



Employee Handbook

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Introduction

About Moores Cleaning Services

Welcome to Moores Cleaning Services.

Moores Cleaning Services Limited has been dedicated to the daily cleaning of offices and factories for over 30 years. We are committed to providing the highest standard of cleanliness, and pride ourselves on being one of the leading cleaning companies in the south of England.

We have grown steadily since then, and currently our main products / services are:

- Office Cleaning
- Carpet and Upholstery Cleaning Service
- Window Cleaning
- Floor Maintenance and Restoration

You can get more information on our website at www.moorescleaning.co.uk

Your Employee Handbook

This Handbook provides you with lots of information about our Company policies and procedures, and some general guidelines about the way we operate. Please read the information provided and follow the guidelines given.

This Handbook is issued by way of guidance only, and it does not form part of your contract of employment or otherwise have any contractual effect. We may need to amend the Handbook from time to time, and we will do our best to notify you of any changes, but you are responsible for keeping your knowledge up-to-date.

If you are in any doubts about any matters concerning your Terms and Conditions of Employment, please raise your questions with your Line Manager or the office. In the event of any inconsistency between the provisions of this Employee Handbook and your personal Contract, the latter will take precedence

The Handbook is available from the office and on the intranet. If you have any queries regarding the Handbook or our HR policies and procedures, please contact your Line Manager

Place of Work

The organisation's headquarters are located at:

Fleming Court, Leigh Road, Eastleigh, Hampshire, SO50 9PD

General Office Policies

This section of the Handbook outlines some general information regarding our office procedures.

Office Hours

Normal office hours are from 9:00am to 5:00pm Monday to Friday. Access during these hours is via reception/main door. Outside of office hours, if applicable you will be given a key and codes to our office. If working outside of office hours, you must ensure that all doors and windows are locked on your departure.

Office Security

You will be issued with a key/swipe card, to provide you access to the office. Please keep this with you at all times in the building and should you lose or misplace your key please inform your line manager immediately so that it can be cancelled and a new one issued. Lost keys may incur a charge, so please keep yours safe.

Dress Code

This policy is intended to help you understand what dress code is appropriate for our workplace, but a common sense approach should be applied dependant on the type of work you are undertaking. Your appearance should be professional at all times, both within the workplace and when representing Moores Cleaning.

You will be issued all necessary items of Uniform, and you must wear these during working hours, unless advised otherwise. Uniforms must always be clean and worn in a presentable fashion. Suitable footwear should be worn at all times

Uniforms remain the property of the Company, and you must take responsibility to ensure that good care is taken of them, and all items are returned on leaving the Company.

Hair must be neat and tidy at all times, and jewellery should not be excessive or unconventional.

If in the Company's view an employee's appearance is deemed unacceptable on the first occasion, the employee will be required to return home to change. No pay will be given for the duration of this absence from work. If there is any further breach of acceptable standards, you may be required to return to home as above, but may also be disciplined in accordance with the disciplinary procedure.

The principles of our dress code also apply if you are attending virtual or video meetings, even if working from home. You are expected to present an appropriately professional appearance whether meeting others in person or virtually.

Criminal Record Checks (DBS)

Certain employees of the company may be required to undergo a criminal record check via the Disclosure Barring Service. This is only in very special circumstances where your employment with us means that you are likely to come into contact with children or vulnerable

adults (or certain other circumstances). Should this be the case, we will discuss the situation with you prior to making the request.

Your Employment

Change of Address or Personal Circumstances

It is very important that you inform your line manager of any changes to your personal circumstances such as:

- address or telephone number;
- next of kin to contact in an emergency;
- bank or building society details;
- gain or loss of relevant qualifications or licences, such as loss of driving licence; and
- loss of right to work in the UK.

Working Hours

Moore's Cleaning strives to provide a safe working environment and ensure the safety and wellbeing of all its workers. Our aim is for you to maintain a good balance between work and personal life.

Normal working hours

Office hours vary depending on your role, but they are generally from 9:00am to 5:00pm, Monday through Friday.

Your normal working hours are detailed in your Terms and Conditions of Employment. We may need to vary these hours according to business and operational requirements on a temporary or permanent basis.

In certain circumstances, you may be required to work additional hours to complete your duties or meet business needs.

Any overtime worked will be paid in accordance with the Company's overtime policy in force at that time.

Flexibility of working hours

You can request a variation in your contractual hours of work, by following our flexible working policy or by raising the matter informally with your line manager.

Working time

Moore's Cleaning considers that you are "working" when you are carrying out activities on our behalf. This may include training, business travel and "on-call" time. It does not include travel from your home to your place of work, rest breaks, travel time outside normal working time or non-job related training.

Working Time Regulations

The Working Time Regulations 1998 determine the maximum weekly working time for most workers, limiting the average hours worked per week to forty eight hours. You may choose to work longer by "opting out". If you do not "opt out" you will not be asked, or permitted, to work

more than forty eight hours per week, on average over a seventeen week reference period. You may cancel your “opt out” at any time, by giving three months’ written notice.

Expenses

You will be reimbursed for out of pocket expenses incurred whilst on Company business providing that you follow the Company procedure for claiming expenses and a valid VAT receipt is obtained and submitted.

No parking or speeding fines will be paid by the Company under any circumstances.

Salary Reviews

Salaries are assessed and reviewed using a combination of individual performance, related salaries within the Company, general salaries within the industry, inflation and, of course, the Company performance. Such reviews will not necessarily result in a pay increase. Salary reviews will be carried out at the discretion of the Directors, usually during October each year. During probationary periods employees will not usually receive a salary review; however it is at the absolute discretion of the Company to do so.

Additional Hours and Time Off In Lieu

From time to time, you may be asked to work additional hours to meet the needs of the business. You are reasonably expected to be available for additional hours as and when required.

Additional hours are defined as hours in excess of your contractual hours.

All overtime should be expressly agreed in advance with your line manager and you will be advised in advance of the pay rate which you will receive.

Additional hourly rates are as follows:

- Additional hours will be paid at the usual hourly rate unless otherwise specified in advance

These rates may change from time to time, and you will be notified in writing of any changes. Paid additional hours will be added to your monthly wages and paid in the usual manner.

You will not accrue any additional annual leave (over and above your contractual entitlement) for any overtime hours worked.

Formal Requests for Flexible Working

Moore Cleaning wants to help you maintain a healthy balance between work and your other commitments and believes that flexible working may help you meet this balance.

We encourage you to speak to your manager informally in the first instance to discuss any request for a temporary or permanent change in your working patterns or location but you also have the statutory right to make a formal flexible working request that must be considered in line with a specific process. From 6th April 2024, that statutory right enables you to make a formal flexible working request from the first day of your employment. Your request might

include a change to the number of hours you work, or to your working pattern, or a request to work from home some or all of the time.

If you wish to make a formal flexible working request, you should do so in writing, including the following information:

- how many requests for flexible working you have made within the last 12 months (you have the statutory right to make two requests in any rolling 12-months);
- the details of the change you are requesting, and the date on which you propose that the change should become effective.

Whilst it is not a statutory requirement, it is useful if you can also set out the impact you think your requested change might have on your work, your team and the organisation, and how any detrimental impact might be addressed. We want to agree to any changes wherever possible so highlighting all options and workarounds upfront will help to ensure we have considered everything before making a decision.

We will take all reasonable steps to accommodate your request for flexible working, and we will meet with you to discuss your proposed changes and the effect of those changes. You may bring a work colleague to any flexible work request meeting. We will not reject your request without consulting with you first to consider all options.

Each request will be dealt with individually, taking into account the likely effects that the proposed changes to working hours or place of work are likely to have on your colleagues and workload. Agreeing to one employee's request will not therefore set a precedent or create a right for another employee to be granted a similar change to their working pattern.

Following the flexible work request meeting, you will be given the decision in writing. Your request may be granted in full, it may be refused, or it may be agreed to in part, for example, we may propose a modified version of the request, or the request may be granted on a temporary basis, or you may be asked to try the flexible working arrangement for a specific trial period.

If your request is refused, we will confirm in writing the reasons it was refused, and you will have the right to appeal against the decision within 5 working days.

All requests will be dealt with as promptly as possible, and at the latest we will have a final outcome in place within two months of your original request, unless a trial period is agreed that extends over two months from the original request.

Homeworking / Hybrid Working

We promote flexible working for all staff and many of our staff work from home where possible to do so. This will obviously depend on the nature of their role, and of their home circumstances. We also recognise some people will enjoy the many benefits of working from home, whilst others will prefer the workplace environment. If you wish to discuss the opportunity to work from home, please do discuss this with your manager.

Of course decisions about working from home will depend on how effectively work can be performed from home and how well teams can continue to collaborate and communicate if not interacting in person regularly. We may not be able to agree to all requests because every job, every individual and every team is different.

It will also be important that our homeworkers have the necessary organisational and time-management skills; the ability to work without direct supervision; and are able to cope with the potentially conflicting demands of work and home life. We know from experience that working from home whilst also caring for children or other dependants is extremely difficult and often impossible.

This policy outlines the working arrangements that will apply when a request to work from home has been approved.

Hours of work

Homeworkers may or may not be subject to fixed hours dependent on the nature of their role and their need to be working or contactable during specific core hours. Where possible, they will be free to perform the agreed number of hours at times that suit them.

Each manager and homeworker will agree a frequency of one-to-one catch up and virtual or in person team meetings as appropriate.

Working from home can mean that it is difficult to switch off from work, however it is important that everyone takes adequate breaks. We encourage all staff to take a break of at least 30 minutes in the middle of their day, and short breaks at other times to stretch and move and get refreshments. Whilst there may be flexibility around when work is carried out, in any week you should have at least one complete day in which no work is done at all, and you should ensure that you have a clear period of at least 11 hours between stopping work one day and starting again the next.

Location

Agreements to work from home will only apply when you will be working at a location in the UK. If you wish to travel abroad and carry out work whilst you are there, you must request approval from your manager before doing so. Approval may be given depending on the nature of your work, the hours you will need to be available, data security arrangements in place and the duration you will be abroad, among other factors including health and safety, insurances and the security of Company equipment.

If you are employed under a UK employment contract you must reside in the UK, and working abroad for longer periods may have implications for tax, social security contributions, employment legislation and other legal implications for both you and the Company, and so it is not possible to agree to homeworking if you intend to either reside or spend longer periods of time working in another country.

Absence from work

It is really important that anyone working from home keeps work and home life separate wherever possible. Working from home regularly can cause these lines to blur too easily. Whilst we expect you to put in every effort to complete your work and deliver results effectively, it is also important that you take enough breaks away from your work area to recharge and refresh. Ensure you stand up and walk around at least once every hour, have refreshments to hand as you need them, have a proper break at lunchtime and have a clear start and end to your day.

If you are ill, you should notify your manager so that your calls can be diverted, and your work covered. You must take the time you need to recover, rather than trying to continue working. However, if your incapacity is an injury that prevents you from travelling to the office but not

from working, then you can agree with your manager to work from home instead. If you are not sure in a particular situation discuss it with your manager.

If you have booked holiday, you should ensure your calls are diverted and your colleagues know you are on holiday. Do not be tempted to check emails or take calls whilst on holiday.

If your children are ill or a dependant has an emergency that you need to attend, you should book a day's leave or take Time Off for Dependants to care for them. You will not be able to both care for your dependants and work effectively at the same time, so focus on your loved ones and work can be covered by someone else.

Visits to the workplace

There will be occasions that we require homeworkers to come to our offices for purposes such as training, meetings, briefings and other team events. This will only be when necessary and when we feel it is important to have face to face contact. We will give reasonable notice of these events so that you can make arrangements to attend. You will of course be paid for the time you spend on site, and will receive travel expenses. The employee will be paid for time spent at the workplace.

