. The scheme is accessed via a confidential telephone helpline staffed by fully trained counsellors 24 hour a day, 365 days a year and as many times as necessary.

Callers to the confidential helpline are given unlimited support, advice and information to deal with their difficulties. This service can be used for a wide range of problems including:

- Emotional/Personal (Stress, depression, abuse)
- Financial
- Domestic (Marital, relationships)
- Work/Career (Work relationships, work stress, career issues, role difficulties)
- Other (Diet, smoking, health, self-esteem, trauma, bereavement, phobias)

Call free on:

T: 1800 201 346 (Republic of Ireland)
T: 0808 234 5183 (Northern Ireland)

Or visit the website:

www.wellness.rightmanagement.co.uk/login
login details: mitiewell)

Unplanned Leave

We understand that sometimes you might need to take unplanned leave from work due to sickness, family emergencies or unforeseen problems at home. It is our firm commitment to support our people, helping them get back to work, even when things are tough for them. We have an absence management procedure which helps us to ensure that our people are treated fairly and that their unplanned leave from work is managed in a positive and transparent way.

Notification of Unplanned Leave

If you are going to be absent from work, please let us know as soon as possible and give us the reason for your absence and your likely date of return to work. This helps us to better manage the situation, offer the appropriate support and monitor ongoing issues effectively.

At the very minimum, we ask that, wherever possible, you phone your manager at least one hour before you are due at work if you know you will be absent. For some roles you may need to inform your manager before an allotted time, particularly if you work a shift pattern, so that appropriate cover can be arranged. Check with your manager if you are unsure when or how to contact them to inform them of your absence.

We will want to know how you are and have a proper understanding of your absence, so we can manage it properly. It is not acceptable to text, email or ask someone else to call in on your behalf except in exceptional circumstances. Where you have had to leave a message for your manager, you must call to speak to them later in the day to discuss your absence.

You also need to keep in telephone contact with us during your absence so that we can be kept up to date, which helps us to manage your absence better. We would expect you to contact your manager (or another identified person) at least twice during an absence of up to seven days, and on a weekly basis for absences over seven days.

On returning to work, your manager will meet or speak to you, so we can look out for any patterns which may then be more closely investigated and identify any follow up actions as appropriate.

If you do not report your absence appropriately, or you fail to keep us informed about your absence through regular phone contact, or your absence from work is not supported by an acceptable explanation; your absence may be classed as unauthorised. You will not be paid for the period of unauthorised absence, and you may be subject to disciplinary action.

We do need to inform you that unauthorised absence of two weeks or more is considered job abandonment and may lead to termination of employment. (Please refer to the job abandonment clause under the formal disciplinary policy)

In instances where you are required to leave work early due to unforeseeable reason, you must only do so upon the approval of your manager.

Unacceptable Level of Absences

Absence levels will be monitored on an ongoing basis as they could present operational difficulties for the company, and in turn your colleagues. Where Mitie deems the absence levels be excessive, or a pattern of absence emerges, it may be necessary to deal with the absences under the company's disciplinary procedures.

Other Leave

There may be times when you need other types of leave, some of which are explained briefly here.

Jury Leave

Should you be called upon to undertake jury duty, you must inform your manager immediately and provide copies of all court correspondence.

Employees who are summoned to appear in courts as a juror or a witness are reimbursed for lost earnings in an amount equal to their regular pay less any compensation received for that particular day. For each day you attend for jury duty, you must provide the company with a certificate of attendance from the County Registrar evidencing the dates and times of your jury service.

Should the court not require your services for odd days during the period of your jury duty, you will be required to return to work for that period of time, and resume normal duties, until needed in court. Where you are only required to attend court for part of a working day, you must return to work immediately after you have been released from court.

Witness Duty / Court Attendance

Where you are required to attend as a witness, no payment shall be made by the company. To attend court for personal reasons, you will be required to apply for annual leave.

Medical and Dental Appointments

Medical and dental appointments should be made in your own time and outside normal working hours. Where this is not possible, prior approval from your manager is required. In such instances, you must arrange the time of your appointment for close to the start or end of your working day in order to minimise disruption to the business. You will be required to provide your manager with a copy of your appointment card. Appointments made during working hours will normally be unpaid.

Antenatal Classes

Expectant mothers are entitled to take paid time off work to attend one set of antenatal classes (except for the last 3 classes in a set). For example, if this is your first pregnancy in employment and you are attending a set of 8 classes, you are only entitled to be paid while attending 5 of those classes. The last 3 classes would normally occur after your maternity leave has started.

You do not have the right to paid time off work to attend antenatal classes each time you are pregnant and in employment. The entitlement covers one set of classes (for one pregnancy) only.

Expectant fathers are entitled on a once-off basis, to paid time off work to attend the last two antenatal classes before the birth.

In order to take this paid time off work, you must notify your manager in writing as soon as practicable and in any event not later than 2 weeks before the date of the first class, or the class concerned. You will also be required to outline the dates and times of the classes.

5.4 Family Friendly Leave

Maternity Leave

All pregnant employees, whether full time or part time regardless of length of service, are entitled to statutory maternity rights. Provided those certain legislative requirements are met, these rights include paid time off for Antenatal Visits, Maternity Leave and Statutory Maternity Pay. Please refer to your Contract of Employment for guidelines on maternity leave entitlements.

Further information is available from your HR team on IrelandpeopleSupport@mitie.com

We encourage you to inform your manager that you are pregnant as soon as possible so that we can offer you the appropriate support during your pregnancy. By informing your manager as early as possible, it will also enable the company to ensure that the environment is safe and supportive of all your pregnancy requirements during this time. Your news will be treated as confidential until you wish to inform others or provide us with your formal notification.

Entitlements & Conditions

The following entitlements and conditions apply to taking maternity leave:

- You are entitled to 26 consecutive weeks ordinary maternity leave (“OML”), of which at least 2 weeks must be taken before the expected date of the birth and at least 4 weeks taken after the date of the birth of your child.
- You must give the company at least 4 weeks written notice by submitting a completed maternity leave form; and also forward a medical certificate confirming your pregnancy and specifying the expected date of the birth of your child.
- In the event of a premature birth, the 26 weeks leave will be extended by an additional period of leave. This period of leave will commence at the end of the 26 weeks. The additional period to be added will be the number of weeks from the baby’s actual date of birth, up to two weeks before the expected date of confinement, which would have been the 37th week of the pregnancy.
- There is no entitlement to statutory maternity leave for a miscarriage occurring up to and including the 24th week of pregnancy. Any confinement occurring after the 24th week is covered.
- You must give the company, in writing, at least 4 weeks’ notice of your intention to return to work.
- You are also entitled to take additional maternity leave (“AML”) of up to 16 weeks immediately after the end of your ordinary maternity leave.
- You must inform the company, in writing, of your intention to take additional maternity leave not later than four weeks before the end of the 26-week normal maternity leave period.

Antenatal Care

You will be given reasonable paid time off for antenatal care. Please arrange appointments outside working hours, or at the beginning or end of your working day, wherever possible. We may ask you to provide an appointment card confirming the time and date of your appointment. Once we are formally notified of your intention to take maternity leave, we will write to you to tell you about your rights.

All of the above will be in line with the Maternity Protection Acts 1994 and 2004 and associated legislation. Further information is available from your HR team.

Paternity Leave

Paternity leave is available to eligible members of staff to allow them time off from work around the birth or adoption of their child or the child of their spouse or partner.

Under the Act, a “*relevant parent*” for the purposes of paternity leave entitlement includes:

- The father of the child
- The spouse, civil partner or cohabitant of the mother of the child
- The parent of a donor-conceived child

In the case of an adopted child, the relevant parent includes:

- The nominated parent in the case of a married same-sex couple or
- The spouse, civil partner or cohabitant of the adopting mother or sole male adopter

Entitlements & Conditions

The following entitlements and conditions apply to taking paternity leave.

- An employee who is a relevant parent may avail of a continuous period of two weeks paternity leave. The leave entitlement must be taken as a block of two weeks and cannot be fragmented into smaller periods of leave.
- Paternity leave can begin at the time of the birth/adoption or within 26 weeks of the birth/placement of the child. The leave will commence on the date the relevant parent selects in his/her written notification. It should be noted that paternity leave cannot commence earlier than the date of birth or date of placement of the child and cannot commence later than 26 weeks after date of birth or the date of placement of the child.
- In the case of multiple births, or where two or more children are being adopted at the same time, only a single two-week block of paternity leave applies.
- Paternity leave must be used to assist in the provision of, care to the child or to provide support to the relevant adopting parent or mother of the child, as the case may be, or both.
- An employee who has the necessary PRSI contributions may be entitled to paternity benefit from the Department of Social Protection

Applying for Paternity Leave

Mitie expects a reasonable amount of notice when applying for paternity leave so that we can arrange cover. In any case, you'll need to provide a completed paternity leave form to your manager and HR contact no later than 4 weeks before the expected date of birth or placement, together with documentary evidence (such as a medical certificate confirming the date of the expected birth/placement, or proof of your baby's actual date of birth if you apply for leave after the birth has occurred.)

Once we are formally notified of your intention to take paternity leave, we will write to you to tell you about your rights.

All of the above will be in line with the Paternity Leave and Benefit Act 2016 and associated legislation. Further information is available from your HR team.

Adoptive Leave

If you are adopting a child and you meet certain qualifying criteria you will be entitled to take adoption leave.

Entitlements

The following conditions apply to taking adoptive leave.

- you are entitled to 24 consecutive weeks adoptive leave, commencing from the date of placement of your child.
- you must give the company at least four weeks written notice of your intention to take adoptive leave and also forward to the company any documentation confirming the adoption of your child and specifying the expected week of adoption.
- you must give the company at least four weeks written notice of your intention to return to work.
- you are also entitled to take additional adoptive leave of up to 16 weeks, commencing immediately after the end of the adoptive leave.
- you must inform the company in writing of your intention to take the 16 weeks additional leave not later than four weeks before the end of the 24-week adoptive leave period.
- in the case of a foreign adoption, all or part of the additional adoptive leave can be taken before the placement of your child; if you wish to avail of this option, you must inform Mitie in writing four weeks before the leave is due to begin.

Applying for Adoptive Leave

We encourage you to let us know as soon as possible if you are planning to adopt a child so that we can look at ways to support you and ensure that you have the information you require about your employment rights.

In any case, you'll need to provide a completed adoptive leave form to your manager no later than 4 weeks before the expected date of placement, together with documentary evidence of the expected date of placement (such as a letter from the adoption agency).

Once we are formally notified of your intention to take adoption leave, we will write to you to tell you about your rights. All will be in line with the Adoptive Leave Acts 1995 – 2005 and associated legislation. Further information is available from your HR team.

Parent's Leave

All new parents can take 5 weeks parent's leave within the first 2 years of their child's life or placement of the birth/adoption of their child. The state-paid parent's leave standard benefit is €245 per week, (at the same rate as maternity, adoptive and paternity benefit) provided the employee has made sufficient PRSI contributions. This entitlement is separate to unpaid parental leave.

Entitlements and conditions

The following conditions apply to taking parent's leave.

- Subject to eligibility and notification criteria being met, parent's leave will apply to births/placements that take place on or after the November 1st 2019.
- An employee who is a relevant parent may avail of parent's leave in a five-week period or in separate periods of no less than one week.
- The leave will commence on the date the relevant parent selects in his/her written notification.
- In the case of multiple births, or where two or more children are being adopted at the same time, only a single five-week entitlement of parent's leave applies.

Applying for Parent's Leave

Employees are required to complete a parents leave form and give it to their manager and HR representative at least 6 weeks before the parents leave is due to start.

Postponement of Parent's Leave by Mitie

In certain limited circumstances the company may need to exercise its right to postpone for up to 12 weeks their employee's intended parent's leave commencement date. Postponement may arise where Mitie is satisfied that the taking of the parent's leave at the time specified in the notification would have a substantial adverse effect on the operation of our business, profession or occupation by reason of:

- seasonal variations in the volume of work concerned,
- the unavailability of a person to carry out your duties during the period of the leave,

- the nature of your duties,
- the number of other colleagues availing of parent's leave during the period.

If this postponement results in the child reaching 1 year before the leave has been drawn down, the 52 weeks cap will be extended by up to 12 weeks. All of the above will be in line with the Parent's Leave and Benefit Act 2019 and all associated legislation.

Parental Leave

This policy is in line with the Parental Leave Acts 1998 to 2019 and all associated legislation. It provides parents with a temporary unpaid break from work to take care of young children. This policy covers all employees in the organisation, provided that they meet the conditions outlined below.

Entitlements & Conditions

From 1st September 2020, under our parental leave policy you have the following entitlements.

- You are entitled to 26 weeks unpaid parental leave to enable you to take care of the child concerned.
- The leave must be taken before the child reaches 12 years of age. In the case of a child with a disability the leave must be taken before the child reaches 16 years of age.
- Employees who previously availed of 22 weeks parental leave and whose child is under 12 years of age are entitled to a further 4 weeks leave which can be taken in blocks comprising of no less than one week
- Employees who have an outstanding balance of their 22 weeks leave and whose child is under 12 years of age are entitled to take the balance of the untaken weeks along with the additional 4 weeks, in blocks of no less than one week
- Employees who have not previously availed of parental leave in relation to the child concerned are required to take their parental leave for the child in question in a continuous block of 26 weeks, or two blocks of six or more weeks with a minimum of 10 weeks between each block.
- In the case of an adopted child, who is under 10 years at the time of adoption, the leave must be taken before the child reaches 12 years of age. If the child is aged between 10 and 12 years, at the time of adoption, the leave must be taken within two years of the adoption order.
- Each parent has a separate entitlement to parental leave from his or her job, up to 14 of their 26 weeks of parental leave may be transferred between parents working in the same company with the agreement of the employer.
- Where a parent has more than one child, no more than 26 weeks' parental leave may be taken in any 12-month period, except in the case of multiple births.
- You must have one year's continuous service with Mitie before you are entitled to take parental leave. However, if you have more than three months service, and where your child is approaching the age threshold, you will be entitled to one week's parental leave for every month of continuous employment completed with the organisation.
- Any period of probation, training or apprenticeship will be suspended while you are on parental leave and will be completed on your return.
- Full-time and part-time staff (pro rata) can avail of the entitlement once they fulfil the above criteria.
- Right to request a change to working hours or working patterns on return from parental leave.

Additional Information

If you are absent on Family Leave (Maternity, Paternity, Adoptive, Parent's and Parental leave), it will be treated as if you have not been absent. You retain the right to accrue annual leave and public holidays as if you have not been absent from work. These can be added to end of your Family Leave. At the end of your Family Leave, you will be entitled to return to your original job under terms and conditions no less favourable than those that would have applied if you had not been absent.

Other Leave

There may be times when you need other types of family friendly leave, some of which are explained briefly here.

Carer's Leave

Carer's leave enables an employee to personally provide full time care and attention for one person for a minimum period of 13 weeks up to a maximum period of 104 weeks. The leave may be taken as a continuous block of 104 weeks or in a number of periods not exceeding a total of 104 weeks. If carer's leave is not taken in one continuous period, there must be a gap of at least six weeks between any two periods of carer's leave.

Any employee with at least 12 months' continuous service is entitled to carer's leave if they propose to provide care for a person deemed to be in need of full-time care and attention by a Deciding Officer of the Department of Employment Affairs and Social Protection.

Carer's leave is unpaid. For more details on the criteria and application process please contact the HR Team on IrelandpeopleSupport@mitie.com. The above will be in line with the Carer's Leave Act 2001 and all associated legislation.

Force Majeure Leave

You are entitled to reasonable time off work to deal with certain unexpected or sudden emergencies involving a dependant or a close family member who relies on you, and to make any necessary longer-term arrangements for the care of that person.

That's why, in such cases, you are entitled to up to 3 days paid force majeure leave in any consecutive 12 months, or 5 days in any consecutive 36 months, in order to deal with the situation.

A close family member is defined as:

- Your child or adopted child.
- Your husband, wife or partner.
- Your parent or grandparent.
- Your brother or sister.
- A person to whom you have a duty of care (that is, you are acting in loco parentis); and
- A person who is in a relationship of domestic dependency with you, including a same-sex partner.

Force majeure leave does not include time off to attend the funeral of a close family member. Such requests will be dealt with under the compassionate leave section below.

Compassionate Leave

In the unfortunate event that you experience bereavement within your family, all requests will be treated sympathetically. In the circumstances where the bereavement is an immediate family member (i.e., spouse / partner, child, parent, sibling), an employee will be entitled to 3 days paid leave. This will also be the case for any employee, regardless of gender and including those with a surrogate mother, who have been affected by an early pregnancy loss or miscarriage.

In circumstances where the bereavement relates to an extended family member, (i.e., aunt, uncle, grandparent, niece, nephew) requests will be considered on a case-by-case basis.

All compassionate leave is at the complete discretion of the company and will be managed on a case-by-case basis.

5.5 Relationships at Work

Who does this policy apply to?

This policy applies to anyone directly employed by Mitie Ireland, whether on a permanent or fixed term basis. Contractors or those employed via an agency are not subject to this policy.

This policy is non-contractual and may be amended or varied at any point.

What is a personal relationship?

By “personal relationship”, we mean any:

- Family relationship.
- Romantic, sexual or emotional relationship.
- Relationship where there is a significant financial connection between two people (e.g. lodger, business partner, debtor/creditor etc.).

Essentially, this policy covers any relationship which goes beyond the normally accepted boundaries between colleagues. This will include formal, family relationships (for example, where people are related or married or living together). It will also include less formal situations (for example, where people consider that they are “seeing each other” or “going out”).

Personal relationships can be complex and are not restricted to these examples. However, this policy is not intended to cover friendships between colleagues, unless there is any additional element such as emotional or financial dependence. If you are unsure whether you need to report a relationship, please speak with your manager (or your HR contact if the relationship is with your manager or you are not comfortable discussing this with your manager).

Does this policy apply to personal relationships with customers or suppliers?

This policy covers personal relationships with third parties such as individuals employed through an agency or one of our key contractors, clients, customers or suppliers. However, as with any personal relationship, we are only likely to be concerned by this if it could result in an actual or potential conflict of interest.

What should I do if I have a personal relationship at work?

You must:

Provide details of any existing or new personal relationship to your manager (or your HR contact if the relationship is with your manager or you are not comfortable discussing this with your manager) as soon as possible. You should report a personal relationship even if you work in different teams or you do not have day-to-day contact with each other at work.

You must not:

Allow a personal relationship to influence your decisions or conduct at work. You are expected to conduct yourself in a professional manner at work at all times. This means being considerate of the feelings of your other colleagues and being discrete in any discussions regarding your private life within the workplace. Public displays of affection are inappropriate in the workplace.

When is a personal relationship not permitted?

In most cases, a personal relationship between employees will not interfere with work and therefore will not be a concern. However, it is important to avoid any actual or potential conflict of interest arising from a personal relationship.

As such, employees who are in a line management or influential role should not be involved in any of the following matters in relation to an individual with whom they have a personal relationship:

- Their recruitment, selection or appointment.
- Their performance review, appraisal, promotion or discipline or any other management activity or process; and/or
- The authorisation of any financial payments or decisions relating to financial matters e.g., timesheets, payments, expenses or salary review/changes.

This applies to both direct and indirect line management relationships.

This also applies to both current and past personal relationships. It could be perceived that the existence of a past relationship could give rise to a conflict of interest. As a line manager, you should therefore take steps to remove yourself from decision-making in relation to that particular issue and individual.

What will happen to me if I disclose a personal relationship?

No action will be taken simply because you are in a personal relationship with a colleague. When you report a personal relationship, the details will be reviewed to establish whether there is a conflict of interest or the potential for one to arise. This will depend on the nature of the relationship, your role and the role of the other person. Each case will be looked at on a case-by-case basis.

If we consider that there is an actual or potential conflict of interest, then it will be necessary to take action to resolve this. We will discuss this with you and the other party to agree a plan to minimise the impact of the personal relationship on the business. This might involve one or both of you transferring from your current role.

Any disclosures will be treated sensitively and, so far as it possible, in confidence.

What will happen to me if I don't disclose a personal relationship?

Failure to disclose a personal relationship as required by this policy may constitute misconduct and will be dealt with under our formal disciplinary policy. This could result in disciplinary action up to, and including, dismissal.

5.6 Driving for Work

Purpose

To reduce vehicle incidents, and at-fault work related road collision costs and injuries, we promote a safe driving culture within the organisation. This culture will be based on the management of vehicular risks outlined in the Road Safety Authority and Health and Safety Authority guidance 'Safe Driving for Work'.

Key Objectives of this code of conduct:

- To make drivers aware of the main risks they face or create when driving for work.
- To make sure that employees who drive vehicles in the course of their work demonstrate safe, efficient driving skills and other good road safety habits at all times.
- To maintain all company vehicles in a safe, clean and roadworthy condition to ensure the maximum safety of the drivers, occupants and other road users, and reduce the impacts of company vehicles on the environment – this also applies to personal vehicles used for work purposes.

Please note that Mitie uses a Global Positioning System (GPS) to automatically track the location of company vehicles. The use of such tracking equipment is a commercial necessity. The purpose of this tracking system is to allow for logistical planning and to record the speed of our vehicles.

Scope

We define driving on company business as any journey made to carry out a work activity, except driving from home to your normal place of work and back. This includes driving to carry out an errand, providing a lift to a colleague or customer, and attending a different site, for example to attend a training course or meeting.

Driving for work includes any person who drives on a road as part of their own work (not including driving to and from work) either in:

- a company vehicle; or
- their private vehicle, receiving an allowance from the company for kilometres driven

A company vehicle for the purpose of indemnity is a vehicle that is registered in the name of Mitie and/or in the Mitie's custody and control (including hired vehicles). If you are a regular driver, you will be provided with a driver handbook which you must familiarise yourself with.

Driving for Work Code of Conduct

Mitie is committed to work-related road safety and has a responsibility for exerting influence and advising employees of what is expected of them and their responsibilities whilst driving for work. The driving for work policy provides absolute rules for the behaviours and standards we expect from drivers and their managers.

The following actions in company vehicles may be viewed as conduct and may be subject to disciplinary action up to and including dismissal:

- Drinking or being under the influence of drugs while driving.
- Driving while disqualified or not correctly licensed (including any restrictions imposed by medical professional that should be declared to National Driver Licence Service).
- Using a mobile phone or similar device while driving as per Road Traffic Act(s)
- Reckless or dangerous driving causing death or injury.
- Failing to stop after a collision.
- Acquiring penalty points leading to suspension of licence.
- Any actions that warrant the suspension of a licence.

Driver Requirements

Every driver of a company vehicle must:

- Make sure they hold a current driver licence for the category of vehicle they are driving, and this licence is carried when driving a company vehicle.
- Immediately notify their supervisor or manager if their driver licence has been suspended or cancelled or has had limitations placed upon it (including medical restrictions).
- Take time to familiarise themselves with the vehicle's handbook.
- Be responsible and accountable for their actions when operating a company vehicle or driving for the purposes of work.
- Carry out a full daily walk around check prior to using the vehicle.
- Display the highest level of professional conduct when driving a company vehicle.
- Regularly check the oil, tyre pressures, radiator and battery levels of company vehicles they regularly use.
- Comply with the Rules of The Road and your Driver Handbook at all times.
- Assess hazards while driving and anticipate 'what if' scenarios.
- Drive within the legal speed limits, including driving to the conditions.
- Wear a seat belt and make sure all occupants wear their seat belt at all times.
- Only drive when fit to do so – never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness.
- Avoid distraction when driving – if you need to, adjust or set sat-naves / car stereos / mirrors before setting off. If you need to re-adjust whilst driving, pull over safely in order to do so.
- Report any near-misses, crashes and scrapes, including those that do not result in injury, and follow the collision procedures outlined in this policy immediately to your line manager, Lease Plan on 01 2407650, as well as your QHSE Business Partner. You are expected to fully cooperate in any investigation.
- Report vehicle defects before the next vehicle use.
- Never carry any hazardous substances without the prior approval of a manager. Hazardous goods may only be carried in full compliance with relevant legislation.
- Ensure the vehicle is kept clean in a presentable condition, both internally and externally, at all times.

Drivers using their own car for work

If an employee is driving their own vehicle for work, the same policies apply in addition to the following:

- The employee must seek the company's agreement before using their vehicle for work.
- The car must be legally registered, authorised and insured for the purposes of work – the employee must show evidence of this on request.
- The employee must not carry loads for which the vehicle is unsuited, nor may they carry more passengers than there are seat belts.
- The vehicle must not be used in conditions for which it was not designed (such as off-road).

Manager Requirements

Any manager who approves travel or driving for work must:

- Ensure that all hazards and the risks associated with driving for work are identified and assessed, and appropriate measures put in place to eliminate, control or minimise the risk.
- Ensure this code of conduct is brought to the attention of and implemented by all employees and others as appropriate.
- Where there are legitimate reasons for concern on occupational health grounds seek assistance from the HR team.
- Immediately report any vehicle incident to QHSE and fully cooperate in any investigation.
- Ensure procedures are in place in the event of an accident / incident and brought to the attention of all drivers.
- Ensure all accidents, incidents and near misses are reported and managed in accordance with the HSA Safe Driving for Work publication.
- Take cognisance of this policy when relevant contracts are being awarded.
- Take cognisance of the HSE 2014 National Financial Regulation, Travel and Subsistence NFR-05 and any other relevant HSE Circulars.
- Refer any medical concerns about drivers to the HR team.
- Ensure approval for those driving a Mitie vehicle is based on a number of factors to include: driver's age, experience, training/competency, judgement, fitness to work.
- Ensure drivers receive specific familiarisation on Mitie vehicle.
- Ensure drivers provide information, training and instruction as appropriate.
- Monitor and review driver performance following receipt of penalty points while driving a Mitie vehicle.
- Reserve the right to request sight of a person's driving licence.

Code of Conduct – Risk Factors

The following main risk factors associated with driving for work have been identified by the European Transport Safety Council (ETSC), Road Safety Authority and the Health and Safety Authority, and must be considered by the Manager when employees drive for work.

- Speeding
- Alcohol and drugs
- Smoking
- Seat belts
- Driver fatigue
- Distracted driving
- Fitness to drive

Speeding

Driver behaviour and speeding is monitored in certain vehicles. Data on vehicle speed while driving for work will be monitored. Incidents of inappropriate speeding will be issued to managers and could be used as part of a disciplinary process. The data will also be used as part of incident investigations. Any incidence of a driver being over the posted speed limit will be reviewed, however inappropriate driving speed will be reviewed depending on other factors, such as:

- Driving conditions
- Other users of the road
- Current weather conditions

Alcohol and Drugs (Intoxicants)

It is the responsibility of all employees to report for duty in a fit manner free from all intoxicants that may pose a threat to their own safety, that of their colleagues or other road users. Where medication has been prescribed / sourced over the counter for legitimate use, employees should ascertain from the prescribing doctor or pharmacist if there are any possible side effects which may interfere with the safe operation of a vehicle. We consider driving for work to be safety critical and as such any incidence of driving for work under the influence of an intoxicant will be investigated as part of a disciplinary process.

Smoking

Smoking in vehicles that are used as a place of work, whether privately or company-owned is prohibited under the Public Health (Tobacco) Acts. An employee found in breach of this law may be subject to a fine under the relevant legislation and to disciplinary action by the company.

Seat Belts

Seat belts must be worn by all drivers and passengers when a vehicle is being driven. The driver is responsible to make sure that all passengers, including rear seat passengers wear seat belts on every journey, no matter how short. This applies to all vehicles.

Driver Fatigue

Fatigue is a major contributing cause of fatal and serious injury vehicle collisions and incidents. Drivers are most likely to feel sleepy when driving:

- On long journeys and monotonous road i.e. motorways
- Between 2am and 6am
- Between 2pm and 4pm
- After having less sleep than normal
- After use of intoxicants
- After taking medicines which cause drowsiness.

If an employee is concerned about their driving hours, journeys or schedules, this should be discussed with the manager.

Distracted Driving

The use of a hand-held device while driving is not permitted. Using a mobile phone while driving (even a hands-free model), drivers are four times as likely to be involved in motor collisions and accidents involving serious injury than drivers who do not use mobile phones. (State Claims Agency, 2015).

Under current legislation, the use of a hands-free device is permitted for calls but not recommended by the Road Safety Authority or Health and Safety Authority. Drivers can be prosecuted for dangerous driving, careless driving or driving without due care and attention if found using hands free equipment.

- Outgoing calls should not be made while driving.
- Incoming calls should only be taken to acknowledge the call and to tell the caller that you are driving and will call them back when parked.
- You should find somewhere safe to pull in and park to receive an incoming call.

The use of personal entertainment systems through earphones e.g. personal radios, MP3 player etc should be avoided. Sat Nav / GPS systems should not be interfered with while driving; drivers should pull over where safe to do so in order to make the necessary changes.

Fitness to Drive

The medical standards for fitness to drive has been outlined in the RSA publication *Slainte agus Tiomaint Medical Fitness to Drive Guidelines*. There is no statutory routine medical assessment for the category of driving that is undertaken by Mitie. However, certain medical conditions and medication can result in a restriction on driving imposed by a medical practitioner.

It is a legal requirement that the driver notifies both the National Driver Licence Service and their manager of any restriction.

Reporting of Accidents

An accident is defined as any incident that causes damage to property, equipment or harm/injury to a person.

Damage to vehicle

All damage to vehicles must be reported immediately. Your line manager must be notified and Leaseplan contacted on 01 2407695. If the incident involves third parties, you must exchange insurance and contact details and take pictures of the damage. Failure to report any damage or accidents may lead to disciplinary action.

Incidents involving personal injury

As with any accident involving personal injury, calls to the appropriate emergency service should be made where necessary. In addition, it is required that you also contact the Gardai. Once formal official notification has been completed, your line manager must be notified and Leaseplan contacted on 01 2407695. If the incident involves third parties, you must exchange insurance and contact details and take pictures of the damage.

5.7 Expenses

The purpose of this policy is to provide guidelines and procedures in relation to reimbursing expenses incurred by employees while carrying out business activities on behalf of the company, and ensuring expenditure and claims are in accordance with Revenue Commissioner rules and good accounting practice.

This policy applies to all Mitie employees, including managers, directors, contractors, interim and temporary staff across all Mitie business units, who have been authorised to incur specific business expenses in fulfilling their duties.

Mitie employees are not expected to fund business expenditure or be out of pocket as a result of doing so. However, there will be occasions when individuals will incur travel and subsistence expenditure, and other items, which may be reclaimed from the business. When any such expenditure is being incurred, Mitie will reimburse all reasonable expenditure incurred legitimately on behalf of the business. In accordance with Revenue rules, employees' expenses qualify for tax-free reimbursement only where they are incurred wholly, exclusively, and necessarily in performing the duties of their employment.

All allowance and travel rates outlined in this policy are subject to change in accordance with company requirements and Revenue guidance. Where Revenue rules require an expense to be treated as taxable, the expense amount will be processed as notional pay through payroll and will be subject to PAYE and PRSI.

Expenses liable for reimbursement

Employees may claim business approved expenses in the following categories:

- Business travel
- Meals and accommodation relating to business travel.
- Other expenses incurred legitimately in the course of business which have been authorised by the relevant director

The following expenditure will not be liable for reimbursement by the company:

- Travel expenses incurred from your home to a usual and permanent place of work (ordinary commuting), including business mileage allowances, bridge tolls, congestion charges, car parking, travel cards, and rail fares etc; In the case of regional/remote workers, travel between home and business is regarded as travel to the normal place of work and cannot be claimed.
- Personal expenditure of any kind.
- Clamping charges, parking and other fines and cannot be reclaimed, such expenses are the personal responsibility of each individual.
- Additional costs of spouse's/partner's travel, accommodation or subsistence.
- Capital goods and equipment such as computer hardware and software.
- Claims that are not accompanied by valid receipts, are not signed by a senior manager or director, or do not appear to comply with this policy or Revenue guidelines.

Travel

Employees will be reimbursed for travel expenses incurred while undertaking company business. This travel should be by the mode which is the most efficient, taking into consideration both time and cost effectiveness. Maximum use should be made of public transport, in order to minimise costs, maximise safety and reduce the environmental impact of travel. The original train or bus ticket should be retained and attached to the expenses claim form. Taxis should only be used for short journeys and where alternatives such as buses or trains are not a viable option.