Visits to the employee's home

Our duty of care to provide a safe working environment continues even if you are working from your home. We will ask you to complete risk assessments, but we may also wish to visit you at home to check you are working safely, or for other work-related reasons. We will always agree visits with you in advance. It will be a condition of any homeworking agreement that you agree to such visits, which might include:

- delivering and collecting work;
- performance monitoring and feedback;
- general discussions about work-related matters;
- ensuring health, safety and security; and/or
- any other work-related purposes that we consider appropriate.

Childcare

It is very difficult to give the required focus to both children and your work at the same time. During your agreed work hours, it is expected that you will have appropriate childcare in place to enable you to focus on your work. We understand there may be occasional difficulties when childcare arrangements break down, and you should discuss these with your manager to make arrangements for taking paid leave or Time off for Dependents, or for rearranging your work hours around your childcare issues.

When you work from home, children should not be in the room with you during virtual meetings or calls with colleagues or clients during normal working hours.

Equipment and materials

We will provide and maintain all equipment and materials necessary for you to work from home, however we do ask that you take proper care of these items whilst they are in your possession.

We will discuss and agree what is needed on an individual basis but in general we will provide:

- a laptop/ computer;
- a mobile telephone; and

When you leave our employment, we will arrange to collect from you at an agreed time any equipment, furniture, materials and documents that we have provided to you.

Telephone and internet accounts

We will expect that you already have telephone and internet connections in your home and will continue to pay for these yourselves. If you do or might incur additional charges as a result of working from home, please discuss these with your manager and we may agree to cover some expenses if appropriately evidenced.

We will pay all charges on any business-related usage on a mobile phone provided by us.

Stationery and postage

If you require stationery you should contact Line Manager who will arrange to have it delivered to you. Alternatively, you make reasonable purchases of your own stationery and pay for any work-related postage and reclaim via the normal expenses process. You should obtain receipts for any expenditure and submit these as part of your claim.

Security & Privacy

It is important that our data and information is kept secure at all times, and in all locations. Homeworkers are responsible for keeping all company documents and information associated with our business secure at all times.

Homeworkers are required to:

- keep filing cabinets and drawers locked when they are not being used;
- keep all documentation under lock and key at all times except when in use;
- ensure that your screen and/or documents are not visible to others in the surrounding area; and
- use a unique password for the computer and any other digital devices, and lock devices when they step away.

The computer and any other equipment provided by us must be used for work-related purposes only and must not be used by any other member of the family or third party at any time or for any purpose.

Employees should ensure, whether working in the office or remotely, that any conversations for work (including telephone calls and virtual meetings) take place at times and in locations where there is privacy and they cannot be overheard or witnessed by anyone who should not be privy to conversations regarding company business or other sensitive matters related to the business, its customers or its staff.

When working remotely this will include people that do not work for the organisation, such as family, friends or people in public places (cafes, trains, etc). Confidentiality and data protection are important, and all staff are expected to ensure that sensitive information relating to the organisation, its staff or its customers is not inadvertently shared outside the organisation.

If these working practices are difficult to achieve, then you should speak with your manager to discuss and agree suitable solutions.

Employees are reminded that whilst remote working, they are still bound by all the terms and conditions in their contract of employment, including terms related to confidentiality.

Health and safety issues

We want all our team members to have a safe and comfortable working environment wherever they are based. We are legally obliged to ensure the health and safety of homeworkers in the same way as office-based staff and so we will check that:

- all equipment is safe;
- all articles and substances are handled and stored safely;
- an assessment of your workstation is conducted;
- information and training on the safe use of equipment, including display screen equipment, is provided; and
- relevant risk assessments are carried out.

All homeworkers must also take responsibility to make sure, as far as is reasonably practicable, that they work in a safe manner and that they follow all health and safety instructions issued by us from time to time.

Insurance

Our homeworkers are responsible for checking that their home and contents insurance policies provide adequate cover for the fact that they work from home. We will cover any extra premium incurred upon submission of the appropriate documentation. Our own insurance policies will cover any equipment provided to you for work purposes, and our Employers Liability insurances will extend to all staff wherever they work.

Mortgage or rental agreements

You are responsible for checking applicable mortgage or rental agreements to ensure you are permitted to work from home, and for obtaining any permissions necessary to work from home.

Requests to work from home

Any of our team who wishes to work from home should make the request under our flexible working procedure. We will arrange a meeting to discuss how this might be able to work. We aim to agree requests wherever possible, and where it can work well for the company, the team and the individual.

Driving

Company Vehicles

Employees who drive Company vehicles will be required to hold a full driving licence without disqualification. Regular drivers will be provided with a form to complete for insurance purposes.

Private Vehicles

If you use your own private car for business purposes, you must ensure that it is insured for business use. The Corporate Manslaughter & Homicide Act 2007 allows employers to conduct routine checks on private & company vehicles and vehicle documentation (such as MOT, insurance certificates, and driving licences) in order to ensure compliance with this law.

Losing your Driving Licence

Where you are expected to drive a vehicle as part of your job and you are disqualified from driving, the Company reserves the right to terminate your employment. You should inform the Company of any driving offence, endorsement or points.

Parking

Vehicles are parked at your own risk and the Company accepts no liability in respect of damage to, loss from, or loss of the vehicle.

Performance Management

Developing Performance - Probation Periods

On joining Moores Cleaning the first period of your employment will be a probationary period. This will usually be 3 months unless stated otherwise in your contract. This is an opportunity for both you and Moores Cleaning to be sure that this is the right job for you.

Where you are promoted or transferred into a new role within Moores Cleaning you may also be required to complete a probationary period, in which case the details will be set out in writing.

Your performance will be reviewed regularly during probation, to see both how well you can do the job, and how well you fit in with the team. You will be given regular feedback on your progress, and, should there be any problems you will be advised of these, with a view to resolving them. If you have any concerns about the role or our expectation, then please do discuss them with your line manager.

Extending probationary periods

Your probationary period may be extended in cases where your performance has not met the required standards, but it is believed that you will with further time, or in cases where you or your line manager have been absent from work for an extended period of time during the probationary period.

If an extension to the probationary period is agreed, you will be advised of the length and terms in writing.

End of probation

At the end of the probationary period, a final review will be held, and if you have performed well, we will be pleased to confirm your appointment.

If your performance has not met the required standards, and it is not thought that further training or support will lead to the required improvement, your employment will be terminated with immediate effect, and you will be made a payment in lieu of notice.

If we have any concern about your performance or team fit which we do not believe will improve with time and support, we may review and potentially terminate your employment at any time during the probationary period.

Internal transfers and role changes

If you are promoted or transferred into a new role within Moores Cleaning you may also be required to complete a probationary period, in which case the details will be set out in writing. You will also be informed of the possible steps that would be taken if, during the probation period, it was decided that the role was not the right one for you. In the first instance we would seek to return you to your previous role, or another suitable alternative role, wherever possible.

Performance Reviews

Performance Reviews / One-to-Ones

Rather than annual appraisals, at Moores Cleaning, review of performance is an ongoing activity between you and your manager. Our approach is for each team member to meet at least once a year with their manager, in a schedule of one-to-one meeting, for an open, informal, two-way discussion about performance, objectives, personal development, Company news, your health and wellbeing, and any other aspect of work that will enable you to perform your role to the best of your ability.

The frequency of one-to-one meetings can be agreed between you and your manager depending on your needs and preferences. The frequency may change from time to time, depending on the circumstances, and might sometimes be weekly or fortnightly, or at other times monthly or every other month. For example, if you are working on a new and complex project, or if you are developing into a new role, you may benefit from more frequent support than at other times.

A typical one-to-one would cover:

- Review progress towards work or development goals and objectives
- Recognise and celebrate what has gone well recently!
- Has anything not gone well or as expected? How can we learn from it?
- Discuss any issues; is any support or additional resource needed?
- Check on your wellbeing and general feeling about your work
- A chance to discuss any Company news
- Discuss any training or learning you would like support with
- Opportunity for you to ask any questions and make suggestions

Supporting Performance Improvement

We want you to succeed in your role and we will provide you with the support, mentoring and training needed to help you to perform well. Through regular one-to-ones and other discussions we will chat with you about any performance issues if they arise, to help identify the root cause and to address any training, communication or resource issues as quickly as possible.

Where the reason for the performance issue is a physical or mental health issue that you have, we will discuss this with you and where practical, we will explore any reasonable adjustments that could be made to your role or working arrangements that would help you to achieve the required standards. We appropriate, we would seek medical advice from an Occupational Health practitioner to guide these discussions and plans. If you do have a health issue that might impact your performance at work, please do discuss this with your manager as early as possible so that we can support you appropriately.

Where appropriate, a Performance Improvement Plan (PIP) will be discussed and agreed with you which will set out the improvements that are required, with clear targets and timescales to achieve them. We will also agree and include in the PIP any additional training, support or interventions that will be put in place to support you, and it will then be your responsibility to meet the requirements of the PIP.

If, despite support, you are unable to reach the standard of performance expected, we will ask you to attend a formal performance meeting to discuss the specific issues. The focus of this

meeting is on gaining an improvement in performance, however as a formal meeting after informal support measures have been exhausted, it may result in a formal sanction for poor performance. After all issues are discussed, you will be advised of the consequences of failing to achieve sufficient improvement through the following stages of the process:

Written Warning

If there is insufficient improvement after a Performance Improvement Plan has been put in place, a first written warning will be given.

Final Written Warning

If there is insufficient improvement after a written warning, or if improvement is not maintained for the period the warning remains “live”, a final written warning will be given. You will be advised that failure to improve to the required standard is likely to result in dismissal.

Dismissal

If there is still insufficient improvement after a final written warning, or if improvement has not been maintained while the warning remains “live”, you may be dismissed with notice or pay in lieu of notice. Alternatively, we will explore whether there are any alternative roles within the Company that might be more suited to your skills and capability, before making any final decision to dismiss.

Appeal

If you disagree with the decision to give you a formal sanction for poor performance, you have the opportunity to appeal against it. You should submit your appeal in writing, clearly setting out the grounds for your appeal, within 5 working days of receiving the written sanction. A meeting will be arranged for another manager (or Director) to hear your appeal, and the decision at that stage will be final and will be confirmed in writing.

Internal transfers and promotions

If you move into a new role within the Company, the performance standards for the role will be clearly explained to you. You will be supported to develop to the required level of performance in the new role, and in some cases, you will be required to complete a probationary period in your new job. If you are unable to perform to expected levels, we will support you through either the Probation Policy or this Improving Performance Procedure as appropriate, and you will be advised of the consequences of failing to meet the required standards. Consideration of a return to your previous role will be made, if available and practical at the time.

Learning and Development

Moore's Cleaning are fully committed to supporting the continuous learning and development for every team member. We recognise that giving you the opportunity to enhance your skills, knowledge, experience and capability and develop improved ways of working will benefit both you and us and our clients.

Personal Development Planning

Through regular one-to-ones with your manager you will have the opportunity to discuss your personal development, to identify any gaps in your skills or experience, and to provide support for you to continually develop your performance in your current role and help you work towards any career progression you seek.

If you do wish to focus on personal development, we will work with you to create a Personal Development Plan (PDP) with targets and milestones to work towards. We will offer appropriate support to help you achieve this, although it will always be your responsibility to drive your own development.

Career Development

We are committed to internal development and ensuring that all team members have the opportunity and support to develop their capability and be considered for new roles at Company as and when they arise.

At least once every year, you will be invited to a career discussion with your manager. This is designed to explore any career aspirations you may have, and develop a plan to enhance your skills, knowledge, experience and capabilities to work towards achieving career progression.

However, we do also recognise that not everyone will seek career progression at any point in time, and that is ok too! Having a strong stable team is most important for us, and we will support you whether you wish to progress or not.

Training

As with induction the Company considers its employees to be its greatest asset. By providing the opportunities, facilities and potential financial help, the Company aims to ensure that you are in possession of the knowledge, skills and experience necessary to perform your job to the competency level required.