Normal daily travel costs incurred while travelling to and from the normal place of work are not covered by this policy. In the case of regional/remote workers, travel between home and business is regarded as travel to the normal place of work and cannot be claimed.

In accordance with Revenue rules, an employee travelling directly from his/her normal place of work to a client site or other legitimate destination on company business may claim the actual cost of this travel.

Travel expenses can be claimed through vouched travel receipts, or travel rates where the employee uses his or her own car. When travelling directly from home to the destination at the company's request, an employee will be reimbursed the amount of expense incurred, which is the lesser of:

- The cost incurred while travelling between home and temporary place of work.
- The cost incurred while travelling between the normal place of work and the temporary place of work.

Employees are expected to arrange business travel in a cost-effective manner, for example, scheduling meetings to minimise expenditure where trips can be combined and making reservations as far in advance as possible to take advantage of possible savings.

All international travel must be approved in advance by the employee's authorised approver and booked through our Managing Director, Les Sheridan's, Executive Assistant.

Mileage

Where employees use their private cars for business purposes, reimbursement in respect of allowable motoring expenses will be made by way of flat-rate kilometric allowances. It is imperative that employees inform their insurers that they are using their vehicle for business purposes and ensure the appropriate insurance cover is in place.

Cumulative mileage should be reset to zero each January and tracked on an ongoing basis throughout the year. This will affect the rate you are entitled to claim.

The current applicable travel rates can be found below. Please note that the company reserves the right to change these travel rates in line with business needs or in line with any changes to the approved tax-free rates by the Revenue Commissioners.

Cars (rate per kilometre)

Band	Distance	Engine capacity up to 1200cc	Engine capacity 1201cc - 1500cc	Engine capacity 1501cc & over
Band 1	0 - 1,500 km	37.95 cent	39.86 cent	44.79 cent
Band 2	1,501 - 5,500 km	70.00 cent	73.21 cent	83.53 cent
Band 3	5,501 - 25,000 km	27.55 cent	29.03 cent	32.21 cent
Band 4	25,001 km & over	21.36 cent	22.23 cent	25.85 cent

Please note that for any employee who receives a car allowance, they are only entitled to claim 20c per km.

Car parking and toll charges

Reasonable parking and toll charges on business trips away from your normal location will be reimbursed. Relevant receipts must be supplied.

Toll charges will be reimbursed where it is shown that the tolled road is the most efficient route for the journey, and evidence of payment of the toll is produced.

Clamping charges, parking and other fines and cannot be reclaimed. Such expenses are the personal responsibility of each individual.

Meals and Accommodation Related to Business Travel

Where an employee is required to perform his or her duties while temporarily away from their normal place of work, allowable subsistence may be reimbursed. Reimbursement will occur on the basis of actual expenses vouched with receipts where the employee has borne the cost of the relevant subsistence expense.

Expenses incurred for business travel, but that which would usually be incurred in the course of travelling to the employees' usual place of work must not be claimed (e.g., if you buy lunch in your normal place of work, lunch should not be claimed if purchased elsewhere).

If you are within 16 kms of your place of work, then you may not claim for subsistence. Only in exceptional circumstances, and in conjunction with an overnight stay on business, may one claim per day for lunch subsistence costs be reclaimed, up to the limit of €5.00 and €25 for dinner when an overnight stay is required. All such claims must be for the amount incurred, up to this limit, and must be receipted.

Where the expense includes overnight accommodation, the employee will be reimbursed the cost of reasonable accommodation. Reasonable accommodation expense refers to a standard room in an approved hotel using the agreed company rate. A list of approved hotels is available through our Managing Director, Les Sheridan's, Executive Assistant.

Occasional Expenses

A limited amount of business entertainment may be approved on an occasional basis, and the expenses related to any such situation must be approved in advance and kept within strict limits. Claims for reimbursement of the expense of entertaining clients must identify the nature of the expense, the location involved, the name of the client/business contact as well as the representative from the company.

Procedure for Reclaiming Expenses

At most a claim should be made no later than 2 months after the date on which the expense was incurred. Allowing expenses to accrue for longer periods of time cannot be accommodated. Expense claims will be paid by electronic funds transfer into an employee's bank account. All claims must be made on the company's approved claim form and accompanied by original receipts for each expense. Payment will not be processed until they are received. Credit or laser card receipts are not acceptable.

Employees are required to sign the claim in advance of submitting it to their manager for approval. Only senior managers/directors are authorised to approve expense claims.

Once approved, the claim should be forwarded to the Finance team for processing. Claims are processed on a monthly basis, subject to any queries being satisfactorily resolved. The company is not authorised to reimburse expense claims that are not accompanied by valid receipts, are not signed by a senior manager/director, or do not appear to comply with this policy or Revenue guidelines.

Exceptional expenditure requires prior authorisation in advance of the expenditure being incurred, otherwise the employee may have to bear personally the costs incurred. If in doubt, please check with the appropriate expense approver first.

Compliance with this Procedure

Mitie reserves the right not to reimburse expenses where the expense policy and procedures have not been adhered to. Employees will be personally liable for expenditure claimed which is not in line with this procedure and/or that is not wholly and exclusively incurred for business purposes.

Any attempt to knowingly falsely claim expenses in breach of this procedure will be treated as gross misconduct for the purposes of disciplinary action and may result in dismissal. If a criminal offence is deemed to have occurred, Mitie will notify the authorities accordingly.

Where invalid, incorrect or fraudulent claims are inadvertently paid, Mitie reserves the right to reclaim the sums paid, or to deduct this from any monies outstanding to the employee, such as future claims or salary payments.

5.8 Extreme Weather and Disruption of Transport

Mitie understands that in times of inclement weather or similar circumstances, you may be left in a position where you are unable to attend for work due to access or transport difficulties. It is the company's policy to remain open for business during times of inclement weather or similar circumstances, and employees are expected to make every reasonable effort to attend for work.

In the event of being unable to attend for work due to circumstances outside of an employee's control, the following policy will apply:

- In order to be included in the scope of this policy, you must be unable to attend for work due to access or transport difficulties outside of your control where you have been left with no feasible mode of transport to attend for work. You must be in a position to provide evidence that you have exhausted all reasonable transport options, including all public transport options.
- If you are in a position to work from home, you may be requested to do so at the company's discretion. During such time you will be expected to carry out his or her work in the normal manner and be available to answer work-related calls and emails.
- If you are in a position to work from home, and if it is foreseen that you may not be in a position to attend for work due to weather conditions or similar circumstances, you will be expected to make the necessary arrangements in advance which will facilitate you to work from home. This may include temporary procurement from Mitie of a company laptop/mobile phone/ fob key etc. For further information on the necessary requirements please contact your manager or the HR team on IrelandpeopleSupport@mitie.com
- If you are not in a position to work from home as a temporary measure, you may take either annual leave or unpaid leave. This, however, will be at the company's discretion, depending on the nature of your role and business requirements existing at that time.
- In the event that you are unable to attend for work, you must notify your manager at least one hour before your expected start time.

Where the company believes that an employee is misusing this policy, it reserves the right to carry out an investigation in line with our disciplinary procedures and subject an employee to disciplinary action up to and including dismissal.

5.9 No Smoking

At Mitie, we are committed to protecting your health, safety and welfare and that of all those who work for us by providing a safe place of work and protecting all workers, service users, customers and visitors from exposure to smoke.

For the purposes of this policy, “smoking” applies not just to tobacco but to all substances that a person can smoke, including manufactured and hand-rolled cigarettes, pipes, cigars and herbal cigarettes. Use of electronic cigarettes or “vaping” is also covered by the ban under this policy.

Smoking in the workplace is not permitted by law. At Mitie, it is our policy that all our workplaces, whether company owned or on client premises, are smoke-free. For avoidance of doubt, smoking is not permitted in company vehicles. This includes all company transport including hire cars and leased vehicles.

Smoking is only allowed in the designated smoking areas provided either by the company or on a client’s premises. The designated smoking area at the Mitie Swords office is located in underground car park and is clearly signposted. For our teams working at client’s sites, please speak to your manager for more information about the location of the designated smoking areas at your workplace.

Should you witness employees smoking outside of the designated smoking area, please report this breach to your line manager or the onsite Facilities manager via phone at 01 883 9190.

Employee Assistance Programme

If you are thinking about quitting smoking, you don’t have to do this alone. You can get support from our Employee Assistance Programme. Callers to the EAP helpline are given unlimited support, advice and information to try stop smoking. Please note that information is kept confidential at all times.

Available online or via telephone, you can access a wealth of information using the following details:

- Online: www.my-eap.com/login Username: mitiewell
- Telephone: 1800 201 346 (Republic of Ireland)
 0808 234 5183 (Northern Ireland)

5.10 Intoxicants

The policy applies to all employees regardless of level, and includes permanent, temporary, part-time and fixed-term employees. This policy also applies to contractors and others who are on the company's premises at any time.

The objective of this policy is to avoid the adverse effects of alcohol and drugs/medication (collectively known as intoxicants) and to protect the health and safety of all employees. Misuse of alcohol or drugs/medication will impair the ability of employees to perform their duties effectively and safely and may endanger their co-workers, the public and the company's property. The company seeks to prevent the misuse of drugs/medication and alcohol by employees.

Employees have an individual responsibility to ensure that they are not under the influence of alcohol or drugs/medication while at work. It is also a legal duty under the Safety, Health and Welfare at Work Act 2005 not to be under the influence of an intoxicant to the extent that employees endanger themselves or others.

It is the responsibility of every employee while at work not to be in a state of intoxication. It is considered a serious breach of this policy for an employee to attend work under the influence of an intoxicant. Breach of this policy will result in disciplinary action up to and including dismissal. In order to achieve the objective of this policy the company does not permit the possession or use of any intoxicant on company property. The company regards any breach of this rule as an issue of gross misconduct. This rule, however, does not apply to over-the-counter medication.

The company recognises that employees taking medication prescribed by an attending physician may also present a risk to themselves or others, depending not only on their state of health, the nature of the medication prescribed and their effect, but also on the type of work activity in which they are engaged. Employees taking prescribed medication should, with primary regard being given to their physician's advice, establish if their medication may adversely affect their work and safety. If this is the case, they should inform their line manager.

In some cases, it may be deemed appropriate for an occupational health physician to be consulted for determination of the effects on work activity and any limitations which may be needed. All prescription drugs must be kept in their original container.

The company will treat any medical information in strict confidence.

Support for Employees with Addiction

Alcoholism is recognised as a disability for the purposes of the Employment Equality Acts. Alcoholism and drug addiction can be responsive to proper treatment and as such, employees suffering from a disability will not be discriminated against because of their illness.

Employees who have an alcohol or drug addiction will be actively encouraged to avail of professional assistance and given the opportunity to do something positive to resolve their problem. However, should an employee fail to respond to or continue with treatment, they may be subject to disciplinary action, up to and including dismissal, where appropriate.

Information received from employees concerning addictions will be dealt with in the strictest confidence.

Mitie will not tolerate abuse of this policy or of the available employee support mechanisms. All individual cases will be assessed with regard to their particular circumstances. Referral to support mechanisms will not arise in every case and the company will not permit employees to use such mechanisms to circumvent disciplinary processes.

Employee Assistance Programme

Employees who have an alcohol or drug addiction are encouraged to avail of Mitie's Employee Assistance Programme (EAP).

The scheme can be accessed via a confidential telephone helpline or website, staffed by fully trained counsellors 24 hour a day, 365 days a year and as many times as necessary. Employees are given unlimited support, advice and information to deal with their difficulties

Call free on:

T: 1800 201 346 (Republic of Ireland)
T: 0808 234 5183 (Northern Ireland)

Or visit the website:

www.wellness.rightmanagement.co.uk/login
(Login details: mitiewell)

Testing

Any employee suspected of being under the influence of intoxicants or involved in a work-related accident may be subject to with-cause testing. This will be conducted in conjunction with an occupational medical.

All employees are expected to cooperate fully with such testing as a condition of continued employment with Mitie. This is to be applied in circumstances where any member of the staff appears to be under the influence of an intoxicant in breach of this policy. The judgement as to whether with-cause testing needs to be applied can be based on a number of factors including the following:

- apparent disorientation
- unsteadiness
- slurring of words
- smell of alcohol
- admitted or observed taking of illegal or non-prescribed drugs/medication or volumes of alcohol
- unusual or abnormal behaviour.

In all cases, prior to an employee being requested to undergo with-cause testing procedures, more than one person will have submitted an opinion as to the existence of circumstances or conditions sufficient to warrant testing, i.e., these will be the manager on duty at the time (normally the manager of the employee affected), in addition to at least one other manager on duty.

Search for Intoxicants

Search procedures conducted under reasonable cause, such as inspections of employees' personal property, including briefcases, lunch boxes, or toolboxes, will be maintained as part of the company's security measures. All employees will be expected to cooperate, as a condition of continued employment, with special drug/alcohol searches of personal vehicles on company or client property, purses, clothing, briefcases, or other employee personal property, when there is reasonable suspicion to believe that an employee may be in possession of drugs or alcohol. Searches on company or client premises and company or client property can be conducted at any time, and this applies to all individuals working for Mitie, regardless of rank or status.

Reporting Illegal Activity

The sale, use, purchase, transfer or possession of an illegal drug or drug paraphernalia is illegal under Irish law. Mitie, having taken immediate steps in line with disciplinary procedures, will report information concerning possession, distribution, or use of any illegal drugs to the Garda Síochána and will turn over to the custody of the Gardaí any such substances found during a search of an individual or property.

Searches of individuals will only be conducted based on reasonable cause, and searches of vehicles, lockers, desks, or closets when based on reasonable suspicion. The company will cooperate fully in the prosecution and/or conviction of any violation of the law.

Business and Social Functions

During the course of your employment, there may be occasions where you are invited to attend social functions such as the company's charity ball and summer barbeque; or attend other corporate events at your place of work or another location. Whilst the company wishes to encourage a relaxed and enjoyable atmosphere, employees must remember that while attending such events, you are representing the company and that the company's policy and procedures will still apply in relation to behaviour and conduct.

In circumstances where clients arrange events which our employees are invited to, you must remember that you are still representing Mitie and are expected to conduct yourself in a professional manner at all times.

Where alcohol is served at business functions, including client and company social functions, any consumption of alcohol by employees must be in moderation and not affect standards of behaviour. Under no circumstances, should the consumption of alcohol, even in moderation, put the employee, colleagues, clients or members of the public at any safety risk.

From time to time there may be social events organised directly by employees, and these are not the responsibility of the company.

5.11 Formal Disciplinary Process

Purpose

Mitie Ireland's disciplinary policy aims to ensure consistent adherence to company standards and code of conduct, promoting fairness, and equitable treatment of all employees. The disciplinary policy sets out the process to be followed in instances where an employee allegedly fails to uphold company standards or is allegedly in breach of Mitie's policies and procedures.

Scope

All Mitie employees employed by Mitie Ireland.

General Policy Guidelines

- The policy is based on the principles of fairness and the recognition of employee rights.
- The primary focus of all disciplinary action will be to support the employee in improving their conduct and/or performance.
- Employees will be made aware of any issue regarding their performance and/or behaviour.
- There will be a detailed review of the facts.
- Employees may, if they wish, be accompanied by another appropriate and willing Mitie employee of their choice, or a Trade Union member at each formal stage of the procedure. As this is an internal company procedure, and for the avoidance of doubt, you may not be accompanied to such meetings by a family member, friend or solicitor.
- An employee can also be accompanied to their meeting by a translator if required, however, the onus is on the employee and not the company to make such arrangements.
- On occasions, Human Resources may decline to allow a witness to attend if they are involved in the incident in question. In these circumstances, an employee will be allowed to bring another work colleague or Trade Union member.
- The employee will be given the opportunity to raise all relevant information, statements and evidence before a decision is taken.
- Any decision made will take into account the employee's history, and all other relevant factors.
- Employees will be given an explanation of the decision reached, and this will be confirmed in writing. Employees will also have any consequences associated with an action outlined.
- Employees will have the standards of performance outlined.
- Employees have the right to appeal any formal disciplinary decision.
- If during any formal process an employee's status changes to sick leave, the company reserves the right to request an assessment from our external occupational health and treatment specialists to establish if an employee is fit to attend a formal meeting virtually. If our company nominated doctor confirms that an employee is fit to attend a meeting and the employee refuses to attend, Mitie reserves the right to suspend any sick pay entitlements and/or hold the meeting and make a decision in their absence.

We use partners such as occupational health and treatment specialists, who, as experts, can advise us

All timeframes within this policy assume that the employee is at work. If an employee has time 'out of work' for any significant periods of time (e.g., on Maternity leave, Long Term Absence, Parental leave etc.) then the review timeframe or the duration of any disciplinary steps would be extended by the time out of the office, and the process will resume from where it stopped once the employee returns to work.

In the course of disciplinary warnings, there may be several instances of one kind of misconduct, substandard performance, or several different kinds of misconduct. In such circumstances, the company will regard different incidents as part of a series of behaviours and will treat the employee accordingly. For example, if an employee is already on a verbal warning for performance and disciplinary action is required for absenteeism, the appropriate step would be to move to a first written warning or further stages depending on the decision.

Role of a Witness

The role of such accompanying employees / Trade Union representative is as follows:

- To provide the employee with emotional support.
- To act as a “second pair of ears” during this process - i.e., someone to whom the employee can talk about the meeting / process after the meeting, and who heard the same discussions as the employee heard.
- They can make an opening and closing statement on behalf of the employee but will not be allowed to respond to questions asked of the employee during the meeting.
- If a representative or witness disrupts the flow of the meeting, the meeting maybe postponed, and the employee asked to nominate another employee or Trade Union representative.
- All accompanying employees / Trade Unions are bound by confidentiality. The content of these meetings should not be discussed with anyone outside the process.
- Take notes if the employee asks for this.
- Ask for points to be noted.
- Request a break in the meeting.

The accompanying employee or Trade Union representative cannot:

- Answer questions on behalf of the employee.
- Address the hearing if the employee indicates that they do not wish the companion to do so.
- Use digital / tape recorders.
- Prevent Mitie from making its case or any other person at the hearing from making their contribution to it.
- Disrupt the flow of the meeting.

Reasons for Discipline

Mitie has a Formal Disciplinary Procedure which is used to encourage, counsel and assist employees to improve their performance and conduct.

This procedure is the process used to encourage improvement and address misconduct and gross misconduct. Examples of situations where the disciplinary procedure may be used include poor performance, misconduct, and gross misconduct.

Capability Issues

Inability to carry out the work to a satisfactory standard. Inability to meet reasonable targets. Inability due to incapacity.

Poor Performance

An employee may not necessarily violate a specific policy or practice, but instead they may demonstrate a trend of poor performance or may perform below what is expected of them in their role.

In these circumstances, the employee will be verbally counselled when his/her performance has deteriorated. If the employee's performance does not improve as a result of counselling, formal disciplinary action may be required.

Performance Improvement Plans and Investigations Meetings

Where an employee is demonstrating a trend of poor performance in terms of the expectations of their role including but not limited to general performance, attendance & attitude; the employee may be placed on a Performance Improvement Plan (PIP) to help them improve the areas of concern. The PIP is designed to help the employee improve their performance and avoid progressing to the formal stages of disciplinary.

In this case, the PIP will be reviewed on a regular basis to assess the progress in relation to performance. This would usually be once a month but could be more frequent depending on the nature of the areas of concern.

In such cases these review meetings will act as any required investigation / fact finding meetings that may be required prior to proceeding to any stage of the disciplinary process. As such, the employee will be offered the right to have a willing Mitie employee or a Trade Union Official attend as a witness.

Also, if it is decided that on the back of any PIP meetings that the outcome is to refer the matter onto the formal disciplinary procedure; then the matter will be passed onto a separate manager or to Human Resources, to conduct the disciplinary hearing.

Other Investigations Meetings

Where the issue does not concern an on-going performance issue, it may in certain circumstances, be appropriate to hold an investigation meeting into the issue to establish the facts. In this case, the same process will be followed prior to any decision to progress to the formal discipline stage.

Misconduct

When misconduct occurs, an employee's line manager and Human Resources are responsible for assessing the seriousness of the misconduct, the employee's previous record, and any extenuating circumstances.

Examples of misconduct include:

- Poor time keeping.
- Unreasonable or unexplained absence.
- Failure to return to work without notifying your Line Manager on expiry of leave of absence or holidays.
- Inappropriate behaviour.
- Neglecting to carry out a legitimate instruction.
- Misuse of employer's facilities and property (e.g., smoking in smoke-free areas, misuse of company resources).
- Damage to company property.
- Failure to comply with Health and Safety requirements.
- Failure to safeguard confidential information (e.g., customer, employee).

- Failure to comply with the company dress code.
- Poor personal hygiene.
- Failure to work professionally with colleagues.
- Minor damage to property.
- Minor misuse of facilities such as email and internet.
- Actions which contravene Service Level Agreement with client.
- Failure to devote time, attention and ability during working hours to the business.
- Behaviour that does not reflect the company values.

This list is not exhaustive.

Gross Misconduct

Gross misconduct is so serious, that no reasonable employer could tolerate the continued employment of the employee. In cases of serious performance issues, gross misconduct or serious breaches of Mitie's policies and procedures, Mitie reserves the right to summarily dismiss an employee without notice following a full disciplinary investigation hearing, and without recourse to the preliminary stages of the disciplinary procedure.

The following are examples of serious violations of company policies and procedures that may result in disciplinary action:

- Conduct likely to bring discredit to the company e.g., complaints received from customers regarding employee's behaviour/conduct.
- Disorderly conduct such as fighting, threatening, intimidating, coercing or placing another individual in jeopardy while on company time or premises or while on company business or at work-related functions.
- Behaving in a way which puts or is likely to put either the employee themselves, or another employee/s at risk.
- Any evidence of Bullying, Harassment, or Sexual Harassment.
- Deliberate failure to comply with the Equality Opportunities Act, including discrimination.
- Immoral or indecent conduct.
- Consuming or working under the influence of intoxicants or controlled drugs or substances on company time/property.
- Insubordination: Refusal to comply with reasonable instructions of a Line Manager or other proper authority.
- Theft, dishonesty or misappropriation of company funds or materials, or of property belonging to employees or visitors to the company.
- Any action that jeopardises the company relationships with the client.
- Serious and wilful damage to company records and property.
- Bringing an unauthorised non-Mitie employee on site or allowing an unauthorised party the use of Mitie facilities, without the employee's Line Manager's prior consent.
- Failure to disclose any relevant information or provide misleading information on application for employment or on any of the company systems.
- Engaging in unauthorised business transactions or falsification of records or claims for personal gain.
- Abuse of company resources.
- Unauthorised copying of third-party software or gross misuse of the computer system, including breach of the company's policy on the use of the Internet and Email.
- Failure to report to work for three consecutive days without proper notification to your Line Manager (See Job Abandonment section).
- Gross or persistent abuse of company's time off work policy
- Serious or persistent breach of any company procedure.
- Breach of trust and confidence.

- Corrupt or improper practice.
- Breaking company confidentiality and patents agreements.
- Conviction of a criminal offence, which makes the employee unsuitable for the work that s/he is employed to do; impacts on the individual's professional credibility, or which makes the individual unacceptable to other employees.
- Theft and fraud, including falsification of records such as company documentation, expense claims and attendance records.
- Serious breach of health, safety and hygiene procedures.
- Fighting and assault.
- Gross negligence, carelessness or incompetence.
- Any action constituting a criminal offence, which makes an employee unsuitable for employment.
- A serious act of insubordination or refusal to comply with a reasonable management instruction.
- All forms of workplace bullying, harassment and discrimination.
- Any action that jeopardises the company's relationship with its client or is likely to bring the company into disrepute with its clients and/or customers including use of offensive language
- Allowing an unauthorised person to access our clients' premises.
- Being under the influence of alcohol or drinking alcohol whilst at work. This will include smelling of alcohol.
- Being under the influence of illegal drugs whilst at work or bringing such drugs into the workplace.
- Malicious damage to the property of the company, client or fellow colleagues.
- Serious breach of a company policy or procedure, including but not limited to profit protection, cash handling and financial management policies or procedures.
- Smoking in prohibited areas.
- Misuse of confidential information.
- Using a company vehicle without authorisation, or for unauthorised purposes.
- Driving a company vehicle without a current, valid driving licence.
- Deliberately breaking safety or hygiene regulations and putting other colleagues or the company at risk.
- False or malicious accusations against colleagues.
- A serious breach of contract e.g., continued absence from work without explanation.
- Giving or accepting any bribes or inducements.
- Carrying out work for a third party in competition with the company.
- Failure to provide when requested, proof of your right to work in Ireland.
- Posting negative, critical and/or malicious comments about the company, clients, customers or fellow colleagues online.
- Posting photographs or videos of customers and/or clients online without prior permission of the company or client.
- Posting photographs or videos taken during work time online without prior permission of the company or client.
- Discussing any aspect of your employment or making statements regarding any part of the company, or our clients, to press, radio, television reporters or investment analysts without the express authorisation of a company nominated person.
- Any act which goes against the interests of the company or clients.
- Failure to declare a personal relationship with a colleague, client or supplier over which the employee has influence.
- Any act of such gravity as to be inconsistent with continued employment.

This list is not exhaustive

Disciplinary Procedure

The disciplinary procedure has four distinct stages. Whilst in general these steps will proceed in the order as outlined below, the company reserves the right to begin with or move to any particular stage of the procedure when the issue is deemed to be sufficiently serious, provided that the treatment of the employee remains fair.

Formal Disciplinary Hearing

- An employee will be invited to a formal disciplinary hearing meeting with at least 48 hours notice.
- The employee will be advised of the reason why this meeting has been called.
- Allegations will be clearly outlined.
- Any evidence or statements that will be used at the hearing, will be provided prior to the employee prior to the meeting, to allow the employee an opportunity to prepare.
- The employee will be allowed to bring a willing Mitie employee or a recognised trade union official.
- This meeting will afford the employee the right to comment on or volunteer any information concerning the allegations. It will also take into account any relevant mitigation before any decision is reached.
- If required, additional witnesses may be interviewed as part of the process.
- It is critical that the employee discloses all relevant information in order to ensure that the decision reached is fair and equitable.

Verbal Warning

- The verbal warning will be confirmed in writing, and the employee will be advised that this warning constitutes the first formal stage in the disciplinary process.
- A record of the warning shall be placed on the employee's file and a copy made available to the employee.
- The warning letter will set out the standards that are expected for improvement. It will be made clear that failure to improve and sustain expected performance, conduct and behaviour, may result in the employee receiving further warnings or being dismissed.
- All employees have the right to appeal a disciplinary decision. The appeals process is outlined below.
- A record of the verbal warning will be kept on the employee's personnel record and will remain in force for 6 months.

First Written Warning

- A written warning will be issued if, for example, there has been no improvement in either performance or conduct since the verbal warning was issued, or if another form of misconduct has taken place.
- A record of the warning shall be placed on the employee's file and a copy made available to the employee.
- The warning letter will set out the standards that are expected for improvement. It will be made clear that failure to improve and sustain expected performance, conduct or behaviour may, result in the employee receiving further warnings or being dismissed.
- All employees have the right to appeal a disciplinary decision. The appeals process is outlined below.
- A record of the first written warning will be kept on the employee's personnel record and will remain in force for 9 months.
- If there is a repeat of the same or similar offence 12 months after the warning has expired, the employee will revert back to the first written warning stage.

Final Written Warning

- A final written warning shall be issued if once again, there has been no improvement in either performance or conduct since the first written warning was issued, or if another form of misconduct has taken place.
- A record of the warning shall be placed on the employee's file and a copy made available to the employee.
- The warning letter will set out the standards that are expected for improvement. It will be made clear that failure to improve and sustain expected performance, conduct or behaviour may result in the employee being dismissed.
- All employees have the right to appeal a disciplinary decision. The appeals process is outlined below.
- A record of the final written warning will be kept on the employee's personnel record and will remain in force for 12 months.
- If there is a repeat of the same or offence 18 months after the warning has expired, the employee will revert back to the final written warning stage.

Dismissal

- If there is still no improvement in performance, conduct or behaviour and every effort has been made to encourage the correct improvements, or in cases of Gross Misconduct, an employee's contract will be terminated.
- A record of the dismissal shall be placed on the employee's file and a copy made available to the employee.
- The dismissal letter will set out the reasons for the dismissal.
- For the avoidance of doubt your termination date will be the date of the dismissal which will be confirmed in writing.
- If you exercise your right to appeal this will not change the dismissal date.
- All employees have the right to appeal a disciplinary decision. The appeals process is outlined below.

Accelerated Disciplinary Procedure in relation to Probation.

Where an employee has less than twelve months service with the company, an accelerated disciplinary process will be used. The employee will move straight to final written warning stage without moving through verbal or first written warning stages.

In all other matters, the process remains identical (prior notification of the meeting, right to be accompanied by a work colleague, opportunity to be heard, right to appeal, etc.).

Appeals Process

If an employee feels that the action taken at any level of the Disciplinary Procedure was unjustified, an appeal may be made in writing within five working days on the receipt of the meeting outcome letter. The outcome of the appeal hearing will be final.

An employee may appeal a verbal, first or final written warning in the following way:

- An employee must clearly set out the grounds for their appeal in writing (typed and clearly legible) within 5 working days of when the warning been issued.
- The appeal should be made to the HR Team.
- The HR Team will nominate a manager of sufficient level to hear the appeal, or Human Resources may hear the appeal directly.

- An appeal will not constitute a complete re-hearing of the case, but rather a review of the appeal grounds in order to determine if the decision reached was fair and appropriate. The appeal manager will meet with the employee to understand the grounds for the appeal. They will then consider all relevant information - reviewing interview notes, findings and recommendations.
- On occasions, the appeal manager may wish to interview a witness if additional information is required.
- Having considered all relevant facts, the appeal manager will issue a decision to either uphold the appeal or confirm the decision
- The appeal manager may also increase or reduce the sanction if they see fit based on the circumstances.
- The decision of the appeals process will represent the final step in the appeals process and their decision will be final.

In the event of a decision to dismiss an employee, the following appeals process will apply:

- An employee must clearly set out the grounds for their appeal in writing (typed and clearly legible) within 5 working days of the dismissal.
- The appeal should be made to the Human Resources Director of Mitie Group Ireland.
- In most cases the Human Resources Director will hear the appeal or appoint a Line Manager of sufficient level to hear the relevant appeal.
- An appeal will not constitute a complete re-hearing of the case, but rather a review of the appeal grounds in order to determine if the decision reached was unfair or inappropriate.
- The employee will be met with to understand the grounds for their appeal.
- The appeal manager will then consider all relevant information - reviewing interview notes, findings and recommendations. On occasions, the appeal manager may wish to interview a witness if additional information is required.
- The decision of the appeal manager will represent the final step in the appeals process and their decision will be final.

Consequences of Receiving a Warning

Mitie takes the matter of discipline extremely seriously. Employees who are on any step of the disciplinary procedure may experience one or more of the following:

- Extension of their six-month probationary period.
- Demotion with consequent reduction in compensation as a disciplinary measure.
- Exclusion from performance related bonuses / salary increases.
- Not eligible for promotion for the duration of the warning.
- Placed on a performance improvement plan (PIP).
- Loss of any flexibility around time & attendance during a warning's duration.

When a warning expires, it will be deemed to be inactive, and all associated restrictions will be removed. Whilst the warning will physically remain in the employee's file for record keeping, it will not impact on any future disciplinary actions. Unless they reoffend for the same offence under the following terms

Same or similar offence 12 months after receiving a first written warning the employee will revert back to the first written warning stage.

Same or similar offence 18 months after receiving a final written warning has expired, the employee will revert back to the final written warning stage.

Job Abandonment

Where an employee fails to follow the process outlined in the Time Off Work policy, their absence will be deemed to be unauthorised absence. In general, unauthorised absence is unpaid by the company and results in disciplinary action.

The company will make every effort to try and contact the employee to understand the nature of the absence. However, if this absence persists, it may be deemed that the employee has abandoned their position. Continued unauthorised absence of 2 weeks or more will be considered job abandonment and may lead to termination of employment.