Training needs can be identified at any time, and can be highlighted by you, your manager or a specific business need. You must discuss proposed work-based learning and vocational learning with your manager fully prior to a training request being approved. This is to ensure that the training request meets a business need. If you feel that you would like to request assistance from the Company for your own personal development, you must discuss this with your manager in the first instance. In all instances a Training Request Form must be completed and authorised.

If you require support by way of a loan to cover the costs of training or time off to attend a course, this will need to be authorised and agreed by your manager. In all cases the terms of the agreement between you and the Company will be confirmed in writing.

If you receive training that is paid for by the Company, you will be required to reimburse some or all of the associated costs of your training if you fail to complete the course through your own fault or choice, or if you leave the Company within the following timescales of completing the course:

Leaves within	Repayment Due
Less than 12 Months	100%
12 Months to 24 Months	50%
24 Months or more	0%

Where the Company makes a payment for training you will be required to complete and sign a Training Costs Agreement form, a copy of this form can be obtained from your site manager, line manager or the office.

On your leaving the Company in both cases any amount due will be deducted from your salary / final salary payment.

Time Away from Work

Holiday Policy

The holiday year runs from 1st January to 31st December. Your individual holiday entitlement is laid out in your Terms and Conditions of Employment.

You must take all of your holiday during the holiday year in which it is accrued.

Unless otherwise set out in this policy, or required by law, no carry over will be allowed and any holiday entitlement not used in the year in which it accrued will be lost. Holiday may be carried over if you have been unavoidably prevented from taking your holiday entitlement during the relevant leave year because of a period of long-term sickness absence or statutory leave.

Requests for annual leave or any changes to existing leave must be made through your line manager. If you are a multisite staff member, you should check with all relevant site managers before confirming your booking.

You should make all holiday requests as far in advance as possible at least four weeks' prior to the proposed date. No travel arrangements should be made until approval has been received from your line manager. Exceptional circumstances requiring more imminent holiday allowance will be granted only at the discretion of your manager. A maximum of two weeks' consecutive holiday may be granted at any time. Exceptions to this may only be approved at the manager's discretion.

This also means that applications will be granted on a first come first served basis.

Public and bank holidays

We recognise eight public/bank holidays a year, the dates of which vary from year to year. All recognised public and bank holidays are permitted as paid holiday in addition to the annual holiday entitlement specified in your Terms and Conditions of Employment. Part-time employees are entitled to the same level of benefit on a pro rata basis.

Religious Holidays

Subject to complying with the relevant provisions in respect of the notice required to be given when applying for holiday, and to the requirements of the Company's business, you will normally be allowed to use your annual leave entitlement to observe special religious holidays.

Holiday entitlement in year of commencement

If you join part way through a holiday year, you will be entitled to a proportion of your holiday entitlement based on the period of your employment in that holiday year.

During your first year of service, you will not normally be allowed, unless otherwise agreed by your line manager, to take more holiday than you have actually accrued at the time holiday is taken. Entitlement during your first year is calculated monthly in advance at the rate of one-twelfth of the full year's entitlement.

Holiday pay on termination of employment

If you leave your employment part way through a holiday year, you will be entitled to be paid for any accrued annual leave for that holiday year that has not been taken by the date of termination.

If, on your date of termination, you have taken paid holiday leave in excess of earned entitlement, you will be required to reimburse us (by means of deduction from salary if necessary) in respect of such holiday.

No payment in lieu of accrued contractual holiday will be made to you (and where appropriate a deduction will be made from salary) in the event of your termination for gross misconduct or in the event of you giving inadequate notice of termination or leaving before the contractual notice period has expired. Contractual holiday for these purposes means all and any leave entitlement provided for in your contract that is over and above the minimum statutory leave period provided for in the Working Time Regulations 1998 and its amendments in April 2009.

Sickness during holiday

If you fall sick, or sustain an injury, while on holiday, you will be allowed to transfer your holiday to a later date, subject to the following conditions:

- You contact us as soon as you are able to, ideally by telephone.
- You provide a relevant medical certificate to cover the entire period of incapacity. If you are overseas when you fall ill/are injured, you must still provide medical evidence, by the way of a medical certificate or proof of a claim on an insurance policy for medical treatment received at the overseas location.;
- You provide a written request no later than 10 days after returning to work setting out how much of the holiday period was affected by sickness and the amount of leave that you wish to take at another time.

If you are ill or injured before the start of a period of planned holiday, you will be allowed to postpone the holiday dates to another mutually agreed time (in accordance with the holiday request procedure). Any period of sickness absence will then be treated in accordance with our normal policy on sickness absence. You should submit a written request to postpone the planned holiday, accompanied by a letter from your doctor confirming that you are unfit to take the holiday.

Holiday entitlement during sick leave

During any sickness absence, you will continue to accrue your full statutory holiday entitlement. However, contractual holiday entitlement over and above the minimum statutory holiday entitlement provided for by the Working Time Regulations 1998 will not accrue during any paid or unpaid period of sick leave.

Adverse Weather and Extreme Circumstances

The Company expects all staff to endeavour to get into work, on time, at all times. If, however, adverse weather or other circumstances make travelling to work unsafe or unfeasible you should contact your line manager before your normal start time on each affected day to arrange alternative working arrangements or to seek approval for absence. You may be required to work from home where possible, or from an alternative place of work, if available.

Depending on the severity of the travelling conditions, we may agree you can start later, finish earlier or remain at home for the duration of the work day. If your manager agrees that you are unable to attend work, and unable to make alternative working arrangements, such absence will be treated as either paid holiday, unpaid leave or you will be asked to make the time up, depending on the circumstances, and at the discretion of the management. If in exceptional circumstances we decide to close the workplace, you will be paid as if you had worked your normal hours.

Short-term Sickness Absence

In the event that you are sick and cannot come into work, then you must call your line manager at the earliest opportunity, no later than 2 hours before your start time. You should provide an update on any work that needs to be covered, and give an indication of when you expect to return to work. You should provide regular updates on your condition throughout the period of absence.

If your absence lasts longer than 7 calendar days, you must provide a "fit note" from your Doctor.

You are entitled to receive statutory sick pay (SSP) during sickness absence, full details can be found in your Terms and Conditions of Employment.

On your return to work you will be required to complete a self-certification form for all periods of sickness. You may also be required to attend an interview with your manager to discuss the absence and reasons for it.

If you have any health issues, particularly if they are work related please make us aware so we can help support and facilitate your attendance at work.

In certain circumstances, we may request additional information from your Doctor, or ask you to provide a "fit note" for absences less than 7 days. We may also require you to attend an appointment with an occupational doctor. We will meet any costs associated with these requests.

Frequent sickness absence will be addressed through the Attendance Management procedure.

Long-term Sickness Absence

In cases of longer term sickness absence, it is our policy to support you by maintaining regular contact to assist your recovery and where possible, your return to work. It is important that you keep your line manager/another appointed person informed of your state of health and likely return to work date.

We may request additional information from your Doctor, or require you to attend an appointment with an occupational doctor. In both cases we will require you to consent that a medical report be released to us. We will meet any costs associated with these requests.

Before your return to work, we may contact you to discuss your capabilities, and whether any special adjustments are needed to facilitate your smooth return to the workplace. Where practical we will make any reasonable adjustments as advised by a medical practitioner.

In managing long term absence, we will assess the impact of your absence on the business and gather information on your health and prognosis. In some situations, it will not be possible for your absence to continue indefinitely, and it may become necessary to consider termination of employment. Termination will not take place without:

- Full consultation with you
- Medical investigation
- A consideration of alternative employment

Compassionate Leave

In the event of the death of a close family member, you should contact your site or line manager to request compassionate leave. We want to support you at a difficult time and appreciate that individual circumstances for compassionate leave vary. We will agree what is appropriate, this will usually be a day off to attend the funeral or a longer period of time (usually up to one day paid and up to 5 days unpaid) to make arrangements if this is your responsibility. Any additional time required will be at our discretion dependent on your circumstances.

Requests for compassionate leave will also be considered in the case of serious illness of immediate family members.

The following list is a guideline that we consider to be close family members:-

- Spouse/partner
- Parent/Child
- Brother/Sister

This is not a definitive list and your personal circumstances may lead us to consider other family members as close family.

Absence for Reasons other than Sickness Absence

Lateness

You are responsible for arriving at work in time to begin working at your appointed start time. Similarly, you are required to remain at work until at least your contractual finishing time, unless granted prior permission by your line manager. The same principles apply to lunch breaks – you should not exceed your allocated time, unless special prior permission has been given.

If you are running late, you must contact your line or site manager as soon as possible to explain the situation and give an estimate of when you expect to arrive at work. Repeated or persistent lateness without good reason will be viewed as misconduct, and may lead to disciplinary action.

Appointments

Please try to arrange all medical, dental or other essential appointments outside of normal working hours. If this is not possible, then you should make the appointment near to the beginning or end of your working day, and obtain permission from your line or site manager.

Payment for absences of this nature will be at the discretion of the Company.

Personal emergencies

If you have an unexpected situation at home that means you cannot work as normal, please speak to your manager as early as possible to discuss appropriate arrangements. This might include using your holiday entitlement, taking time off and making it up at another time, or unpaid leave. If a child or dependent is ill, this is not covered by our sickness policies which apply to you, as the employee, only. Contact your manager to make appropriate arrangements for your leave, and also refer to our Time Off for Dependents policy.

Time off for public duties

You have the right to a reasonable amount of unpaid time off to perform certain public duties. You should discuss with your line manager if you wish to request this type of leave.

Jury Service

If you are required to serve on a Jury, you should inform line or site manager immediately, to enable us to plan for your absence. We may request you delay your jury service if your absence would have a serious effect on our business.

You will be granted unpaid leave of absence if you are required to perform jury service, and you should claim for loss of earnings from the court.

If any days on which you attend court you are told your services are not required, you must return to work and report to your manager.

Reserved Armed Forces

If you are a member of the reserved armed forces, you may use your entitlement to paid annual leave to carry out your duties, provided that you comply with the provisions relating to annual leave as set out within this handbook. Any further time off is at the absolute discretion of the Company and will be unpaid leave.

Attendance Management Procedure

Moore's Cleaning recognises that you may need a certain level of absence from work due to sickness; however, frequent absence from work has an impact on our efficiency and productivity, and places an additional burden of work on your colleagues.

By implementing this procedure, we aim to strike a reasonable balance between our business needs and your genuine occasional sickness. The key aim of the procedure is to encourage reliable attendance among all employees, so that a dependable staffing base can be established to meet the Company's needs.

Line or site managers will be responsible for interviewing any employee whose level of absence has reached a defined trigger point and, depending on the circumstances, issue a warning about unsatisfactory attendance.

Procedure – Bradford Factor

The method we use for monitoring absence is the Bradford Factor which is a method of calculating individual absence records so that it is easy to identify people who are taking short periods of absence on a regular basis.

It is calculated in the following way:-

The Bradford Factor is calculated as follows: $B=S^2 \times D$ ($S^2 = S$ squared) where:

- B is the Bradford Factor score
- S is the total number of instances of absence during the last 52 weeks
- D is the total number of days absent during the last 52 weeks

If your Bradford Factor score reaches any of the following triggers, you will be required to meet with your line or site manager for an attendance review meeting, which is likely to result in the disciplinary action outlined. Mitigating factors will be reviewed before any decisions are taken.

Threshold values within Moores Cleaning are shown below.

0-100	Absence monitored but no disciplinary action necessary
101-200	Potential action – First Written Warning
201-400	Potential action – Final Written Warning
401- 500+	Potential action – Dismissal

During the meeting your manager will do the following:

- Try to establish any underlying reasons for the absences
- Put their observations about any apparent pattern of absence to you directly
- Check whether the absences are in part because of personal or family problems
- Check whether your absences are in any way work related
- Seek to identify ways in which the Company could assist you to improve future attendance
- Consider whether it would be helpful or appropriate to seek medical advice
- Set reasonable targets and time limits for improvement in attendance
- Inform you that continuing high levels of absence are unacceptable and that if an improvement in your attendance is not achieved and sustained you may be subject to formal disciplinary action
- Schedule a follow up meeting for the end of the agreed time limit to review the situation.