Throughout this process the manager will continue to make efforts to contact the employee. In very exceptional circumstances, Human Resources have discretion not to follow this process and to deal with the unauthorised absence in a manner that they deem appropriate

Suspension during an Investigation

- Where it is deemed necessary by Mitie, an employee or employees may be suspended during the investigation of any case, regardless of whether an employee is making a complaint, or is the alleged offender.
- This type of suspension is not a disciplinary measure and the employee's pay is continued as normal until a full review of the facts is completed. Any alleged offender will be deemed to be innocent of any complaint or issue whilst an investigation is taking place.
- Where an act of Gross Misconduct is committed, Mitie reserves the right to dismiss an employee summarily, or to suspend them at any time for the purpose of carrying out an investigation as part of the formal disciplinary investigation hearing.
- The decision to suspend with or without pay will be taken on a case- by-case basis.
- During any period of suspension, the employee will not be entitled to access any of Mitie's premises without the prior consent of Human Resources.

Employee Absence during Proceedings

Should you be absent on the grounds of ill health during the period of the disciplinary process, the company, at its discretion, will conclude the process either through your attendance at rescheduled meetings or via written correspondence with you.

If you fail to attend a hearing without due notice, then the company at its discretion, may take a decision in your absence and notify you in writing of the outcome.

Grievance raised during Investigation or Disciplinary Process

In principle, matters should be dealt with in the order in which they occur. If the disciplinary process has commenced and the grievance relates to events being investigated, the investigation or disciplinary will take precedence.

The grievance raised will be treated as part of the employee's representations into the matter and dealt with concurrently. If the grievance is about the conduct of the person in charge of proceedings, then consideration will be taken as to whether the process should be completed by an independent Manager.

CCTV Recordings

Closed circuit surveillance is used to manage performance and/or employee discipline. Please refer to the CCTV policy for further details.

Tape/Digital Recorders

It is Mitie's policy not to use or allow tape/digital/phones or any other recording devices to record meetings.

Minutes of Meeting

Any minutes taken at a formal meeting will not be taken down verbatim. They will simply reflect the spirit and integrity of the meeting. Minutes will always be emailed to the employee to review after the meeting, and they will have 24 hours from the time and date that the email was sent to highlight any information that was omitted and/or to highlight other key points that they forgot to say during their meeting. If we do not receive a response within 24 hours of the minutes being sent, the company will take that as confirmation that in the employee's view, the minutes reflect the spirit and integrity of the meeting.

Virtual Meetings

There may be times where owing to business practicalities, and to ensure that Mitie plays its role in reducing carbon emissions if travel is involved, it may not be possible to hold face to face meetings. In such instances, meetings will be held virtually through forums such as Microsoft Teams, Skype, and Zoom.

5.12 Grievance Process

Purpose

Mitie owes its success to the skill and efforts of its employees. Mitie's policy is to maintain an atmosphere of open communication and trust between employees and its management teams, and to deal with employees as effectively as possible, respecting and recognising each of them as individuals.

Mitie's policy has been and will continue to be an "Open Door" policy under which all employees have the power to deal directly with their line manager and other members of management regarding all aspects of their employment.

All employees will be treated with dignity and respect and will not be subject to retaliation, threats or harassment for utilising the Open-Door policy. Should you raise a workplace concern, Mitie will maintain the highest levels of confidentiality at all times where possible.

Scope

All employees of Mitie Ireland.

Grievance Procedure

The purpose of Mitie's Open-Door Policy is to ensure employees are aware of the company's concern for an individual, and to encourage individuals to voice problems openly so that they can be quickly resolved.

We appreciate that from time-to-time issues can arise which need to be resolved. The best way to resolve the majority of issues is by open dialogue, and via an informal approach to allow a quick resolution to any issue. Mitie would strongly encourage all its employees to always try and resolve any issue via the informal approach.

Step 1 Informal Process:

The majority of issues can be resolved directly between the employee and their immediate line manager on an informal 1:1 basis. In some cases, an employee may feel that they need to go beyond their line manager, but still on an informal basis. In this case, the employee should contact the second line manager or a member of the HR team for assistance in helping to resolve any issues.

This nature of these discussions are informal; no notes are taken, nor are other people involved. Confidentiality is maintained as much as possible given the nature of the discussion. The intention will be to try and resolve the issue as quickly as possible. The majority of issues can be resolved by the informal approach.

Whilst it is strongly encouraged that the informal process is followed first, it is acknowledged that an employee has the right to raise their grievance formally at any stage of the process.

Step 2 Formal Process:

1. If following the informal process and the problem has not been resolved within a reasonable timeframe, or that the suggested solution is unsatisfactory, the next stage is for the employee to formalise their grievance in writing. A formal meeting will be arranged for you to discuss the issue with your second line manager or HR, depending on the nature of the grievance.
2. If after your second line manager's intervention and decision, the matter is still unresolved or the employee disagrees with the findings, they may appeal the decision to Human Resources, or a manager of sufficient level. If they wish to do so, they will need to place their appeal in writing, outlining the grounds for their appeal within 5 working days of the decision being communicated.
3. The employee will be given the opportunity to present their case in person. Once a decision has been taken, this decision will be final and represent the final step in the appeals process. At all stages of the process, an employee may if they wish, be accompanied by another appropriate and willing Mitie employee of their choice or a Trade Union official at each stage of the procedure. As this is an internal company procedure, and for the avoidance of doubt, you may not be accompanied to these meetings by a family member, friend or solicitor. An employee can also be accompanied to their meeting by a translator if required, however, the onus is on the employee and not the company to make such arrangements.

On occasions, HR may decline to allow a witness to attend if it is felt it is not appropriate for that specific witness to attend. In such instances, an employee will be allowed to bring another witness to attend instead.

The role of such accompanying witnesses is as follows:

- To provide the employee with emotional support.
- To act as a "second pair of ears" during this process - i.e., someone to whom the employee can talk about the meeting / process after the meeting, and who heard the same discussions as the employee heard.
- They will not play an active role within the meeting and will not pose or respond to questions.
- All accompanying employees are bound by confidentiality - the content of these meetings should not be discussed with anyone outside the process.

Whilst all issues raised are taken at face value, and all employees are encouraged to raise genuine grievances; if it is found that a grievance is raised purely maliciously, and is not without any foundation or merit, this may be referred to a separate investigation.

Minutes of Meeting

Any minutes taken at a formal grievance meeting will not be taken down verbatim. They will simply reflect the spirit and integrity of the meeting. Minutes will always be emailed to the employee to review after the meeting, and they will have 24 hours from the time and date that the email was sent to highlight any information that was omitted and/or to highlight other key points that they forgot to say during their meeting. If we do not receive a response within 24 hours of the minutes being sent, the company will take that as confirmation that in the employee's view, the minutes reflect the spirit and integrity of the meeting.

Virtual Grievance Meetings

There may be times where owing to business practicalities, and to ensure that Mitie plays its role in reducing carbon emissions if travel is involved, it may not be possible to hold face to face meetings. In such instances, meetings will be held virtually through forums such as Microsoft Teams, Skype, and Zoom.

5.13 Dignity and Respect (Bullying & Harassment)

Mitie recognises the right of all employees to be treated with dignity and respect and is committed to ensuring that all employees are provided with a safe working environment which is free from all forms of bullying, sexual harassment and harassment.

- Under this policy all employees, regardless of their position, have a responsibility to treat their colleagues with dignity and respect and to maintain a working environment where bullying and harassment is not tolerated. This would include company social events.
- Line managers and supervisors have a responsibility to promote dignity in the workplace by being alert to inappropriate behaviour and dealing with incidents or complaints of bullying and harassment.
- This policy protects employees from bullying, sexual harassment and harassment regardless of whether it is carried out by a work colleague, client/customer, member of the public, business contact or any other person with who employees might come into contact with during their work.
- It also sets out a complaints procedure which ensures that complaints are dealt with promptly and with sensitivity.
- Workplace bullying and harassment adversely affect the quality of customer care by resulting in poor staff morale, increased absenteeism, stress-related illnesses, reduced efficiency and high turnover of staff. Bullying and harassment can have a devastating effect on the health, confidence, morale and performance of those subjected to it, and may result in the person taking sick leave due to stress, being less efficient and motivated at work, or even leaving their job.
- Bullying and harassment may also have a damaging impact on employees not directly subjected to inappropriate behaviour, but who witness it or have knowledge of it.

Workplace Bullying

Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or during employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

An isolated incident of the behaviour described in this definition may be an affront to dignity at work but as a one-off incident is not considered to be bullying.

A key characteristic of bullying is that it usually takes place over a period of time. It is a regular and persistent inappropriate behaviour which is specifically targeted at one employee or a group of employees.

It may be perpetrated by someone in a position of authority, by staff against a supervisor / manager or by staff in the same grade as the recipient.

What bullying is not:

- An isolated incident.
- Fair and constructive criticism of an employee's conduct, performance or attendance.
- Complaints relating to instructions issued by a supervisor/manager, assignment of duties, terms and conditions of employment or other matters which are appropriate for referral under the normal grievance procedure.
- Legitimate management responses to crisis situations which require immediate action, or which arise from staff shortages, increased workload etc.

Examples of bullying:

These examples are illustrative but not exhaustive:

- Constant humiliation, ridicule, belittling efforts; often in front of others.
- Verbal abuse including shouting, use of obscene language and spreading malicious rumours.
- Showing hostility through sustained unfriendly contact or exclusion.
- Inappropriate overruling of a person's authority, reducing a job to routine tasks well below the person's skills and capabilities without prior discussion or explanation.
- Persistently and inappropriately finding fault with a person's work and using this as an excuse.

Harassment

Harassment is a form of discrimination in relation to conditions of employment on any of the nine grounds covered by the Employment Equality Act.

These grounds are:

- Gender
- Marital status
- Family status
- Sexual orientation
- Religious belief (or none)
- Age
- Disability
- Race
- National or ethnic or national origin or membership of the Traveller community

Harassment is defined as follows:

Any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material if the action or conduct is unwelcoming to the employee and could reasonably be regarded as offensive, humiliating or intimidating.

Inappropriate behaviour that is not linked to one of the nine discriminatory grounds is not covered by this definition. It may be targeted at one employee or a group of employees.

Harassment may consist of a single incident or repeated inappropriate behaviour.

Examples of harassment

These examples are illustrative but not exhaustive.

- Verbal harassment e.g., jokes, derogatory comments, ridicule or song.
- Written harassment e.g., faxes, text messages, e-mails or notices.
- Physical harassment e.g., jostling or shoving.
- Intimidatory harassment e.g., gestures or threatening poses.
- Visual displays e.g., posters, emblems or badges.
- Persistent negative body language.
- Ostracising a person.

An act of harassment may occur outside the work premises or normal hours provided the perpetrator was acting during employment e.g., a training course, conference or work-related social event.

Sexual Harassment

Sexual harassment is a form of discrimination on the grounds of gender in relation to conditions of employment and is defined by the Employment Equality Act as “any act of physical intimacy, request for physical favours, other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is unwelcome and could reasonably be regarded as sexually offensive, humiliating or intimidating.

Sexual harassment may consist of a single incident or repeated “inappropriate behaviour.” It may be targeted at one employee or a group of employees.

Examples of sexual harassment

These examples are illustrative but not exhaustive.

- Physical conduct of a sexual nature e.g., unwanted physical contact such as unnecessary touching, patting, pinching or brushing against another employee’s body.
- Verbal conduct of a sexual nature e.g., unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the workplace after it has been made clear that such suggestions are unwelcome, unwanted and offensive flirtations, suggestive remarks, innuendos or lewd comments.
- Non-verbal conduct of a sexual nature e.g., the display of pornographic or sexually suggestive pictures, objects, written materials, emails, text messages or faxes.
- Unwanted or derogatory comments about dress or appearance.
- Leering and suggestive gestures.
- An act of sexual harassment may occur outside the work premises or normal working hours provided the perpetrator was acting in the course of employment e.g., at a training course, conference or work-related social event.

How does any form of harassment differ from workplace banter?

It is the unwanted nature of the conduct which distinguishes harassment from friendly behaviour which is mutual and welcome. The fact that the employee may previously have tolerated the behaviour does not stop him/her from deciding that it has now become unwelcome and objecting to it. The intention of the person engaging in the unwelcome behaviour is irrelevant. It is the effect of the behaviour that is important.

Responsibilities:

The employer

This policy and procedure will be communicated throughout the company and all employees will have access to this policy.

The Human Resources department will be available to provide confidential advice and support to employees who feel that they are being subjected to bullying or harassment and provide direction in how to follow the steps contained within this policy. The effectiveness of the policy will be monitored and reviewed by the company.

The employee

All employees have a responsibility to help maintain a working environment in which the dignity of all individuals is respected. All employees must comply with this policy and ensure that their behaviour does not cause offence to fellow workers or any person with whom they come into contact during the course of their work.

Employees should discourage bullying and harassment by objecting to inappropriate behaviour.

Employees should inform a line manager or supervisor if they are concerned that a colleague is being bullied or harassed.

The Line Manager/Supervisor

Line managers or supervisors have a responsibility to implement this policy and to make every effort to ensure that bullying and harassment does not occur, particularly in work areas for which they are responsible. Line managers and supervisors have an obligation to deal promptly and effectively with any incidents of bullying or harassment of which they are aware or ought to be aware.

Line Managers should:

- Ensure the Dignity at Work policy is given to all staff ensuring an understanding of the definitions of bullying and harassment, roles and responsibilities and how the complaints procedure operates.
- Promote ongoing awareness of the Policy among staff.
- Set a good example by treating all staff and any other person with whom they come into contact in the workplace with courtesy and respect.
- Be vigilant for signs of bullying and harassment and intervene before a problem escalates.
- Respond sensitively to any member of staff who makes a complaint of bullying or harassment.
- Respond promptly to requests from employees to intervene and seek to resolve the matter informally where appropriate.
- Ensure that an employee is not victimised for making a complaint of bullying or harassment in good faith.
- Monitor and follow up the situation after a complaint is made so that the behaviour complained of, does not recur.
- Keep a record of all complaints and how these were resolved.

Procedures:

Making a complaint

- Any employee who feels that they are being subjected to behaviour which undermines their dignity should let their objection be known, otherwise the person engaging in the unwelcome behaviour may be unaware of their actions.
- The employee may either approach the person directly and make the person aware that the behaviour is unwelcome or request a supervisor or line manager to do it on their behalf.
- An informal discussion is often sufficient to alert the person concerned to the effects of their behaviour and can lead to a greater understanding and an agreement that the behaviour will stop.
- The employee may wish to discuss this matter with HR before taking any action. HR will explain the definitions of bullying/harassment and the various elements of the procedure and will assist the employee in making an informed choice about the action they may wish to take.

Approaching the alleged perpetrator directly

- The employee should present the precise nature of the offending behaviour and its effects to the person concerned calmly and without aggression giving examples to assist with understanding.
- Request the intervention of an appropriate supervisor/line manager.
- Where the employee is not confident about approaching the alleged perpetrator or where a direct approach has not resolved the matter, they should request the intervention of an appropriate supervisor or line manager.
- The supervisor or line manager will attempt to resolve the matter in an informal low-key and non-confrontational manner by making the alleged perpetrator aware of the effects of their behaviour.
- Where this does not bring about a satisfactory outcome, the matter may be referred to a Line Manager at a more senior level who will make every effort to resolve the matter between the parties. Where the matter remains unresolved, the senior manager may request both parties to consider mediation.

Mediation

Mediation is the preferred method under the Dignity at Work / Bullying & Harassment Policy for the resolution of complaints of bullying and harassment which are not capable of being resolved by local management. The company reserves the right at all stages to suggest Mediation to the parties as an option for trying to resolve matters.

- The objective of mediation is to resolve the matter speedily and confidentially without recourse to a formal investigation and with the minimum of conflict and stress for the individuals involved.
- Mediation requires the voluntary participation and co-operation of both parties in order to work effectively. The mediator will meet with both parties usually separately to begin with, to discuss the alleged offending behaviour.
- The mediator will then bring both parties together to reach a common understanding and agreement on acceptable future behaviour.
- A mediated agreement seeks to reach an accommodation between the parties and thereby restore harmonious working relations.
- A mediated solution will not result on the issues being dealt with under the Disciplinary Policy.

- Minimal paperwork and/or records will be generated by this process.
- Mediation may be attempted at any point in the procedure to try to resolve the matter.
- The parties will be asked to attempt mediation before the alleged offending behaviour is the subject of a formal investigation.
- If the mediation process does not produce a satisfactory outcome, the employee may seek to have the matter resolved through formal investigation.
- Any information that emerges during the course of the mediation process remains strictly confidential and cannot be disclosed as part of the formal investigation.
- Mediation may be attempted again during the formal investigation or following the outcome of the investigation.

Principles Governing the Investigation Process

- The investigation will be conducted thoroughly and objectively and with due respect for the rights of both the complainant and the alleged perpetrator.
- The investigation will be conducted by an impartial investigator who will be appointed by Human Resources.
- Both parties will be required to co-operate fully with the investigation.
- Confidentiality will be maintained throughout the investigation to the greatest extent consistent with the requirements of a fair investigation.
- It is not possible however to guarantee the anonymity of the complainant or any person who participates on the investigation.
- Notwithstanding the difficult circumstances, both the complainant and the alleged perpetrator may be expected to continue with their normal duties and maintain a professional working relationship during the course of the investigation. Management will however have due regard at all times for its obligations to safeguard the health, safety and welfare of staff and clients/ customers.
- A written record will be kept of all meetings which reflect the spirit and integrity of the meeting Vs verbatim minutes and treated in the strictest confidence. The format of these minutes will be at the discretion of the investigation team.
- The investigator may interview anyone who they feel can assist with the investigation. Staff are expected to cooperate fully with the investigation and will be fully supported through the process.
- Employees who participate in the investigation process will be required to respect the privacy of the parties involved by refraining from discussing the matter with work colleagues or persons
- Outside the company. It will be considered a disciplinary offence to intimidate or exert pressure on any person who may be required to attend as a witness.

Formal Investigation

If the matter cannot be resolved informally or through mediation, it may be the subject of a formal investigation. If the allegation is a serious one, the company may make the decision to proceed directly to a formal investigation without mediation or local level discussion.

- The complaint will be clearly formulated in writing setting out details of the offending behaviour, including dates and witnesses if any, and the context in which it occurred.
- The complaint should be made to the employee's direct Line Manager. Where an employee feels uncomfortable with this process, the complaint can be made to any member of the HR Team.

- In the interests of natural justice, the alleged perpetrator will be advised of the nature of the complaint, and that this matter is the subject of a formal investigation. They will be given a copy of the written complaint and invited to respond to the allegations in writing within 5 working weekdays.
- A copy of the response will be forwarded to the complainant. It should be noted that where an allegation is a serious one, the alleged perpetrator may be suspended on full pay pending investigation. This will not be viewed as a decision against the alleged perpetrator in anyway in and no action will be taken without considering all the facts.
- At all stages of the process, all employees involved in the investigation may be accompanied by another willing Mitie employee or recognised union official as a witness.
- The investigation team may decline to allow specific individuals to attend if they are involved in the incident in question. In these circumstances an employee will be allowed to bring another colleague or a Trade Union official.
- Whilst all investigations are aimed to be completed in a timely manner, please note that depending on the nature of the investigation, some cases may take longer than others.

The role of such witnesses is as follows:

- To provide the employee with emotional support.
- To act as a “second pair of ears” during the process, i.e., someone to whom the employee can talk about the meeting to / process without breaking the confidentiality of the process.
- They will not play an active role in the meeting and will not pose or respond to questions during the meeting.
- All accompanying employees and union delegates are bound by confidentiality.
- The investigation will be governed based on the written complaint and any other matters relevant to the complaint.
- The investigation will be conducted in accordance with the Dignity at Work Policy.
- The investigators will determine whether or not the behaviour complained of falls within the definition of bullying/harassment, whether the complaint has been upheld; and recommend an appropriate course of action in the circumstances.
- Both parties will be given copies of all relevant documentation prior to and during the investigation process to include the complaint, the written response from the alleged perpetrator and witness statements.
- The investigator will interview any witnesses to the alleged incidents of bullying/harassment and other relevant persons.
- Any statements taken from witnesses will be discussed in a general format with the person making the complaint and the alleged harasser for their comments before any conclusions are reached in the investigation.
- Confidentiality will be maintained as far as possible. Persons may be required to attend further meetings to respond to new evidence or provide clarification on any of the issues raised.
- The investigators will form preliminary conclusions based on the evidence gathered in the course of the investigation, and invite any person adversely affected by these conclusions to provide additional information or challenge any aspect of the evidence.
- On completion of the investigation, the investigator will submit a written report of their findings and recommendations to both parties.

Appeal Process

Any employee wishing to appeal the findings of the investigation must follow the below process.

- Submit their appeal in writing within 5 working days from the finding been issued.
- The appeal must state clearly the grounds for the appeal.
- The appeal should be lodged with the Human Resources Team, who will then decide the most appropriate person / persons to hear the appeal.
- An appeal will not constitute a complete re-hearing of the case, but rather a review of the appeal grounds in order to determine if the decision reached was fair and reasonable.
- The employee will be met with in order to allow them the opportunity to communicate the grounds for appeal and to ensure these grounds are fully understood.
- It may be necessary for the appeal's person / person to re-interview witnesses or new witnesses if additional information is required.
- Having considered all the relevant facts, the appeal committee will issue a decision to either uphold the appeal or confirm the original findings and recommendations.
- The decision of the appeal person / persons will represent the final step in the appeals process and their decision will be final.

Outcome

- If the complaint is upheld, the matter may be further progressed through the disciplinary procedure or other action may be taken such as counselling or mediation.
- Where disciplinary action is recommended, a disciplinary hearing will take place. This will be done in line with the company's formal disciplinary policy.
- Where a complaint is not sustained, no action will be made against the complainant, provided that the complaint was made in good faith. In the interests of all employees, any malicious or vexatious complaints will be treated very seriously and may lead to disciplinary action being taken against the complainant.
- Victimisation or retaliation against a complainant, witness or any other party will constitute a serious disciplinary offence. Where a serious case of bullying/harassment is found to have occurred, this may lead to the dismissal of the alleged perpetrator and in less serious cases, other disciplinary sanctions may be invoked as deemed appropriate by the disciplining officer.

5.14 Equality, Diversity and Inclusion

Purpose and Scope

This policy sets out how we uphold diversity and equality in all aspects of our behaviour at Mitie. It applies to all employees, in all countries in which Mitie operates.

Policy Objectives

People are what makes Mitie great. Our people come from a huge range of cultures and experiences; and the fresh thinking and passion they bring to work every day is a direct result of that tremendous diversity. Our approach to business is underpinned by a belief that all individuals should be treated fairly and have access to equal opportunities, regardless of their status. To attract, recruit, develop and retain the very best people at all levels, we are committed to respecting and embracing talent and working to support a culture that is inclusive and reflective of our vision and values.

We also look for high levels of diversity and inclusion in our suppliers and encourage them to adopt similar philosophies in their relationships with their own employees and suppliers.

Our approach is based on three key principles:

Equality – we promote equality by removing barriers, eliminating discrimination and ensuring equal opportunity and access for all groups of people, both within Mitie and externally amongst those organisations with whom we have formal relationships.

Diversity – we accept each person as an individual. Our success and competitiveness are built on our ability to embrace diversity – and we believe that everyone should feel valued for their contributions. By working together, we will deliver the best possible solutions for our people, our clients and our business.

Inclusion – we create a working culture where differences are not merely accepted but valued; where everyone has the opportunity to develop in a way that is consistent with our vision and values. Our aim is to be an organisation where people feel involved, respected and connected to our success.

Requirements

- No job applicant or employee should receive less favourable treatment on grounds of sex, civil status, family status, sexual orientation, religion, age, disability, race and member of the Traveller community.
- Employees should be protected from discrimination by association.
- Equality, diversity and inclusion should be promoted within the workplace.
- We should contribute to generating similar attitudes to ours, in terms of equality, diversity and inclusion, in the wider community. We will also look for similar principles of diversity when we select and manage relationships with our suppliers.
- Fair and equitable treatment should be the hallmark of every aspect of working life at Mitie, from our written procedures through to every decision we make.

- We should promote a culture where employees recognise the value that a diverse and inclusive workforce brings to the organisation, and where colleagues and external associates are treated with dignity and respect.
- We should create an environment where anyone believing they have been subjected to discrimination, victimisation or harassment in the workplace, is entitled and feels safe to raise such concerns. We are committed to ensuring that the process for dealing with such concerns is straightforward and will be addressed in a compassionate, efficient and timely manner.

Responsibilities

The Managing Director is responsible for:

- Reviewing, endorsing and achieving this policy's aims.

The Senior Leadership Team is responsible for:

- Recognising their role in being accountable for inclusion and the development of equality and diversity awareness and will lead by example.

The People Director is responsible for:

- Administering this policy on behalf of the MD.
- Developing and rolling out the supporting strategies to drive continual performance improvement.

The Irish Leadership Team is responsible for:

- Ensuring that our practices and policies underpin delivery of the equality, diversity and inclusion policy.
- Cascading diversity and inclusion lessons learned and sharing best practice throughout the business.
- Championing key issues and collectively recommending changes to policy, procedures and practices to the Executive Board.

The HR Team is responsible for:

- Keeping all related procedures under review and monitoring employment practices.
- Measuring, monitoring and benchmarking our demographic profile and reporting trends to the SLT & MD.
- Providing relevant advice and supporting managers in championing diversity across Mitie.

Divisional/Business Managing Directors are responsible for:

- Ensuring that this policy and supporting strategies and procedures are distributed, implemented and complied with.
- Leading by example in protecting the Mitie brand and championing knowledge sharing across the divisions.

People Managers are responsible for:

- Implementing and enforcing the processes and procedures.
- Ensuring that their people are aware of their responsibilities and receive appropriate training.
- Addressing any inappropriate behaviour.

Employees are responsible for:

- Carrying out their work in line with this policy and associated procedures.
- Respecting the rights of all Mitie people to work in an environment that is free from prejudice and discrimination.
- Challenging any behaviour that falls short of the expectations of this policy.
- Identifying any breaches of this policy and reporting them to their line manager.

5.15 Whistleblowing

The whistleblowing policy aims to identify issues of fraud and corruption, to bring them into the open and to ensure that investigations are carried out appropriately.

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

The purpose of this procedure is to

- Encourage those working for the company to raise any concern that they have about certain wrongdoings within the company without fear of reprisal.
- Provide guidance on how to raise those concerns to enable the company to carry out an investigation and deal with concerns appropriately.
- Meet the requirements of the Protected Disclosure legislation.

This procedure applies to all employees, agency workers, contractors and external consultants. Mitie expects all employees to report any of the following:

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

If you have concerns about actions and behaviours at work, and you are unable to raise them through the normal channels, i.e. your line manager, your second line manager or your HR representative, you can disclose this information confidentially by emailing speakupireland@mitie.com

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

5.16 Right to Disconnect

The health, safety and wellbeing of our employees is of the utmost importance to us, and we encourage and support you to prioritise your own wellbeing. Disconnecting from work and work devices is vital for your wellbeing, and to help you achieve a healthy and sustainable work-life balance.

To encourage and support our employees in balancing their working and personal lives, whether they work standard hours in the workplace, work remotely or flexibly, or a shift pattern we have developed a 'Right to Disconnect' policy, which includes best practice guidance around working hours, the use of technology and more.

The company recognises that every employee is entitled to switch off outside of normal working hours and enjoy their free time away from work without being disturbed. There may be occasions where contact occurs, including for example where business and operational reasons require contact outside of normal working hours and depending on the nature of an employee's role.

Role of the Company, our Managers and Employees

All employees have an active role to play in communication management and the reduction of unnecessary business communications outside normal working hours. The company encourages the ongoing cultivation of a culture where our employees feel they can disconnect from work and work-related devices and this necessitates a joint approach by the company, our managers, and employees. Some of the respective obligations include:

The Role of the Company:

- To provide information to employees on their working time, in accordance with the relevant legislation.
- To ensure a safe workplace, in line with the health and safety legislation.
- To not penalise an employee for acting in compliance with any relevant provision of the health and safety legislation.

The Role of the Employee:

- To ensure that they manage their own working time and take care to protect their safety, health and welfare and the health and safety of co-workers, in line with the health and safety legislation and seek support in doing so if necessary.
- To cooperate fully with any appropriate mechanism utilised by the company to record working time, including when working remotely.
- To respect the working time of colleagues and other contacts (including periods of leave)

The Role of the Manager:

Managers in particular play a central role in the successful implementation of this policy and may be given additional training and support as needed. Managers also have a duty to respect their team members' right to disconnect and should provide a good example for their team.

Electronic & Phone Communications

We respect your personal time and expect you to disconnect from work e-mails and work communications outside of normal working hours.

We understand and appreciate that within our company people may work non-standard/widely differing patterns of work, so what is the “norm” for one may be different for another. Additionally, due to differing/non-standard patterns of work in the company, some employees may send communications at times which are inopportune for other employees, e.g. late nights/weekends.

Outside your normal working hours or standard office hours, (such as late nights/weekends), may be an opportune time for you to send an email, without any intent to disturb the recipient or in expectation of a speedy answer. In that event, bear in mind the following:

Try to only check and send e-mails during normal working hours where possible, but we are also mindful of the requirements of those who wish to work in a more flexible manner.

- The sender should give due consideration to the timing of their communication and potential for disturbance. The recipient should understand that they will not be expected to respond until their working time recommences. If you are sending emails outside the normal hours of the working day, please also consider other people’s working hours:
- Send the e-mail with a signature disclaimer at the end, e.g. “I have sent this email at a time that is convenient for me. I do not expect you to respond to it outside of your usual working hours.”
- Consider drafting the email and sending it during normal working hours or using the ‘delay send’ option and set it to a specified time on the next working day
- Always consider the tone/contents/context of texts and emails and other electronic communications (e.g., instant messaging apps).
- Please ensure that your out-of-office notifications are properly activated when you are out of the office and that your out-of-office message correctly directs the recipient to the appropriate colleague. Please respect out-of-office notifications when you receive them from others.
- In the case of an urgent or time-sensitive situation after normal working hours, please consider sending a text or making a phone call rather than an email.

Meetings

- While meetings can be crucial to strengthen connections between individuals and teams, individual teams and managers are encouraged to review the frequency and timing of meetings they hold to ensure optimum use of time and allow colleagues time to work outside of meetings.
- Avoid scheduling meetings outside of our core hours or during lunch hours, unless absolutely necessary. Ensure to block out time in your diary to hold time for your breaks and

- Respect people's time by only inviting them to meetings where their presence is necessary. Share and adopt meeting best practices for example ensure there is a clear agenda with relevant material shared in advance, and actions are recorded and shared post the meeting.

Reporting Concerns

If you encounter problems in availing of your right to disconnect, please speak to your manager in the first instance if you feel comfortable to do so. If you feel that you cannot approach the person directly, then you should approach your second line manager or a member of HR with the objective of resolving the issue quickly and informally. If an informal process has not been successful in resolving the concern, then the formal company grievance procedure may be utilised.

We reserve the right to amend and update this policy over time in line with best practice, learnings and any changes in legislation.

5.17 Mobile Phone

This policy is designed to clarify the correct and acceptable use of and management of mobile phones for business use.

Criteria for Allocation

The allocation of a mobile phone must be approved by the relevant manager and in conjunction with HR in circumstances where there is an adequate need or benefit to the company. These circumstances include:

- the requirement for an employee to undertake frequent out-of-office duties, including meetings or travel.
- when an employee is on-call or stand-by (a phone may be given on a shared basis for use by a designated department).
- in relation to the function or role, e.g., security, customer facing or contact function.
- for greater efficiency and enhanced client service.

Use of Own Phone for Company

Employees who are not allocated mobile phones but use their own phones for business related calls may be entitled to a level of reimbursement from the company.

Employees are required to present their phone bills to the company with the calls highlighted for reimbursement. An expense claim form should be completed for this purpose.

Responsible Use and Security

The inappropriate use of mobile phones could lead to theft and/or disclosure of private or confidential organisational information. The phones may only be used by the assigned employee or department and must ensure that usage is lawful and ethical.

- Employees who are allocated mobile phones are reminded that the mobile phone is company property and ultimate liability for its misuse rests with the user and the organisation.
- Employees should not access, store or distribute any offensive or inappropriate (e.g. defamatory or racist) material on the mobile phone (see Mitie's Data Protection and Dignity at Work policies for further information).
- The number of calls and texts and the length of calls made should be limited to those necessary for effective business use.
- Reasonable care must be taken to prevent accidental damage, loss or theft of mobile phone equipment. In the event of the theft or loss of a mobile phone, the user must immediately contact their manager. Any lost, damaged, or stolen mobile phones that are not reported is considered as negligent and the replacement mobile may be chargeable to the employee directly. Physical security for the device is the user's responsibility and due care should be taken to not leave it unlocked/unattended or visible in an unsecure place.