Supporting Parents and Carers

Maternity Leave

On becoming pregnant, you should notify your line manager as soon as possible. This is important as there may be health and safety considerations for the Company. The fact that you are pregnant will be kept confidential, except where others in the Company need to know for health and safety reasons.

The full Maternity policy and procedure can be found in the Appendices.

Paternity Leave

If your wife, civil partner or partner gives birth to a child, or if you are the biological father of the child, or you have a child through a surrogacy arrangement, as an employee you will be entitled to Paternity Leave and you may be entitled to Paternity Pay.

The full Paternity policy and procedure can be found in the Appendices.

Adoption Leave

When you adopt a child or have a child through a surrogacy arrangement you might be eligible for Statutory Adoption Leave and Statutory Adoption Pay.

The full policy and procedure can be found in the Appendices.

Shared Parental Leave

You and your partner may be able to take Shared Parental Leave (SPL) and/or Statutory Shared Parental Pay (ShPP) if you're having a baby or adopting a child.

The full Shared Parental Leave procedure can be found in the Appendices.

Neonatal Care Leave

Parents and adoptive parents of babies that require neonatal care will, from April 2025, be entitled to a period of Neonatal Care Leave from the first day of their employment. You can find the full policy in the Appendices.

Bereaved Partner's Paternity Leave

From 6th April 2026, if your wife, civil partner or partner sadly dies within the first year of your child's birth or adoption placement, you are entitled to an extended period of 52 weeks of statutory paternity leave. Leave will be unpaid.

If both your partner and child sadly die within the first year, you are entitled to take up to 8 weeks of Bereaved Partner's Paternity Leave. Further details are found in the Appendices.

Carers Leave and Support

Another way in which the Company aims to support our people balance their work and home responsibilities is offering assistance if you are a Carer who provides or arranges care for a dependant with a long-term care need. This is likely to apply to many of us at some time in our lives, and we recognise that it can be difficult for carers to balance the multiple demands of caring and of working, and that this in itself can impact your own health and wellbeing.

Moore's Cleaning is committed to offering appropriate support and exploring ways of working that will make these challenges easier to navigate. You can find the full policy in the Appendices.

Parental Leave

Parental leave is for you to take time off work to look after your child's welfare, and is unpaid. To qualify for parental leave, you must have parental responsibility for a child. From April 2026 all employees are eligible to take unpaid parental leave from the first day of their employment. Prior to April 2026, you must have completed at least one year's continuous service with the Company to be eligible.

If you qualify, you will be entitled to a maximum of 18 weeks' parental leave for each child and adopted child, up to their 18th birthday, although a maximum of 4 weeks can be taken in respect of any individual child in any year. During parental leave you will remain employed, although pay and most contractual benefits will be suspended.

To request parental leave, you must provide at least 21 days' notice before the date on which leave is to start. You must take parental leave as whole weeks (e.g. 1 week or 2 weeks) rather than individual days, unless specifically agreed or if your child is disabled. We may postpone your request for parental leave, for up to 6 months, where your absence would cause undue disruption to the business.

Time Off for Dependants

You are allowed a reasonable amount of unpaid time off to deal with an emergency involving a dependant, for example, to make alternative care arrangements for an ill child. A dependant could be a spouse, partner, child, grandchild, parent, or someone who depends on you for care.

If you need to be absent for any reason, you must contact your line manager as soon as reasonably practicable, to explain the reason for your absence and how long you expect to be off.

This provision under this right is for sufficient time off only to deal with the immediate and unforeseen situation and not to provide ongoing care. It would be expected to be no more than one or two days off in most cases, after which annual leave can be requested if necessary.

Parental Bereavement Leave

We understand that dealing with any bereavement is difficult, but the death of a child is amongst the most devastating events that an employee can ever face.

Who can take parental bereavement leave

This policy applies to employees who suffer the loss of a child under the age of 18, and include parents who suffer a stillbirth after 24 weeks of pregnancy. No qualifying period of service is required.

A parent includes a birth parent, adoptive parent, prospective adopter, an intended parent in a surrogacy arrangement, a parent "in fact" (someone looking after the child in that person's own home for the last four weeks before the child's death), or that person's spouse, partner or civil partner. This does not include a paid carer.

What leave a bereaved parent can take

You are entitled to take up to two weeks of parental bereavement leave.

The leave may be taken as a single block of two weeks or as two separate blocks of one week at different times. You cannot take the leave as individual days.

You can take the leave at the time(s) you choose within the 56 weeks after your bereavement. Leave can start on any day of the week.

If you have lost more than one child, you have a separate entitlement to bereavement leave for each child who has passed away.

Notice to take or cancel parental bereavement leave

If you need to take parental bereavement leave within the first 56 days after your bereavement, you can take the leave straight away. You do not have to provide any notice. Please let your line manager know by no later than when you are due to start work on the first day on which you wish to take leave or, if that is not feasible, as soon as you can.

To take leave more than 56 days after your bereavement, please give your line manager at least one week's notice.

Leave can be cancelled and rearranged (within the 56 weeks after your bereavement) with the same amount of notice.

You cannot cancel any week of parental bereavement leave that has already begun.

Pay during parental bereavement leave

To receive statutory parental bereavement pay, you must:

- Have at least 26 weeks' continuous employment with us by the week before the one in which your child passed away (and still be employed by us on the date of the bereavement); and
- Have had normal weekly earnings in the eight weeks up to the week before your bereavement of at least the lower earnings limit for national insurance contribution purposes.

Please speak to your line manager if you are unsure whether you are entitled to statutory parental bereavement pay.

If you qualify for statutory parental bereavement pay, you will be paid during your leave at the rate set by the Government, or at 90% of your average weekly earnings where this figure is lower. If you are not eligible, your leave will be unpaid.

You will need to give notice of the weeks for which you wish to claim statutory parental bereavement pay. Please speak to your line manager, giving as much notice as possible, and ensure that the time off is booked and recorded in the same way as other types of leave.

Rights during parental bereavement leave

During your leave, all the terms and conditions of your contract except normal pay will continue. Salary will be replaced by statutory parental bereavement pay if you are eligible to receive it.

Returning to work after parental bereavement leave

When you return to work following time off for parental bereavement leave, you generally have the right to return to the same job.

A slightly different rule does, however, apply if you are returning from time on bereavement leave that followed on immediately from maternity, adoption, paternity leave or shared parental leave (taken in relation to the child who has passed away), and your total time on leave is more than 26 weeks.

In these circumstances, you have the right to return to the same job, unless this is not reasonably practical - in which case you have the right to return to a suitable alternative job on the same terms and conditions.

This rule also applies if your leave includes more than four weeks of ordinary parental leave (taken in relation to any child), regardless of the total length of the leave.

Health and Safety

Health and Safety Policy Statement

Moores Cleaning regards the management of health and safety as an integral part of its business and as a management priority. It is our policy that all activities and work will be carried out in a safe manner and we will protect the health, safety and welfare of our employees and others who may be affected by our activities.

Everybody is required to read this policy, and accept responsibility for their own health and safety at work.

It is the responsibility of management:

- to maintain the spirit and letter of the principles incorporated in the relevant legislation to ensure the safest systems of work and a healthy working environment
- by consultation and joint involvement of management and employees, to enlist the interest, participation and support of employees in promoting good standards.

It is the responsibility of every employee:

- to take reasonable care for their health and safety and that of fellow employees and to report any hazard which cannot be controlled personally
- to co-operate with the organisation by observing safety rules and complying with any measures designed to ensure a safe and healthy working environment.

All employees, contractors and sub-contractors are required to cooperate with the Company and their colleagues in implementing the policy and shall ensure that their own work is without risks to themselves and others as far as reasonably practicable.

The managing director accepts ultimate responsibility for health and safety within the organisation as a whole. All managers and employees are expected to support and implement this policy.

Alcohol and Drug Abuse

Moores Cleaning recognises that for a range of reasons individuals can and do misuse drugs and alcohol, and that this represents a problem for the individual and for the business. This policy has therefore been adopted in order to protect all employees and the business, and to offer appropriate help and support to the individuals concerned.

The policy applies to all employees and all persons coming onto Company premises.

Moores Cleaning does not permit:

- drug or alcohol misuse during working hours
- being under the influence of drugs or alcohol while at work
- encouraging others to misuse alcohol or drugs
- storing or selling (or attempting to sell) alcohol or drugs on Company property

Definitions

Alcohol misuse is defined as consumption of alcohol during working hours or attending work under the influence of alcohol.

Drug misuse refers to the use of illegal substances and the misuse of prescribed drugs and other substances such as solvents.

Disciplinary action

Drug and alcohol misuse may become a matter for disciplinary action in accordance with the disciplinary or capability procedure, subject to the letter and spirit of this policy, particularly where help is refused and/or impaired performance continues.

Possession of and dealing in illegal substances will be investigated and may lead to possible reporting to the police.

Prescribed medication

Employees must inform their line or site manager regarding any prescribed medication that may have an effect on their ability to carry out their work safely and must follow any instructions subsequently given. Drugs that cause drowsiness must not be used whilst at work.

Dependency

Any employee suffering from drug or alcohol dependency should declare such dependency, and we will subsequently provide reasonable assistance, treating absences for treatment and/or rehabilitation as any other sickness absence. You would be reasonably expected to participate in any such treatment or rehabilitation.

Smoking Policy

This policy has been developed to protect all employees, workers, service users, customers and visitors from exposure to second hand smoke and to assist compliance with the Health Act 2006.

In line with current legislation health and safety legislation, smoking is not allowed anywhere inside Moores Cleaning buildings. This applies to all employees, consultants, contractors, customers and visitors.

Smoking is allowed only in clearly marked designated outside areas.

Employees who go outside to smoke are restricted to taking one short smoking break in the morning and one in the afternoon, with a maximum of ten minutes per break. You should inform your manager if you wish to take a smoking break and ensure that there is sufficient cover before taking a break.

Vehicles

You are not permitted to smoke in any vehicle owned, leased or hired by the Company.

Homeworkers

Homeworkers are not required to refrain from smoking during the course of work that is carried out for the Company in their home, unless they invite others into an area of their home for work purposes.

Electronic cigarettes

Electronic cigarettes ("e-cigarettes") are battery-powered products that release a visible vapour that contains liquid nicotine that is inhaled by the user.

As they fall outside the scope of smoke-free legislation, the organisation allows employees to use e-cigarettes in marked designated smoking areas, provided that they get the prior agreement from line or site manager.

Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations 1992 apply to employers whose workers regularly use DSE as a significant part of their normal work (daily, for continuous periods of an hour or more). These workers are known as DSE users.

Under these regulations, we are required to carry out a risk assessment of your workstation if you regularly and habitually use a display screen. We are also required to provide information and training.

We request that in the first instance you complete a workstation checklist, available from the HSE website, and discuss any concerns or queries you have with your line manager.

The checklist looks at:

- The layout of the workstation (including the furniture and the display screen equipment)
- The nature of the job being carried out
- Any particular difficulties you may experience

Eye Testing

If you use a computer for a significant amount of your working day, you are entitled to a free eye test. If you wish, you can request this via your line manager, although there is no obligation for you to have an eye test.

Arrangements for tests

You may make arrangements with a registered optician, and you will be reimbursed on receipt of written confirmation from the examining optician that the eye test has been carried out.

Information Security, Computing & Equipment Policies

Computer, Email and Internet Policy

Introduction

During the course of your work, you may have access to the internet, an email account and/or computer equipment. At all times when using this equipment, and any accounts, you must act responsibly and not undertake any activities that are detrimental to the business.

Where something is not specifically covered in this policy, you should seek advice from your line manager.

Technology and the law change regularly, and this policy will be updated to account for changes as and when necessary. You will be informed when the policy has changed but it is your responsibility to read the latest version of this document.