- Employees are requested to personalise and activate the messaging service of the mobile phone. Ensure that you have recorded your name plus the company name so that the caller knows he/she has reached the correct number.
- Storage and protection settings such as PIN numbers are applied to mobile phones. Please ensure these facilities are used at all times to minimise security risks as discussed in this policy.
- While in meetings, mobile phones should be switched to silent, so as not to disrupt proceedings. Out of respect for clients and colleagues, employees should avoid using a mobile phone, including text messaging, during meetings.

Use While Driving

Extreme care should be exercised when using mobile phones in cars. Under Section 3 of the Road Traffic Act 2006, mobile phones can only be used when connected to a hands-free unit.

It is an offence to drive a vehicle while holding a mobile phone. An offence is committed by holding a mobile phone while driving and matters such as whether or not the phone was being used or switched on at the time are not relevant. Any employee who commits an offence under this legislation will be personally responsible and liable for any costs incurred.

Personal Use

From time-to-time personal calls may be made while you are at work. This privilege should not be abused, or the use of the mobile phone may be restricted or removed.

Managing Costs

The number of calls and texts and the length of calls made should be limited to those necessary for effective business use. Directory enquiry services should not be used from mobile phones except in exceptional circumstances. Employees are not permitted to make calls to premium rate numbers. It is important to be aware of international roaming charges while abroad and to keep phone calls to a minimum.

Absence/Leave

Employees may be required to return their mobile phones for certain absences, e.g., long-term sick leave and maternity leave. These phones may be temporarily re-distributed to other employees to cover this absence/leave.

Monitoring and Security

All of Mitie's phone accounts are monitored and users shall be responsible for the use and explanation of call charges when requested. Employees may be asked to justify any bills that are excessive.

Access to the internet via the phone facility will be monitored, or in some instances disabled. The rules in relation to sending and receiving of emails and internet usage as per the organisation's email, internet and social media policies will apply to users of mobile phones for business use.

5.18 E-mail

E-mail is a computerised electronic communications system that you may be required to use in the performance of your duties as an employee. While e-mail is important to the normal conduct of business, it also carries considerable risks when used inappropriately. The intention of this e-mail policy is to help employees to use electronic mail properly, to reduce the risk of intentional or inadvertent misuse and to ensure that official information transferred via e-mail is properly handled. For that reason, the use of electronic mail is governed by acceptable usage as stipulated by this policy.

This policy covers the use of e-mail services by all employees of the company. Contract and temporary staff using the company's computing resources must also be made aware of and comply with this policy.

Privacy

All intellectual property rights in documents generated on the company's systems, and documents sent via our e-mail system, rest with the company. If there is a personal element to the e-mail, the e-mail nevertheless belongs to the company and will be open to such monitoring and dealings as are appropriate within the company.

Mitie regularly backs up information stored on its network, including information relating to e-mail messages. Accordingly, you have no expectation of privacy in relation to the sending, or storing, of e-mail messages.

While the company does not routinely monitor the content of e-mail messages, it may, for computer maintenance and other purposes, analyse e-mails individually or collectively. Circumstances giving rise to such analysis include, but are not limited to:

- Investigations triggered by indications of misconduct.
- The detection of computer viruses.
- Monitoring proper use.
- The location of information required for business purposes.
- Responding to legal or regulatory requirements.
- Fulfilment of obligations to customers, clients, third parties and relevant regulatory authorities.

Acceptable Use of Email

E-mail as a resource is primarily to be used for authorised business purposes. Personal use of e-mail should be kept to a minimum, such that it does not interfere with work commitments and is undertaken in your own time. Excessive use of e-mail for personal purposes is strictly prohibited. Such use must also comply with the requirements of this policy.

You must protect your user ID and system from unauthorised use. You are responsible for all activities carried out under your user ID and originating from your system.

Remember that external e-mail should be considered a public, visible postcard, without any security. You must assume that any correspondence sent via the internet can be read by anyone desiring to do so.

You must use e-mail as you would any official organisational communications tool. This implies that when the e-mail is sent, both the sender and the reader should ensure that the communication complies with normal communications guidelines.

No communication sent via the company's e-mail system should be unethical, be perceived to be a conflict of interest, or contain confidential information.

Inappropriate Use of Email

In making use of e-mail, you must not:

- Use someone else's ID to send mail.
- Use e-mail to circulate joke mail or chain letters, internally or externally.
- Use e-mail to harass or intimidate another person, broadcast unsolicited messages, or send unwanted mail.
- Communicate to another in any manner that could cause him or her distress, embarrassment, or cause unwarranted attention. There must be no personal attacks, inclusive of those based on gender, race, national origin, ethnicity, religion, disability, sexual orientation, or membership of the traveller community.
- Use e-mail, or other system resources, to gain access to, or possession of, pornographic materials.
- Accept/open electronic mail messages that might be harmful to the company's computing resources, or to information stored thereon.
- Use vulgar, abusive, or hateful language.
- Save, download, transmit or purposely view sexual, pornographic, racist, profane or other offensive material.
- Download software, graphical or other forms of information for personal use.
- Produce advertising or listings for personal benefit.
- Use the e-mail system to send mail that may be damaging to the organisation's corporate image.
- Engage in any activity that is in competition with the commercial interests of the company.
- Subscribe to any contracts, unless you are authorised to do so by the company.
- Accept any material by e-mail that may give rise to a breach of the intellectual property rights of any outside party.
- Engage in any other activity that does not comply with the principles presented above.
- Communicate in a manner that you would not be deemed acceptable in a face-to-face meeting.

Potential Risks

The internet is the medium for external e-mail communications. Because of its design, the internet cannot guarantee security or message integrity. Many risks attach to the sending of e-mails, including the following.

- E-mail messages to a particular addressee may be intercepted, viewed by other persons in the addressee organisation, forwarded without your knowledge, altered, or cut and pasted into another e-mail or medium without authority.
- An e-mail message may go to persons other than the intended recipient. If the e-mail contains confidential or commercially sensitive information, this could be damaging to this organisation.

- E-mails should be regarded as potentially public information. There is, therefore, a heightened risk of legal liability for the sender, the recipient and the organisations for which they work.
- E-mail is a form of publishing. Therefore, defamation laws apply to e-mails.
- Personal data contained in e-mails may be accessible under data protection legislation. Furthermore, e-mails to Government and other public bodies may be accessible under freedom of information legislation.
- E-mail is speedy and therefore messages written in haste, or written carelessly, can be sent without the opportunity to check or rephrase. This could give rise to legal liability on the company's part, such as claims for defamation, etc.
- Information contained in, or attached to, e-mails may belong to others and there may be copyright implications in sending or receiving them without permission.
- An e-mail message may legally bind the organisation contractually in certain instances without the proper authority being obtained in-house.
- E-mail messages can carry computer viruses that are particularly dangerous to the organisation's computer operations.
- You are required to be conscious of the above risks and to ensure that, in your use of e-mail or other organisation resources, you do not expose the organisation to any such risks.

Protection of Employees

Mitie is committed to protecting its employees from the effects of inappropriate use of e-mail by others.

If you receive any offensive, unpleasant, harassing, or intimidating messages via e-mail, you should inform your manager immediately. It is important that the sources of such e-mails are traced as quickly as possible. The message should be printed and kept for investigative purposes.

5.19 Internet

The internet is a vital resource for the business of the organisation. However, the internet suffers from significant and widespread security and integrity risks and has the potential to be used in ways that are inappropriate to the aims and goals of the organisation. Therefore, the use of the internet in the organisation is regulated by standards of acceptable use, as set out in this policy.

Access to the Internet

All connections to the internet on the company's computers must be through Mitie's approved internet service provider (ISP).

Access to the internet is to be limited to matters that are relevant to your work for the organisation. Internet access for recreational or private purposes is not permitted (except as provided for below). Your use of the internet at Mitie must at all times comply with the rules outlined in this policy.

Browsers

Software is required for browsing the internet. This software is installed on computers by the IT department. Only software approved by the IT department and installed by Mitie's IT staff may be used to access the internet on the company's computers.

Password Access

Passwords must always be kept private and must not be shared, written down or disclosed on any internet site.

Monitoring Access

Access to the internet from our computers is managed by the IT department. All incoming and outgoing traffic is constantly monitored for performance analysis and for other appropriate purposes. This traffic analysis shows date and time of internet access, username, sites visited, and requests for information. This analysis will be used to identify areas of non-compliance with this policy. Managers will be informed of non-compliance and appropriate action will be taken where necessary.

Appropriate Use of the Internet

All internet connections are intended for activities that either support the company's business, or the professional development of staff. Use of the internet is to assist employees to achieve stated business goals and objectives. This may include use of e-mail, search engines (e.g., Google, Yahoo, etc), and file transfer. All employees have a responsibility to use the internet in a professional, ethical and lawful manner at all times. Legal and contractual requirements concerning the intellectual property rights of outside parties must be strictly adhered to.

Computer software must not be downloaded from bulletin boards, the internet, or any other source, without prior approval of the IT department. The integrity of critical software will be reviewed on a regular basis and the presence of unauthorised files or amendments formally investigated.

You must at all times respect copyright and intellectual property rights of information you encounter on the internet. This may require obtaining appropriate permission to make use of information. You must always give proper credit to the source of the information used for the organisation's purposes. Material in which Mitie has a proprietary interest – such as software, documentation or other internal information – must not be transmitted, sold or otherwise transferred to any outside party, except in pursuance of the organisation's legitimate business interests. Any departure from this policy requires the written authorisation of your senior manager.

Misuse of internet facilities and services is prohibited.

Inappropriate Use of the Internet

You are prohibited from accessing, requesting or sending sexual, pornographic, racist, profane, violent or other offensive material via the internet.

You are prohibited from saving, downloading, transmitting or purposely viewing sexual, pornographic, racist, profane or other offensive material. You are prohibited from sending chain letters, other forms of mass mailing and spamming (sending unsolicited e-mails to a number of people).

You are prohibited from participating in social networking websites, e.g. by:

- Registering with such sites.
- Accessing your own account on such sites.
- Accessing other people's accounts on such sites.
- Posting comments on other people's sites.

Mitie reserves the right to remove without notice any files or data from its information systems, including any information it views as offensive or potentially illegal, regardless of its source.

Access to the internet from a company computer must never be used:

- For personal gain or profit.
- To represent yourself as someone else.
- To post or download messages that will reflect poorly on Mitie's name and professional reputation.
- To advertise, or otherwise promote, unauthorised or illegal activities.
- To promote or engage in any commercial activity that is in competition with the company's commercial activities.
- To process the personal data of any person in a manner inconsistent with the data protection legislation requirements.
- To transmit confidential information without the approval of a director.

You must not join mailing lists or solicit/contribute information on the internet without express permission from your manager or the IT department.

Inappropriate Use of the Internet from External Computers

You are prohibited from using the internet on computers outside the workplace, where such use has the potential to affect negatively the company or its employees. Examples of such behaviour include:

- Publishing material that is defamatory, abusive or offensive in relation to any employee, manager, office holder, shareholder, customer or client of Mitie.

- Using the internet in a manner that amounts to bullying or harassment.
- Publishing any business-sensitive information about the company.
- Publishing material that might reasonably be expected to have the effect of damaging the reputation or professional standing of Mitie.

Security

The internet is not a secure medium. Access to the internet, no matter how well set up, always poses some security risks. Accordingly, virus scanning software is installed on company computers. Employees must not provide or use their company passwords in response to any internet request for a password. Employees must not provide any information relating to Mitie's network to any outside party, whether through the internet or in any other way.

Reliability of Internet Information

There is no quality control process on the internet and a considerable amount of information published on the internet is outdated, inaccurate or deliberately misleading. All information obtained from the internet should be considered with caution until confirmed by a reliable source.

Impact on Other Users

When using the internet, please be aware of your impact on others. Intense browsing or downloading during peak usage periods can impact on other people's work.

Personal Use of the Internet

A limited amount of personal use of the internet on the company's computers is permitted, provided the following rules are observed. Personal use must not occur during working time, but instead must occur during break time or before or after your normal working hours.

- Personal use must not interfere with your work commitments.
- Personal use, including any downloading of data for personal use, must comply with the requirements and general principles of this policy and all other IT, security and data protection policies. In particular, the above provisions regarding "Inappropriate use of the internet" and "Security" apply to personal use, as well as normal business use.

Monitoring of internet usage by the IT department will apply to personal use as well as normal business use.

5.20 Social Media

This policy on social media applies to all employees. Social media is the collective term referring to social and professional networking sites (for example Facebook, LinkedIn, Twitter), blogs, boards and other similar online fora and the policy extends to all such sites and incorporates any future developments of such media. Breaches of this policy will be investigated, and the company retains the right to take disciplinary action, up to and including dismissal.

This policy applies to personal social media usage. Employees who have access to Mitie social media accounts for official company purposes must refer to the company's terms of usage which apply to such accounts.

All IT resources are the company's property dedicated to achieving our business objectives. Inappropriate use is not acceptable. Excessive activity is not permitted. Personal use must not interfere with your work commitments.

A limited amount of personal use of the internet and social media is permitted on the company's equipment, provided the following rules are observed:

- Personal use must not occur during working time, but instead must occur during break time and outside of your normal working hours.
- Personal use must comply with the requirements and general principles of this policy and all other internet, IT, security and data protection policies.

Applies to All Employees

Mitie recognises that employees use social media tools as part of their daily lives. Employees should always be mindful of what they are posting, who can see it, and how it can be linked back to the company and work colleagues.

All employees should be aware that the company regularly monitors the internet and social media in reference to its work and to keep abreast of general internet commentary, brand presence and industry/customer perceptions. The company does not specifically monitor social media sites for employee content on an ongoing basis, however employees should not expect privacy in this regard. Mitie reserves the right to utilise for disciplinary purposes any information that could have a negative effect on the company or its employees, which management comes across in regular internet monitoring, or is brought to the company's attention by employees, customers, members of the public, etc.

All employees are prohibited from using or publishing information on any social media sites, where such use has the potential to negatively affect Mitie or its employees. Examples of such behaviour include, but are not limited to:

- Publishing material that is defamatory, abusive or offensive in relation to any employee, manager, office holder, shareholder, customer or client of Mitie.
- Publishing any confidential or business-sensitive information about Mitie.
- Publishing material that might reasonably be expected to have the effect of damaging the reputation or professional standing of the company.

Rules Regarding Usage

All employees must adhere to the following when engaging in social media.

- Be aware of your association with the company when using online social networks. You must always identify yourself and your role if you mention or comment on the company. Where you identify yourself as an employee, ensure your profile and related content is consistent with how you would present yourself with colleagues and clients. You must write in the first person and state clearly that the views expressed are your own and not those of the organisation. Wherever practical, you must use a disclaimer saying that while you work for the organisation, anything you publish is your personal opinion, and not necessarily the opinions of the company.
- You are personally responsible for what you post or publish on social media sites. Where it is found that any information breaches any policy, such as breaching confidentiality or bringing the company into disrepute, you may face disciplinary action up to and including dismissal.
- Be aware of data protection rules – you must not post colleagues' details or pictures without their individual permission. Photographs of company events should not be posted online. Employees must not provide or use their company password in response to any internet request for a password.
- Material in which the company has a proprietary interest – such as software, products, documentation or other internal information – must not be transmitted, sold or otherwise divulged, unless Mitie has already released the information into the public domain. Any departure from this policy requires the prior written authorisation of your senior manager.
- Be respectful at all times, in both the content and tone of what you say. Show respect to your audience, your colleagues and customers and suppliers. Do not post or publish any comments or content relating to the company or its employees, which would be seen as unacceptable in the workplace or in conflict with the organisation's website. Make sure it is clear that the views and opinions you express are your own.
- Recommendations, references or comments relating to professional attributes, are not permitted to be made about employees, former employees, customers or suppliers on social media and networking sites. Such recommendations can give the impression that the recommendation is a reference on behalf of the organisation, even when a disclaimer is placed on such a comment. Any request for such a recommendation should be dealt with by stating that this is not permitted in line with organisation policy and that a formal reference can be sought through HR, in line with the normal reference policy.
- Once in the public domain, content cannot be retracted. Therefore, always take time to review your content in an objective manner before uploading. If in doubt, ask someone to review it for you. Think through the consequences of what you say and what could happen if one of your colleagues had to defend your comments to a client.
- If you make a mistake, be the first to point it out and correct it quickly. You may factually point out misrepresentations, but do not create an argument.

- It is very important that employees immediately report any inappropriate activity or behaviour regarding the organisation, its employees or third parties. Inform your manager or another member of management or your HR representative. All allegations made in good faith will be fully and confidentially investigated. You are required to cooperate with all investigations of alleged policy violations.
- This policy extends to future developments in internet capability and social media usage.

In addition to the above rules, there are a number of key guiding principles that employees should note when using social media tools:

- Always remember on-line content is never completely private.
- Regularly review your privacy settings on social media platforms to ensure they provide you with sufficient personal protection and limit access by others.
- Consider all online information with caution as there is no quality control process on the internet and a considerable amount of information may be inaccurate or misleading.
- At all times respect copyright and intellectual property rights of information you encounter on the internet. This may require obtaining appropriate permission to make use of information. You must always give proper credit to the source of the information used.

Social Media Security

You are responsible for all postings made on or to your social media accounts.

This applies to:

- Postings or activity made directly by you.
- Postings or activity made by any other party but under your username/account, and/or
- Postings made by friends or third parties to your accounts (e.g. Facebook wall posts made by Facebook friends to your timeline).

You must be conscious at all times of your overall online presence and its effect, or potential effect, on the company, its clients or your colleagues. Disciplinary action may ensue, in line with this policy and the disciplinary procedures, for any activity on, or related to, your social media accounts, regardless of how such activity occurred.

You are therefore advised to maintain the security of your personal social media accounts. This includes, but is not limited to:

- Using secure passwords.
- Changing passwords regularly.
- Not disclosing your passwords to third parties.
- Logging out of accounts when leaving your computer/devices unattended.

If you are concerned about any activity on your social media account, however created, and its interaction with your employment, please contact your manager immediately.

Specific Managerial Responsibilities

By virtue of their position, managers have particular obligations with respect to general content posted on social media. Managers should consider whether or not personal thoughts they publish may be misunderstood as expressing the company's opinions or positions even where disclaimers are used. Managers should err on the side of caution and should assume that their teams will read what is written. A public online forum is not the place to communicate company policies, strategies or opinions to employees.

Managers should not make 'friend' requests or other similar requests of their team members, as this may place undue pressure on an employee.

Monitoring of internet usage by the IT department applies to personal use as well as normal business use.

5.21 Information Security

Information security means protecting business information and protecting its systems. Mitie is committed to information security as the means to protect the information and services that Mitie relies on to operate its business safely and maintain the confidence of our clients. Everyone who handles either Mitie or our clients' information has a responsibility to contribute to its security.

Employees expressly waive any right of privacy in any material they create, store, send or receive on the computer systems or through the Internet or any other network. Employees hereby consent to personnel or agents of the company accessing, monitoring, copying and reviewing any materials which users create, store, send, or receive on the computer systems or through the Internet or any other network. Users hereby acknowledge and accept that Mitie may use human or automated means to monitor use of its computer resources.

All networked users must have valid, authorised accounts and may only use those computing resources to which they are specifically authorised. Users who have been allocated standalone computers are responsible for setting up relevant user accounts and passwords for all those using the allocated computer.

Password change is enforced automatically for all networked users to ensure that private and sensitive files are kept secure. The company reserves the right to override identification codes and passwords for information retrieval and/or the monitoring of e-mail and Internet communication to ensure they are being used solely for business use and not personal gain.

It is the responsibility of the user to contact IT Support for assistance if he/she is unable to configure or manage security on the standalone computer.

Users are required to take reasonable steps to ensure the security of their account or facility. Users should not, as a result, give anyone else access to their accounts. Users' authorisation is not transferable to other

Users may only modify software which is intended for user customisation. No other software modifications are allowed without the approval of IT Support.

To ensure additional security, users should:

- Lock their computer every time they leave their desk
- Log off their computer if they are going to be away from their computer for an extended amount of time
- Not disclose their password to others
- Choose passwords that are not obvious. Good passwords include a combination of letters, numbers and symbols
- Not write down their passwords

Users must disclose to IT Support Help Desk all misuses of computing resources or potential loopholes in computer systems security and cooperate with IT Support in the investigation of systems abuses.

Equipment, information or software, regardless of their form or storage medium, may not be taken off-site without prior written permission by the CIO. As long as the said assets are outside the organisation, they have to be controlled by the person who was granted permission for their removal.

Fraudulent or Misuse of Computer Equipment

All computer systems and laptops issued by the company to employees are owned by Mitie and managed through IT Support. Hardware inventories and network operations require an accurate count and accurate location guide of Mitie computers. Computers should not be relocated, nor should the physical configuration of any Mitie computer be modified without prior consultation with IT Support.

Only equipment purchased by or approved by IT Support should be attached to any Mitie network. Users must respect the integrity of computing and network systems and users shall not develop or use programs that disrupt other users or infiltrate another user's computer. Users must not attempt to circumvent data protection schemes or exploit security loopholes. Users must not use Mitie's facilities to gain or attempt to gain unauthorised access to remote computers.

Network security is very important to Mitie. Tampering with data or attempting to circumvent the flow of data is strictly prohibited. Correct identification of network data and network users is essential to shared network operations. Users may not misrepresent themselves or their data on the network. Users may not try in any way to obtain a password for another user's account. Users must not attempt to circumvent data protection schemes or exploit security loopholes. Users must not use Mitie's facilities to gain or attempt to gain unauthorised access to remote computers.

Users must not do anything that will seriously impair the operation of Mitie's computer facilities; nor may users alter or copy a file which belongs to another user without first obtaining the permission of the owner of the file. Your ability to read, alter or copy a file belonging to another user does not imply permission to read, alter or copy that file.

5.22 Data Protection

Our Commitment

The General Data Protection Regulation and Data Protection Acts 1988-2018 apply to the processing of personal data. Mitie is committed to complying with its legal obligations in this regard. Mitie collects and processes personal data relating to its employees in the course of business in a variety of circumstances, e.g., recruitment, training, payment, performance reviews, and to protect the legitimate interests of the company.

This policy covers any employee about whom Mitie processes data. This may include current and former employees. Processing of data includes collecting; recording; storing; altering; disclosing; destroying; and blocking.

Personal data kept by the company shall normally be stored on the employee's personnel file or HR electronic database. Highly sensitive data, such as medical information, will be stored securely. Only designated members of the HR team will have access to such files in order to ensure the highest levels of confidentiality.

It may be necessary to store certain other personal data outside of Human Resources, e.g., salary details will be stored in the payroll department. The employee's manager or supervisor may have access to certain personal data where necessary.

Collection and Storage of Data

Mitie processes certain data relevant to the nature of the employment of its employees to comply with relevant legal obligations, to perform the employment contract and, where necessary, to protect its legitimate business interests and the rights and entitlements of employees. We will ensure that personal data will be processed in accordance with the principles of data protection, as described in the GDPR and Data Protection Acts.

Personal data is normally obtained directly from the employee concerned. In certain circumstances, it will, however, be necessary to obtain data from third parties, e.g., references from previous employers. Where relevant to the nature of the work, the organisation may make an application to the Garda Vetting Bureau for Garda clearance of an employee.

Personal data collected by the company is used for ordinary HR management purposes. Where there is a need to collect data for another purpose, the company shall inform you of this. In cases where it is appropriate to get your consent to such processing, the company will do so.

Employees are responsible for ensuring that they inform the HR team of any changes in their personal details, e.g. change of address. Managers and supervisors must inform the HR team of any changes in employees' personal details, e.g. promotion, pay increases. We endeavour to ensure personal data held by the company is up to date and accurate.

Retention of Data

Mitie is under a legal obligation to keep certain data for a specified period of time. In addition, the company will need to keep personal data for a period of time in order to protect its legitimate interests.

Security and Disclosure of Data

Mitie will take all reasonable steps to ensure that appropriate security measures are in place to protect the confidentiality of both electronic and manual data. Security measures will be reviewed from time to time, having regard to the technology available, the cost and the risk of unauthorised access. Employees must implement all company security policies and procedures, e.g., use of computer passwords, locking filing cabinets.

HR files are normally stored in the HR department and employees who have access to these files must ensure that they treat them confidentially. Employees working in the payroll team must treat all personal data they receive confidentially and must not disclose it, except in the course of their employment.

All employees will have access to a certain amount of personal data relating to colleagues, customers and other third parties. Employees must play their part in ensuring its confidentiality. They must adhere to the following data protection principles:

- Process data fairly, lawfully and transparently.
- Keep data only for specified, explicit and legitimate purpose(s).
- Process data only in ways which are compatible with the purpose(s) for which it was given.
- Ensure data is accurate and up to date.
- Ensure data is adequate, relevant and limited to what is necessary for the purpose for which it was given.
- Keep data safely and securely.
- Retain personal data for no longer than is necessary for the purpose for which it is processed and in line with the company's data retention policy.

Employees must not disclose personal data, except where necessary in the course of their employment, or in accordance with law. They must not remove or destroy personal data except for lawful reasons and with the permission of the company.

Any breach of the data protection principles is a serious matter and may lead to disciplinary action up to and including dismissal. If employees are in any doubt regarding their obligations, they should contact Mitie's data protection officer. Please consult with the HR team to obtain contact details of Mitie's data protection officer.

Medical Data

All employees are required to complete a medical questionnaire prior to commencing employment with Mitie. This data will be retained by the company. Occasionally, it may be necessary to refer employees to the company doctor for a medical opinion, and all employees are required by their contract of employment and employee handbook to attend in this case.

The company may receive certain medical information, which will be stored in a secure manner with the utmost regard for the confidentiality of the document. The company does not retain medical reports on job applicants who do not become employees for longer than is necessary and in line with our data retention policy.

Safeguards are applied to the processing of medical data of employees. These include:

- Limitations on access to prevent unauthorised consultation, alteration, disclosure or erasure of personal data.
- Strict time limits for erasure of personal data in line with our retention policy.
- Specific targeted training for those involved in handling medical data.
- Logging mechanisms to permit verification of whether and by whom personal data has been consulted, altered, disclosed or erased.
- A requirement that medical examinations are undertaken only by our occupational health specialists.
- Pseudonymisation.
- Encryption.

Employees are entitled to request access to their medical reports. Should an employee wish to do so, please contact the HR team, who will consult with the doctor who examined you and request the data. The final decision lies with the doctor. Employees are required to submit medical certificates in accordance with the Time Off Work policy. These will be stored by the company, having the utmost regard for their confidentiality.

Email Monitoring

Mitie provides e-mail facilities and access to the internet. In order to protect against the dangers associated with e-mail and internet use, screening software is in place to monitor e-mail and web usage.

Mailboxes are only opened:

- Upon specific authorisation by a manager in cases where the screening software or a complaint indicates that a particular mailbox may contain material that is dangerous or offensive.
- Where there is a legitimate work reason or in the legitimate interest of the organisation.

Please refer to the E-mail and Internet Usage policies for further details.

Telephone Monitoring

Depending on your role, calls may be monitored to for training and performance evidential purposes and will, if appropriate, be used in disciplinary investigations.

Closed Circuit Monitoring

Closed Circuit Television (CCTV) may be located at client premises where you work, and in such instances, clients will have their own CCTV policy which you must always adhere to.

This is necessary in order to protect against theft or pilferage, for the security of staff and organisation property. Access to the recorded material will be strictly limited to authorised personnel and in very specific circumstances, with the permission of the client. Closed circuit surveillance may be used to manage performance and/or employee discipline. Please refer to the CCTV policy for further details.

GPS Tracking

Mitie uses a Global Positioning System (GPS) to automatically track the location of single or fleets of vehicles. The use of such tracking equipment is a commercial necessity. The purpose of this tracking system is to allow for logistical planning and to record the speed of our vehicles.

The company ensures that the privacy rights of the employee will be respected as a part of this policy. Please refer to the Driving for Work policy for further details.

Data Protection Officer

Mitie's Data Protection Officer is responsible for assisting the company in monitoring and maintaining compliance with data protection legislation. All employees must co-operate with the data protection officer when carrying out their duties. The Data Protection Officer is also available to answer queries or deal with employees' concerns about data protection.

Access Requests

Employees are entitled to request data held about them on computer or in relevant filing sets. The company will, in most circumstances provide this data within one month. In some cases, due to the complexity of the request or the number of requests being handled by Mitie, the company may require a further two months to provide this data. There is no charge for requesting this data.

An employee should make a request in writing to the data protection officer, stating the exact data required. Employees are only entitled to access data about themselves and will not be provided with data relating to other employees or third parties. It may be possible to block out data relating to a third party or conceal his or her identity, and if this is possible the company may do so.

Data that is classified as the opinion of another person will be provided unless it was given on the understanding that it will be treated confidentially. Employees who express opinions about other employees in the course of their employment should bear in mind that their opinion may be disclosed in an access request, e.g., performance appraisals.

In some circumstances where relevant exemptions apply, certain personal data may not be provided to an employee. An employee will be informed where personal data is not being disclosed on the basis of such an exemption.

An employee who is dissatisfied with the outcome of an access request has the option of using the company's grievance procedure. He/she may also refer a complaint to the Data Protection Commissioner.

Right to Object

Employees have the right to object to data processing that is causing them distress and/or correct personal data which is inaccurate. Where such objection is justified, the organisation will cease processing the data unless it has a legitimate interest that prevents this. The organisation will make every effort to alleviate the distress caused to the individual.

An objection should be made in writing to the data protection officer, outlining the data in question and the harm being caused to the employee.

Transmission of Data Outside the State

As Mitie operates internationally, it may be necessary in the course of business to transfer employee's personal data within the company and to other group companies in countries outside the European Economic Area, which do not have comparable data protection laws to Ireland. The transfer of such data is necessary for the management and administration of your contract of employment and to facilitate the overall administration of personnel within the group. When this is necessary, the company will take steps to ensure that the data has the same level of protection as it does inside the State. Mitie will only transmit to companies that agree to guarantee this level of protection. For more information, please contact the data protection officer.

Review

This policy will be reviewed from time to time to take into account changes in the law and the experience of the policy in practice.

5.23 Sad to See you Leave

If you decide to end your employment, you must submit a letter of resignation to your manager and give the appropriate notice as per your contract of employment. Thereafter notice is served in accordance with the Minimum Notice and Terms of Employment Acts, 1973 – 2005.

You may be asked to complete an online confidential exit interview, or depending on your role, attend a face-to-face exit interview to help us understand better why people choose to leave.

All company benefits will cease on the last day of employment unless written notification to the contrary is given.

Annual Leave During Notice Period

Any pre-booked annual leave that falls during your notice period can either be suspended, or if it is agreed for you to take your annual leave during your notice period, you must extend your notice period to cover the holidays taken.

Return of Company Property

On termination of your employment with Mitie, you must return all property of the company or relating to the business of the company that is in your possession or under your control. Failure to return the equipment may result in the cost of its recovery being deducted from any monies owed to you. You may not retain copies of any documents.

The company reserves the right to delay an employee's final payment should the return of company property be unnecessarily and unreasonably delayed in its return.

Where an employee owes money to the company (e.g., Educational Assistance) the company has the right to take all monies owed from an employee's final payment, even if this means leaving an employee with a zero amount in their last payment.

Where money is still owed after deductions from an employee's final payment, the employee must make arrangements to repay any outstanding monies as soon as possible.

Transferring to Another Company

Sometimes your employment with Mitie may come to an end as a result of the transfer of a contract to another provider. In these circumstances, we follow a robust employee transfer programme to support people who leave Mitie through a transfer situation under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE). This ensures you have appropriate information and consultation prior to a transfer taking effect. For more information on TUPE, please speak to your manager or HR representative.

Statement of Service Letters

Should you require a letter confirming your employment at Mitie, please contact the HR team on irelandpeoplesupport@mitie.com This letter will provide confirmation of your employment along with the dates of employment and the role undertaken.

Mitie can provide prospective employers, once they have issued a written request, with a letter of the same. Additional information may be provided at the discretion of the company. We will only provide factual information which has been requested, in the most objective way possible, and will not intentionally prejudice any future employment.

P45s and P60s

P45s and P60S are no longer available in the traditional manner. Your tax credits and tax information will move in real time to your new employer once you have informed Revenue that you have changed employment.



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