You must not:

- Make any communication, whether email, phone, instant messaging, across social media platforms, SMS, MMS, or other media that is inflammatory; defamatory; contains obscene language; images that are pornographic, insensitive or offensive
- Provide any information that is confidential or subject to any legislation (e.g. personal information covered by the Data Protection Act or other relevant or commercial commitment the Company may have), to any third party not authorised to receive it.
- Provide any information that is confidential, or commercially sensitive, or subject to any legislation (e.g. personal information covered by the Data Protection Act or other relevant or commercial commitment the Company may have), to any Artificial Intelligence (AI) platform unless specifically authorised by a Company Director to do so.
- Access the internet or any sites that are pornographic, racist or promote terrorism or are in any other way illegal or immoral
- Make any claim or promise to which you do not have explicit authority to do so
- Download or knowingly transmit any software programme, virus, Trojan horse or other malicious software or malware
- Share any password with any unauthorised person or otherwise allow unauthorised access to business information.
- Electronically record or film any meeting, discussion or work-related activity without the express consent of those involved.
- Post or publish any recording of work-related activity or meetings, or any other confidential information to social media or other public outlets.

If you are in doubt about any of the above situations, you must obtain line or site manager permission before acting.

Personal use of internet and email

Although the internet and e-mail system are primarily for business use, we understand that you may on occasion wish to send or receive personal e-mails using your work email address or use the internet for personal purposes.

When sending personal e-mails, you should show the same care as when sending work-related e-mails.

The internet should only be used for personal purposes outside of core office hours.

Downloading files and software

You should download files on to only those PCs with virus checking software and check how long the download will take. If there is any uncertainty as to whether the software is virus-free or whether the time the download will take is reasonable, you should consult the relevant manager before starting the download.

Monitoring of email and internet usage

Monitoring of telephone and e-mail communications and internet access may be carried out by Moores Cleaning from time to time, for valid business purposes, including:

- To allow smooth running of the business to continue in your absence
- To ensure you are complying with our information technology policies

You should be aware that no email or voicemail sent or received through the Company's systems are private, and your internet browser history may be reviewed and monitored at any time.

Virtual Meetings

You are expected to join any virtual or video meeting from an appropriately private location, depending on the nature of the meeting. If necessary, a meeting room should be booked so that your call cannot be overheard by others.

You should use noise-cancelling headphones when appropriate, to preserve the privacy of your call and to enhance the clarity of your sound so others in the meeting can hear you.

You are expected to dress appropriately and present a smart and professional appearance. Ensure that your background is appropriate and use blurring or virtual backgrounds as necessary. Smoking (including e-cigarettes) is not permitted whilst in virtual meetings.

Policy on Social Media

This policy is intended to guide your use of social media such as blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web-articles, such as Twitter, Facebook, LinkedIn.

There are many more examples of social media than can be listed here and this is a constantly changing area. All of your online content should follow these guidelines.

Guiding principles

You must ensure that your content, or links to other content, does not:

- contain libelous, defamatory, bullying or harassing content
- contain breaches of copyright or data protection
- contain material of an illegal, sexual or offensive nature

- include confidential information
- bring the Company into disrepute or compromise the Company's brand and reputation
- use the Company to endorse or promote any product, opinion or political cause

Abuse or discrimination of any kind, whether online or not, will not be tolerated and if you are found to have engaged in abusive, racist, sexist or any form of discriminatory behaviour whilst using social media for business or personal purposes, it will lead to disciplinary action being taken against you up to and including summary dismissal for gross misconduct.

You must not record any work-related meetings, calls, activity onto social media sites without express written permission of your line manager or site manager.

Use of social media for business purposes

As part of your work, you may be required to make reasonable and appropriate use of social media websites.

You must be aware at all times that, while contributing to our social media activities, you are representing the organisation.

Your professional communications must at all times remain in line with the guiding principles laid out in this policy.

Personal use of social media at work

You may access social media sites from the organisation's computers or devices, provided that this is kept to a minimum and does not interfere with your duties.

You should be aware that internet usage is monitored, and excessive time spent on social media sites may lead to disciplinary action being taken against you.

Social media in your personal life

We understand that you are likely to use social media in your personal life, but you must bear in mind at all times that even when you are not acting on our behalf, you can still damage our reputation if you are recognised as being one of our employees.

You may say that you work for Moores Cleaning, however, your online profile (for example, your Twitter name) should not contain the Company's name.

If you discuss work on social media (for example, giving your opinion on your specialism or the sector in which we operate), you must be mindful of the impact your contribution might make to people's perceptions of us as a Company.

You should be aware that other companies in the industry may attempt to gain information about us through our employees' personal social media pages or sites, and you must protect our confidential information at all times.

You must ensure that all of your online communications are in line with the guiding principles laid out in this policy.

Policy on Mobile Telephone Use

This policy applies to mobile telephones provided by Moores Cleaning and also to the use of private mobile telephones while you are at work.

Company telephones

Company mobile telephones are provided at the discretion of the Company on the basis of business need and must be returned to us on the last day of your employment, or sooner on request.

Company mobile telephones may not be used for private calls.

The Company monitors the use of its mobile telephones.

The safeguarding of your Company mobile telephone is your responsibility. Do not leave it in a visible place such as in an unattended car. The use of a personal identification number (PIN) is recommended for added security. Loss of a Company mobile telephone should be reported immediately to line manager.

Use during working hours

Mobile telephones may be used for private purposes during working hours in the case of an emergency.

Driving

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

Driving includes sitting in a stationary vehicle while the engine is running and a hand-held mobile phone will include any "hands-free" mobile phone if it is held at any point during the call.

Even the use of a hands-free mobile telephone or other interactive communication device while driving can reduce concentration and increase the likelihood of an accident occurring.

Moore Cleaning requires you to ensure that mobile telephones and other communication devices are switched on to voicemail, call diversion or a message service before commencing driving.

If you wish to make a call while driving, you should only use the mobile phone once the vehicle has been parked in a safe place and the engine has been switched off.

Company Equipment

Any equipment provided to you, whatever that may be, remains the property of Moores Cleaning and should be treated with respect. It is your responsibility to look after it at all times, and to keep it in good working order. Any equipment that stops working, is lost or stolen should immediately be reported to your line or site manager.

At the end of your employment/contract you will be required to hand back all equipment in good working order subject to reasonable wear and tear from usage.

Data Protection Policy

There will be times that you will be privy to sensitive or confidential information belonging to Moores Cleaning, our employees, suppliers or clients.

This policy helps you ensure that you do not breach the General Data Protection Regulation, which provides strict rules in this area. If you are in any doubt about what you may or may not do, seek advice from your line manager.

At all times you should treat all information you hear, see or read as confidential and should not disclose it to any third party, unless it is already in the public domain or you have been given specific permission from the owner of the information to disclose it.

Any personal information you have access to must always be kept secure in accordance with the GDPR and should never be transferred by any media that is not secured or encrypted.

Confidential information should be kept locked away when not in use, and you should “lock” your screen when leaving your PC/Laptop.

If you access another employee's records without authority this will be treated as gross misconduct and may be viewed as a criminal offence under data protection legislation.

Full details of how Moores Cleaning processes personal data are contained within the Data Handling Policy, a copy of which has previously been provided to you and now can be found online at www.moorecleaning.co.uk. We want to ensure that all staff have read and understood the Data Handling Policy, and so if you have any questions about it, please do contact your line manager as soon as possible.

Processing your Personal Data

By nature of our business and in our role as your employer, Moores Cleaning finds it necessary to collect, store and process your personal data.

In the majority of cases, we will process your data in a way that is necessary either for the performance of your employment contract, or to comply with a legal obligation, or for a legitimate business interest. However, in some situations, we may process your data in a way that is not strictly necessary (e.g. biometric time and attendance or access systems) and in these cases we will explain to you exactly what we are doing and why, and seek your specific consent to do so.

We are committed to complying with all relevant data protection legislation, and therefore:

- Will ensure we only process your data where strictly necessary or where we have your explicit consent to do so
- Will only collect data for specific and legitimate purposes, and will not use collected data other than for those purposes intended, without your specific consent
- Will not collect more data than we need to for those specific purposes
- Will ensure all data held is accurate and up to date
- Will not keep data longer than is necessary for the purposes for which it was collected
- Will take appropriate security measures to protect against unlawful or unauthorised processing of data
- Will ensure all employees who have access to data are trained and aware of these obligations

- Will ensure that all parties who have access to data comply with the obligations set out under this legislation and policy

Personal data relating to employees is collected primarily for the purposes of:

- Recruitment, promotion, training, redeployment and/or career development;
- Administration and payment of wages;
- Calculation of certain benefits including pensions;
- Disciplinary purposes arising from an employee's conduct or inability to perform duties;
- Performance review;
- Recording of communication with employees and their representatives;
- Compliance with policy and/or legislation with regard to health and safety or other employment legislation;
- Provision of references to financial institutions, to facilitate entry onto educational courses and/or to assist future potential employers;
- Staffing levels and career planning.

Moores Cleaning considers the following data relevant:

- Personal details including name, address, age, status and qualifications. Where specific monitoring systems are in place, ethnic origin and nationality will also be deemed as relevant;
- References and CVs;
- Emergency contact details;
- Notes on discussions between management/line manager and the employee;
- Appraisals and documents relating to grievance, discipline, promotion, demotion or termination of employment;
- Training records;
- Salary, benefits and bank/building society details;
- Absence and sickness information.

You have the right to access personal data held about you, by making a written request to the Data Compliance Manager who is currently Matt Whatley We will arrange for you to see/hear all personal data held about you without undue delay.

If we sell all or part of our business we may be required to provide personal data about you to any prospective purchaser in the course of negotiations. So far as possible such data will be provided in an anonymous form and if this is not possible the prospective purchaser will be required to keep the information confidential. We will transfer your personal data on any transfer or sale falling within the terms of the Transfer of Undertakings (Protection of Employment) Regulations 2006.

For full details of how Moores Cleaning collects, stores and processes your data, you should refer to the Privacy Policy which was provided to you when you began employment with Moores cleaning or in May 2018 (whichever was later).

Protecting the Business

Whistleblowing

Definition

Whistleblowing is when an individual knows, or suspects, that there is some wrongdoing occurring within the organisation and alerts the employer or the relevant authority accordingly.

The Public Interest Disclosure Act 1998 gives protection to individuals, casual workers, agency workers and contractors who make a qualifying disclosure when they reasonably believe it is in the public interest for them to do so.

Your responsibility

If you know, or suspect, that some wrongdoing is occurring within Moores Cleaning, you should raise the matter immediately with the relevant manager or Director. If you do not know who to approach, or whether it is appropriate to raise the matter, you should speak to your line manager in the first instance.

Possible situations

Although this list is not exhaustive, examples of situations in which it might be appropriate for you to report a wrongdoing include:

- a breach, or potential breach, of health and safety legislation
- financial irregularities
- harassment of a colleague, customer or other individual, including sexual harassment
- damage to the environment
- the committing of a criminal offence
- an act of bribery
- deliberate concealment of any of the above.

Investigation

Any manager who is informed of potential wrongdoing will take immediate action to investigate the situation. In doing so, every possible step will be taken to maintain your anonymity. The investigating manager will also inform you of the outcome of the investigation, including any action taken.

Alerting outside bodies to a potential wrongdoing

You should always, in the first instance, talk to a manager within Moores Cleaning about a potential wrongdoing. If you are not satisfied with the response, you are entitled to contact a relevant external body to express the concerns. In doing this, you should:

- have a reasonable belief that the allegation is based on correct facts
- make the disclosure to a relevant body
- have a reasonable belief it is in the public interest to make the disclosure.

A “relevant body” is likely to be a regulatory body (e.g. the Health and Safety Executive, or the Financial Conduct Authority).

Protection against detriment

If you take action under the Public Interest Disclosure Act 1998, you will be protected from suffering any detriment in relation to the allegations that are made, including victimisation by the organisation or by colleagues.

If you do not follow the procedure set out, which encompasses the requirements of the Public Disclosure Act 1998, the protection against detriment will not apply. Disclosing information in an inappropriate way (e.g. contacting the media) could result in disciplinary action being taken against you, which could include dismissal.

Maliciously making a false allegation will also be treated as a disciplinary offence.

Anti-Bribery Policy

Definition

Bribery is the accepting of gifts, money, hospitality or other favours in return for providing something of value to the briber. The purpose of this policy is to set out the rules that must be followed in Moores cleaning to ensure that no bribery occurs. We are committed to complying with the Bribery Act 2010 in all our business activities.

Unacceptable behaviour

The following behaviour is unacceptable:

- accepting any financial or other reward from any person in return for providing some favour
- requesting a financial or other reward from any person in return for providing some favour
- offering any financial or other reward from any person in return for providing some favour.

Reporting suspected bribery

You are encouraged to report any concerns you may have to your line manager, or another manager as appropriate, as soon as possible. Please refer to the whistleblowing policy for details of how to report a suspected bribery issue, and how we will investigate the allegation.

We may also report any matter to the relevant authorities, including the Director of Public Prosecutions, Serious Fraud Office, Revenue and Customs Prosecutions Office and the police. We will provide all necessary assistance to the relevant authorities in any subsequent prosecution.

Business gifts

From time to time, you might be offered a gift by a customer, supplier or other person. This could be a small item, or something of considerable value. All gifts, however small, must be reported to your line manager and recorded. If the gift is anything other than a small token of

appreciation, and has a substantial financial value, then it must not be accepted. If a gift is offered and then refused because of its value, this must also be reported to your line manager.

This policy does not apply to promotional gifts, ie items such as stationery or pens that bear the logo or organisation's name of another organisation, provided that these have no significant value.

Hospitality

From time to time, you might be invited to a hospitality event by a customer, supplier or other person. You must report all such invitations to your line manager, and permission must be given before you accept any invitation.

Offering gifts and hospitality

We do not offer promotional gifts at any time. You must not offer any gifts, no matter how small, without prior written permission from your line manager.

We occasionally run hospitality events, primarily aimed at thanking customers and suppliers for their custom and loyalty. You must not organise any additional hospitality event without seeking authority from your line manager.

Donations to organisations

We may on occasion make donations to charity, and/or support fundraising events involving employees. You must not make any such donations on the Company's behalf without prior permission.

No donations should be made to charities, political parties or other organisations with the intention of gaining a business advantage.

Expenses

Any expenses claims that give rise to concern will be fully investigated.

Disciplinary action

If you are found to have offered or accepted a bribe, you will face disciplinary action which could include dismissal for gross misconduct. You should also note that bribery is a criminal offence that may result in unlimited fines and up to 10 years' imprisonment.

Environment Policy

There is a growing awareness of the need to protect the environment, a view supported by the Company.

Employees should make every effort within their sphere of control to minimise any adverse effect of the Company on the environment. Examples include:

- Turning off lights when not required
- Turning down heating levels
- Planning journeys to minimise the fuel used on Company business
- Avoiding printing emails and documents unless necessary

- Co-operating with any recycling systems for wastepaper etc. that are introduced

The Company welcomes all and any suggestions from employees for reducing our environmental impact.

Equal Opportunities

Equal Opportunities Policy

Our commitment

Moore's cleaning is committed to ensuring equal opportunities and fairness of treatment in the workplace for all employees and job applicants.

Our aim is to provide a working environment in which people feel comfortable and where everyone is treated with respect and dignity.

We will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

The law

It is unlawful to discriminate directly or indirectly in recruitment or employment in relation to the following protected characteristics:

- sex;
- gender reassignment;
- pregnancy or maternity
- race (including colour, nationality, ethnic or national origins);
- sexual orientation;
- religion or belief;
- marriage or civil partnership;
- age (unless there is a legitimate legal justification); and
- disability (unless there is a legitimate legal justification).

Discrimination after employment may also be unlawful, e.g. in the form of any reference given, as are some forms of harassment, bullying and victimisation.

Your responsibilities

You are required to act in accordance with this policy and should treat everyone you meet in the course of your work with fairness, dignity and respect at all times.

Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under the Company's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

You can be held personally liable for any act of unlawful discrimination. If you commit a serious act of harassment, you may be guilty of a criminal offence.

If you consider that you have not been treated in a way that is consistent with our equal opportunities policy, you should raise this as a grievance under the grievance procedure.

Dignity at Work (Protecting against Bullying and Harassment)

Our commitment

Moore's Cleaning is committed to providing a working environment that is comfortable and free from all forms of bullying and harassment.

Throughout this policy we will make some specific references to sexual harassment, due to the additional legal obligations we have to prevent it under the Worker Protection Act 2023. However our approach and commitment is to prevent any form of harassment occurring in our work places and in the course of our work, for example social events, client/supplier visits, offsite training, conferences and external meetings.

Any employee who believes that they have been bullied or harassed by another employee, or a third party, for example a customer, has the absolute right to complain.

You are encouraged to report any incidents of bullying or harassment that you may experience or that you witness so that we can investigate and resolve the matter. We will take all such complaints seriously and if you make a genuine complaint of bullying or harassment, you will be protected and will not be penalised or victimised in any way.

If we have grounds to believe that an employee may have been bullying or harassing another person, whether or not there has been a formal complaint, we will instigate an investigation into the alleged bullying or harassment.

What is bullying and harassment?

Bullying is offensive, intimidating, malicious or insulting behaviour, or, an abuse or misuse of power that undermines or humiliates the person on the receiving end or causes them physical or emotional harm.

Harassment is unwanted conduct related to a protected characteristic which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person, even if this is not directed at them or this effect was not intended by the person responsible for the conduct.

Examples of harassment can include (but are not limited to) banter and jokes, physical gestures, mimicry, aggression, verbal or written comments, posts on social media, graffiti.

Sexual harassment is unwanted conduct of a sexual nature. Examples of sexual harassment can be verbal, non-verbal or physical conduct, such as:

- flirting, gesturing or making sexual remarks about someone's body, clothing or appearance
- suggestive looks, staring or leering
- asking questions about someone's sex life or discussing one's own sex life
- telling sexual jokes
- making sexual comments or jokes about someone's sexual orientation or gender reassignment
- displaying or sharing pornographic or sexual images, or other sexual content
- propositions and sexual advances
- making promises in return for sexual favours
- touching someone against their will, for example hugging them
- sexual assault or rape

Sexual harassment can happen to men, women and people of any gender identity or sexual orientation. It can be carried out by anyone of the same sex, a different sex or anyone of any gender identity.

Less favourable treatment as a result of harassment describes an individual being subjected to less favourable treatment for rejecting or submitting to sexual harassment.

For example, an employee receives several sexual advances from their manager but rejects them. A few weeks later at the employee's yearly performance review, the manager gives them a poor performance score. They are regularly praised by others for their hard work. This could count as harassment if the employee's poor performance score is because they rejected the manager's advances.

Recognising harassment

Behaviour may be harassment whether or not the person behaving in that way intended to offend. Something intended as a "joke" may offend another person. Everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others.

Behaviour that some people might consider as joking, 'banter' or part of their workplace culture is still harassment if it has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Behaviour which any reasonable person would realise would be likely to offend will be harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to them. If it is not clear in advance that certain behaviour would be unwelcome, or could offend a particular person then first-time conduct which unintentionally causes offence will not be harassment but it will become harassment if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to them.

A single incident can be harassment if it is sufficiently serious, or harassment may be an ongoing pattern of behaviour.

Preventing bullying and harassment

We all have a responsibility to help create and maintain a work environment that is free of bullying and harassment.

You can help to do this by:

- being aware of how your own behaviour may affect others and changing it, if necessary;
- treating your colleagues with dignity and respect;
- taking a stand if you think inappropriate jokes or comments are being made;
- making it clear to others when you find their behaviour unacceptable, unless it should be obvious in advance that this would be the case;
- intervening, if possible, to stop harassment or bullying and giving support to recipients;
- making it clear that you find harassment and bullying unacceptable;
- reporting harassment or bullying to your manager and supporting the Company in the investigation of complaints; and
- if a complaint of harassment or bullying is made, not prejudging or victimising the complainant or alleged harasser

Actions the company will take:

- Risk assess the likelihood and potential severity of employees [and contactors, consultants, temps] being subject to sexual harassment in the course of their duties

(from other employees, third parties and/or agents acting on behalf of the Company) and put in place relevant actions to reduce the risks.

- Regularly/annually review the Risk Assessment for changes and effectiveness.
- Create a plan of actions to prevent instances of harassment, and regularly review the actions taken to assess their effectiveness
- Review our Dignity at Work /Bullying and Harassment Policy regularly and ensure all employees (and contractors, consultants, temps etc) are aware of it's contents
- Train all employees (and consultants, contractors, temps etc) on appropriate and inappropriate behaviours (and implement a timetable of refresher training on an annual/regular basis).
- Train managers to identify and address potential issues, even in cases where no formal complaint has been made. Ensure this training is current and regularly refreshed.
- Include Dignity at Work training in the induction and onboarding of all new employees
- Train managers to investigate and resolve complaints of discrimination or harassment promptly, impartially and objectively
- Track recorded instances of bullying, harassment and discrimination
- Conduct anonymous surveys (at X intervals) to allow employees to report if they have been subject to, or witnessed, harassment, and to comment on the effectiveness of the preventative measures we have in place. This may be via the company-wide engagement survey, or a specific extra survey.
- Ensure there are reporting mechanisms for employees to report instances of harassment (anonymously)

We invite feedback on these steps and how they have been implemented, and request that you raise any concerns or suggestions with your line manager.

How to make a complaint

If you experience or witness any type of discrimination, bullying or harassment, you should first explain clearly to the person concerned what aspect of their behaviour is unacceptable or causing offence and request that it stops immediately. An informal discussion may help them to understand the effects of their behaviour and agree to change it. You may feel able to approach the person yourself, or with the help of a manager or a colleague. You should keep a note of the date and what was said and done. This will be useful evidence if the unacceptable behaviour continues and you wish to make a formal complaint.

If an informal approach does not resolve matters, or you think the situation is too serious to be dealt with informally, you can make a formal complaint by using the grievance procedure. In the case of grievances about bullying or harassment, the normal grievance procedure is modified so that you can choose whether to raise your grievance with your manager or directly with another manager.

If you do not feel comfortable to make a complaint personally, you may report it anonymously via our external HR Providers Reality HR 01256 644207:

In serious cases, a criminal offence may have been committed and you may wish to report matters to the police.

If you are experiencing bullying or harassment by a third party, for example a client or a supplier, we encourage you to report this to your manager or the HR team without delay so that they can advise and support you on the best course of action.

Where the alleged bully/harasser is a third party, we may need to adjust the procedure under this policy to ensure we conduct appropriate investigations and we will discuss this with you.

Investigating Complaints

All complaints will be investigated promptly and, if appropriate, disciplinary proceedings will be brought against the alleged harasser. We will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.

Your Line or site manager will support you internally during the investigation process. You can also access external support and advice from:

- the Equality Advisory and Support Service (EASS)
- Protect (the whistleblowing charity)
- Victim Support (charity giving free support to victims of crime)
- Rights of Women (helpline for women who have experienced sexual harassment at work)

Wherever possible, we will try to ensure that you and the alleged harasser are not required to work together whilst the complaint is under investigation. If you feel you cannot continue to work in close contact with the alleged bully/harasser, we will consider seriously any requested changes to your working arrangements during our investigation into the matter.

What happens if you are accused of bullying or harassment?

If someone approaches you informally about your behaviour, do not dismiss the complaint out of hand because you were only joking or think the complainant is being too sensitive. Everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others. You may have offended someone without intending to. If that is the case, the person concerned may be content with an explanation and an apology from you and an assurance that you will be careful in future not to behave in a way that you now know may cause offence. Provided that you do not repeat the behaviour which has caused offence that may well be the end of the matter.

If a formal complaint is made about your behaviour, this will be fully investigated in an impartial and balanced manner. We will not presume the complaint is either true or false, until the investigation is complete.

If the allegation is upheld, then disciplinary action will be taken against you, if appropriate. The disciplinary procedure will be followed, and you will have the rights set out in that procedure.

Your line manager will support you internally during the investigation process.

Consequences of breaching this policy

If, following a formal investigation, we find that you have committed, authorised or condoned an act of bullying or harassment, we will deal with the issue as a possible case of misconduct or gross misconduct, in line with our disciplinary policy.

We may take disciplinary action against you, up to and including dismissal

Some bullying or harassment will constitute unlawful discrimination, e.g. if it relates to a person's sex, race, religion or belief, sexual orientation, disability or age.

Serious bullying or harassment may give rise to the possibility of civil claims or criminal proceedings against you.

What is victimisation?

Victimisation is when someone is treated less favourably as a result of being involved with a discrimination or harassment complaint. The law protects those who act in good faith when making a complaint, acting as a witness, giving evidence, or supporting a complaint.

Moore's Cleaning is committed to protecting everyone involved in allegations of bullying or harassment, and will ensure all parties are treated fairly and any allegations of victimisation are investigated promptly and thoroughly.

Malicious complaints

Making a complaint which you know to be untrue may lead to disciplinary action being taken against you.

Discipline and Grievances

Disciplinary Procedure

We trust our employees to do the right things and so we prefer to resolve minor issues informally. However more serious or repeated conduct issues will be dealt with under the disciplinary procedure to ensure that matters are handled in a fair and consistent way, and with the aim of improving the conduct in question.

Examples of disciplinary matters

Matters that are viewed as amounting to disciplinary offences include (but are not limited to):

- persistent bad timekeeping;
- unauthorised absence;
- minor damage to Company property;
- failure to observe Company procedures;
- inappropriate or abusive behaviour;
- unreasonable refusal to follow an instruction issued by a manager or supervisor;
- poor attendance; and
- smoking in non-designated areas of the Company's premises.

Investigation

We will promptly and thoroughly investigate allegations of misconduct before any action is taken. It may be necessary to suspend you from work on full pay while we hold the investigation. If appropriate, you may be invited to an investigatory interview.

Invitation to a formal hearing

If we consider that a disciplinary offence has occurred, you will be required to attend a disciplinary meeting to discuss the matter and for us to hear your side of the story. We will give you advance notice of this meeting including the details of the alleged misconduct, any other relevant information gathered and whether any witnesses will be called.

Right to be accompanied

You may choose to bring a companion to the meeting who is either a work colleague or a trade union official. The choice of companion is a matter for you, but we may refuse to accept a companion whose presence would undermine the disciplinary process. Companions will be given appropriate paid time off to accompany you at a disciplinary hearing or appeal hearing, if they agree to attend as your companion.

During the hearing, your companion may address the hearing to put your case, sum up the case and respond to any view expressed at the hearing. The companion may also confer with you during the hearing or request an adjournment. However, the companion should not answer questions directly on your behalf.

Attendance at the disciplinary hearing

You should make every effort to attend the disciplinary hearing, however, where you have good reason not to attend, the hearing will be adjourned to another day. If your companion is not able to attend the meeting at the time given please let your manager know so it can be rescheduled within 5 working days.

Unless there are mitigating circumstances, you must attend the rearranged hearing, and if you fail to attend, it will be held in your absence. Your companion or trade union official may attend in such circumstances and will be allowed the opportunity to present your case. You will also be allowed to make written submissions in such a situation.

At the disciplinary hearing

During the meeting your manager, or another appropriate person, will go through a full explanation of the conduct issues and evidence gathered. You will be able to respond and present any evidence of your own, however any witnesses that you intend to call must be advised in advance of the meeting to ensure their availability. Your companion may make representations and ask questions but should not answer questions on your behalf. The meeting may be adjourned if needed for example to confirm or gather further information.

As soon as possible after the meeting you will be given the decision reached and informed of the disciplinary action, if any, to be taken. Any warnings given will be detailed in writing confirming the nature of the offence, the level of disciplinary action taken, the improvement required and by when, how long the warning will remain “live” and your right to appeal.

Disciplinary action may include:

- First Written Warning - for a more serious breaches of conduct, or repeated offences following an oral warning which remains “live” a written warning may be given.
- Final Written Warning - where further offences are committed following a written warning that remains “live” or the offence is serious enough a final written warning will be given. This warning will confirm that any further misconduct is likely to result in dismissal.
- Dismissal – Further acts of misconduct following a final warning that remains “live” may result in dismissal, with notice or pay in lieu of notice, however dismissal will only occur after consideration has been given to other possible disciplinary action, including but not limited to demotion.

Acts of gross misconduct may result in summary dismissal without notice or pay in lieu. The Company considers the following to be examples of gross misconduct, although this list is not exhaustive:

- stealing or other offences of dishonesty;
- falsification of records, reports, accounts, expense claims or return to work from absence forms;
- sexual misconduct at work;
- fighting with or physical assault on members of staff or the public;
- deliberate or serious damage to, or misuse of, Company property;
- drunkenness or being under the influence or in possession of illegal drugs at work;
- serious breach of Company rules, including health and safety rules and rules on computer use;

- gross negligence;
- conviction of a criminal offence that is relevant to your employment;
- conduct that brings the Company's name into disrepute; and
- discrimination or harassment.

Right to appeal

If you disagree with the disciplinary decision made you will have the opportunity to appeal this decision. This should be sent in writing setting out the grounds for appeal within 5 working days of receiving the disciplinary decision. A meeting will be arranged for another manager to hear your appeal. The decision at this stage will be final and will be confirmed in writing.

Grievance Procedure

If you have an issue at work you should talk to your line manager, or another manager, informally in the first instance. They will discuss your concerns with you in confidence and attempt to resolve the matter speedily and fairly.

Raising a formal grievance

If the matter cannot be settled informally you should write to your line manager detailing your grievance, or to another manager if your complaint is about the way your manager is treating you.

The grievance will be fully investigated with due care for confidentiality and any information gathered will be shared with you.

The grievance meeting

You will be invited to a formal grievance meeting as soon as practicable, during which your manager, or another appropriate person, will ask you to explain your complaint and what actions you feel should be taken to resolve the matter. Where appropriate the meeting may be adjourned to allow further investigations to take place.

The right to be accompanied

You may choose to bring a companion to the meeting who is either a work colleague or a trade union official, but we reserve the right to refuse to accept a companion whose presence would undermine the grievance process. Companions will be given appropriate paid time off to accompany you at a grievance hearing or appeal hearing, if they agree to attend as your companion.

At any hearing or appeal hearing, your chosen companion will be allowed to address the meeting, respond to any view expressed in the hearing, and sum up the case on your behalf. However, both the hearing and appeal hearing are essentially meetings between Moores Cleaning and you, so any questions put directly to you should be dealt with by you and not your companion.

Where your chosen companion is unavailable on the day scheduled for the meeting or appeal, the meeting will be rescheduled, provided that you can propose an alternative time within five working days of the scheduled date.

The decisions made at this meeting will be confirmed in writing as soon as possible, including the actions that the Company proposes to take as a result of your complaint.

Mediation

It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your grievance. This involves the appointment of a third-party mediator, who will discuss the issues raised by your grievance with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the grievance agree.

Right of appeal

If you are not satisfied with the decision given you have the opportunity to appeal. This should be sent in writing to your manager setting out the grounds for your appeal within 5 working days of receiving the grievance decision. A meeting will be arranged for another manager to hear your appeal. The decision at this stage will be final and will be confirmed in writing.

Termination of employment

Notice Periods

Resignation

Should you choose to leave Moores Cleaning, you are required to give written notice, in line with your Terms and Conditions of Employment.

Your notice period will start on the day after notice is given. In exceptional circumstances we may agree to accept less than your contractual notice and in such a case, your employment will cease on the last day actually worked. If you fail to work your full contractual notice without prior authorisation, then you will not be paid for the period not worked, and we may refer to this in any reference provided.

Rights and obligations during the notice period

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

During the notice period, you remain bound by all the obligations and restrictions expressly set out or implied in your terms and conditions of employment, including all restrictive covenants, and you must not take up employment elsewhere.

During your notice period, we may restrict your duties, contact with clients, colleagues and suppliers, access to information or resources and impose any other reasonable practices, to better facilitate a handover and/or to protect business interests.

The Company may require you to use any accrued holiday during your notice period, in line with the terms of your Contract of Employment.

Pay in lieu of notice

Moores Cleaning may make you a payment in lieu of notice for all or any part of your notice period on termination of employment (rather than you working out your notice period). This provision, which is at our discretion, applies whether notice to terminate the contract is given by you or the Company.

Garden leave

Moore Cleaning may require you not to attend work during your notice period, however, your contract of employment will remain in force until the end of your notice period. You will remain bound by all the obligations and restrictions set out in your contract of employment, including all restrictive covenants. You must not take up employment elsewhere, and will be paid your full pay and benefits until the end of the notice period. You must, within reason, remain available to be contacted by us.

Exit Interviews

Moore's Cleaning is always keen to gather your views on what it is like to work here – the good and not so good – so we can make sure that the company is creating a great working environment which attracts the best people to come and work for us, and stay working for us. We have various mechanisms for this, and one is to invite anyone leaving Moore to complete an exit interview.

All information is kept confidential and only shared with those managers that may need to know in order to make appropriate changes.

Return of Company Property

You will be required to return all property that belongs to Moore's Cleaning on or before your final working day, or as required by your manager.

This may include (but is not limited to):

- uniforms;
- keys and key cards;
- security and building passes;
- mobile phone and blackberry device;
- laptop;
- removable data storage device;
- credit or charge cards;
- hardcopies of Company material;
- Company vehicles
- Cleaning products and equipment
- PPE provided items

If you fail to return any Company property by the required date, we may withhold the whole or any part of any pay due to you up to the value of the non-returned property.

We may also issue civil proceedings against you for breach of contract and/or trespass to goods, to the extent that any outstanding pay withheld does not cover the current market value of the property not returned.

Retirement

Moore's Cleaning does not operate a compulsory retirement age.

If you decide you wish to retire, we would appreciate you providing us as much notice as possible, to assist us with our succession planning. In any event, you must provide at least your contractual notice.

Your line manager will discuss arrangements with you, including your intended retirement date, succession and handover plans, pension details and phased retirement, if applicable.

Redundancy

It is Moore's Cleaning's policy to take all possible steps to avoid compulsory redundancies. Should a redundancy situation be unavoidable, we will do our best to keep the number of people affected to a minimum.

It is our policy that if the need for redundancies arises, statutory guidelines will be followed.

Appendices

Maternity Leave Policy

Introduction

This policy sets out the statutory rights and responsibilities of employees who are pregnant or have recently given birth and gives details of the arrangements for antenatal care, pregnancy-related illness, and maternity leave and pay.

The Company recognises that, from time to time, employees may have questions or concerns relating to their maternity rights. It is the Company's policy to encourage open discussion with employees to ensure that questions and problems can be resolved as quickly as possible. As the maternity provisions are complex, if an employee becomes pregnant they should clarify the relevant procedures with your line or site manager to ensure that they are followed correctly.

The following definitions are used in this policy:

"Expected week of childbirth" means the week, starting on a Sunday, during which the employee's doctor or midwife expects them to give birth.

"Qualifying week" means the 15th week before the expected week of childbirth.

Notification of pregnancy

On becoming pregnant, an employee should notify their line manager as soon as possible. This is important as there are health and safety considerations for the Company.

By the end of the qualifying week, or as soon as reasonably practicable afterwards, the employee is required to inform the Company in writing of:

- the fact that they are pregnant;
- their expected week of childbirth; and
- the date on which they intend to start their maternity leave.

The employee must also provide a MAT B1 form, which is a certificate from a doctor or midwife confirming the expected week of childbirth. The form must have either the doctor's name and address or the midwife's name and registration number on it.

The employee is permitted to bring forward their maternity leave start date, provided that they advise the Company in writing at least 28 days before the new start date or, if that is not possible, as soon as reasonably practicable. The employee may also postpone their maternity leave start date, provided that they advise the Company in writing at least 28 days before the original proposed start date or, if that is not possible, as soon as reasonably practicable.

The Company will formally respond in writing to the employee's notification of their leave plans within 28 days, confirming the date on which they are expected to return to work if they take their full 52-week entitlement to maternity leave.

Time off for antenatal care

Once an employee has advised the Company that they are pregnant, they will be entitled to take reasonable paid time off work to attend antenatal appointments as advised by their doctor, registered midwife or registered health visitor.

In order to be entitled to take time off for antenatal care, the employee is required to produce a certificate from their doctor, registered midwife or registered health visitor, stating that they are pregnant. Except in the case of the first appointment, the employee should also produce evidence of the appointment, such as a medical certificate or appointment card, if requested to do so.

Antenatal care may include relaxation and parent craft classes that the employee's doctor, midwife or health visitor has advised them to attend, in addition to medical examinations.

The employee should endeavour to give their line manager as much notice as possible of antenatal appointments and, wherever possible, try to arrange them as near to the start or end of the working day as possible.

Employees who are expectant fathers or partners of an expectant mother will be entitled to take unpaid time off work to accompany the expectant mother to up to 2 of their ante-natal appointments. The time off is capped at six and a half hours for each appointment. The right extends to:

- the husband, civil partner or partner of the expectant mother;
- the father or parent of the expected child
- an intended parent in a surrogacy situation who meets specified conditions

In order to be entitled to take time off for antenatal care, the employee is required to produce a signed declaration stating the date and time of the appointment, that the employee qualifies for the unpaid time off through their relationship with the mother or child, and that the time off is for the purpose of attending an ante-natal appointment with the expectant mother that has been made on the advice of a registered medical practitioner, nurse or midwife.

The employee should endeavour to give their line manager as much notice as possible of antenatal appointments and, wherever possible, try to arrange them as near to the start or end of the working day as possible.

Health and safety

The Company has a duty to take care of the health and safety of all employees. We are also required to carry out a risk assessment to assess the workplace risks to anyone who is pregnant, have recently given birth or are breastfeeding where the work is of a kind that could involve a risk of harm or danger to their health and safety or the health and safety of their baby and the risk arises from either processes, working conditions or physical, chemical or biological agents in the workplace. If applicable, the Company will provide the employee with information as to any risks identified in the risk assessment. If the risk assessment reveals that the employee would be exposed to health hazards in carrying out their normal job duties, the Company will take such steps as are reasonably necessary to avoid those risks, such as altering the employee's working conditions. In some cases, this may mean offering the employee suitable alternative work (if available) on terms and conditions that are not substantially less favourable.

If it is not possible for the Company to alter the employee's working conditions to remove the risks to their health and there is no suitable alternative work available to offer them on a temporary basis, the Company may suspend them from work on maternity grounds until such time as there are no longer any risks to their health. This may be for the remainder of the pregnancy until the commencement of maternity leave. If an employee is suspended in these circumstances, their employment will continue during the period of the suspension and it does not in any way affect their statutory or contractual employment and maternity rights. The employee will be entitled to normal salary and contractual benefits during the period of suspension, unless they have unreasonably refused an offer of suitable alternative employment.

Sickness absence

If an employee is absent from work during pregnancy owing to sickness, they will receive normal statutory or contractual sick pay in the same manner as they would during any other sickness absence provided that they have not yet begun ordinary maternity leave. If, however, the employee is absent from work due to a pregnancy-related illness after the beginning of the fourth week before the expected week of childbirth, maternity leave will start automatically.

If the employee is absent from work wholly or partly because of pregnancy during the four weeks before the expected week of childbirth, they must notify the Company in writing of this as soon as reasonably practicable.

Maternity leave

All pregnant employees are entitled to take up to 26 weeks' ordinary maternity leave and up to 26 weeks' additional maternity leave, making a total of 52 weeks. This is regardless of the number of hours they work or their length of service. Additional maternity leave begins on the day after ordinary maternity leave ends.

Ordinary maternity leave can start at any time after the beginning of the 11th week before the employee's expected week of childbirth (unless their child is born prematurely before that date in which case it will start earlier). Maternity leave will start on whichever date is the earlier of:

- the employee's chosen start date;
- the day after the employee gives birth; or
- the day after any day on which the employee is absent for a pregnancy-related reason in the four weeks before the expected week of childbirth.

If the employee gives birth before maternity leave was due to start, they must notify the Company in writing of the date of the birth as soon as reasonably practicable.

The law obliges all new mothers to take a minimum of two weeks of maternity leave immediately after the birth of the child (four weeks in the case of factory workers).

Ordinary maternity leave

During the period of ordinary maternity leave, the employee's contract of employment continues in force and they are entitled to receive all contractual benefits, except for salary. In particular, any benefits in kind (such as life assurance, private medical insurance, permanent health insurance, private use of a Company car, laptop, mobile phone and gym membership) will continue; contractual annual leave entitlement will continue to accrue; and pension contributions will continue to be made. Employee contributions will be based on actual pay,

while employer contributions will be based on the salary that the employee would have received had they not gone on maternity leave.

Salary will be replaced by SMP if the employee is eligible to receive it.

Wherever possible, holiday should be taken in the holiday year that it is accrued. Where maternity leave is likely to extend into the following holiday year, employees are encouraged to plan with their manager to take their current year's holiday entitlement before the start of ordinary maternity leave. If, for operational reasons, the Company is unable to approve this holiday prior to maternity leave starting, it will allow any remaining holiday to be carried forward for the employee to use after their maternity leave ends.

Additional maternity leave

During the period of additional maternity leave, the employee's contract of employment continues in force and they are entitled to receive all contractual benefits, except for salary. Any benefits in kind (such as life assurance, private medical insurance, permanent health insurance, private use of a Company car, laptop, mobile phone and gym membership) will continue and contractual annual leave entitlement will continue to accrue.

Salary will be replaced by statutory maternity pay (SMP) for the first 13 weeks of additional maternity leave if the employee is eligible to receive it. The remaining 13 weeks of additional maternity leave are unpaid.

Pension contributions will continue to be made during the period when the employee is receiving SMP but not during any period of unpaid additional maternity leave.

Statutory maternity pay

Statutory maternity pay is payable for up to 39 weeks during maternity leave. An employee is entitled to SMP if:

- they have been continuously employed by the Company for at least 26 weeks at the end of the qualifying week and they are still employed during that week;
- their average weekly earnings in the period between the last normal pay day before the Saturday at the end of the qualifying week and the last normal pay day at least eight weeks before that date are not less than the lower earnings limit for national insurance contributions;
- they are still pregnant 11 weeks before the start of the expected week of childbirth (or has already given birth);
- they provide a MAT B1 form stating the expected week of childbirth; and
- they give the Company proper notification of pregnancy in accordance with the rules set out above.

For the first six weeks, SMP is paid at the higher rate, which is equivalent to 90% of the employee's average weekly earnings calculated over the period between the last normal pay day before the Saturday at the end of the qualifying week and the last normal pay day at least eight weeks before that date. For the purpose of calculating average weekly earnings, shift allowances, overtime payments, bonuses and commission are all included.

The standard rate of SMP is paid for the remaining 33 weeks (or less if the employee returns to work sooner). This is paid at a rate set by the Government for the relevant tax year, or 90% of the employee's average weekly earnings calculated over the period between the last normal

pay day before the Saturday at the end of the qualifying week and the last normal pay day at least eight weeks before that date if this is lower than the Government's set weekly rate.

If the employee becomes eligible for a pay rise between the start of the original calculation period and the end of her maternity leave (whether ordinary maternity leave or additional maternity leave), the higher or standard rate of SMP will be recalculated to take account of the employee's pay rise, regardless of whether SMP has already been paid. This means that the employee's SMP will be recalculated and increased retrospectively, or that they may qualify for SMP if they did not previously. The employee will be paid a lump sum to make up any difference between SMP already paid and the amount payable as a result of the pay rise.

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

Payment of SMP cannot start prior to the 11th week before the employee's expected week of childbirth. Statutory maternity pay can start from any day of the week in accordance with the date the employee starts maternity leave.

Statutory maternity pay is payable whether or not the employee intends to return to work after maternity leave.

Employees who are not entitled to SMP may be entitled to receive maternity allowance payable by the Government.

Contact during maternity leave

Shortly before an employee's maternity leave starts, the Company will discuss the arrangements for the employee to keep in touch during maternity leave, should they wish to do so. The Company reserves the right in any event to maintain reasonable contact with the employee from time to time during maternity leave. This may be to discuss the employee's plans for return to work, to discuss any special arrangements to be made or training to be given to ease return to work or simply to update them on developments at work during their absence.

Keeping-in-touch days

Except during the first two weeks after childbirth (four weeks in the case of factory workers), an employee can agree to work for the Company (or to attend training) for up to 10 days during either ordinary maternity leave or additional maternity leave without that work bringing the period of maternity leave to an end and without loss of a week's SMP. These are known as "keeping-in-touch" days. Any work carried out on a day shall constitute a day's work for these purposes.

The Company has no right to require the employee to carry out any work, and the employee has no right to undertake any work, during maternity leave. Any work undertaken, including the amount of salary paid for any work done on keeping-in-touch days, is entirely a matter for agreement between the Company and the employee. Any keeping-in-touch days worked do not extend the period of maternity leave. Once the keeping-in-touch days have been used up, the employee will lose a week's SMP for any week in which they agree to work for the Company. It may also bring maternity leave to an end.

Returning to work

The employee will have been formally advised in writing by the Company of the date on which they are expected to return to work if they take the full 52-week entitlement to maternity leave. The employee is expected to return on this date, unless they notify the Company otherwise. If they are unable to attend work at the end of maternity leave due to sickness or injury, the Company's normal arrangements for sickness absence will apply. In any other case, late return without prior authorisation will be treated as unauthorised absence.

While the employee is under no obligation to do so, it would assist the Company if they confirm as soon as convenient during maternity leave that they will be returning to work as expected.

If the employee wishes to return to work earlier than the expected return date, they must give the Company at least eight weeks' notice of the date of early return, preferably in writing. If they fail to do so, the Company may postpone the return to such a date as will give the Company eight weeks' notice, provided that this is not later than the expected return date.

If the employee decides not to return to work after maternity leave, they must give notice of resignation as soon as possible and in accordance with the terms of their contract of employment. If the notice period would expire after maternity leave has ended, the Company may require the employee to return to work for the remainder of the notice period.

Rights on and after return to work

On resuming work after ordinary maternity leave, the employee is entitled to return to the same job as they occupied before commencing maternity leave on the same terms and conditions of employment as if they had not been absent.

On resuming work after additional maternity leave, again they are entitled to return to the same job as they occupied before commencing maternity leave on the same terms and conditions of employment as if they had not been absent. However, if it is not reasonably practicable for the Company to allow the employee to return to the same job, the Company may offer the employee suitable alternative work, on terms and conditions that are no less favourable than would have applied if they had not been absent.

An employee who worked full-time prior to maternity leave has no automatic right to return to work on a part-time basis or to make other changes to working patterns. However, all requests for part-time work or other flexible working arrangements will be considered in line with the operational requirements of the Company's business. If an employee would like this option to be considered, they should write to their line manager setting out their proposals as soon as possible in advance of their return date, so that there is adequate time for full consideration of the request. The procedure for dealing with such requests is set out in the Company policy on flexible working.

Paternity Leave Policy

Introduction

This policy sets out the statutory rights and responsibilities of employees who wish to take paternity leave.

Moore's Cleaning recognises that, from time to time, you may have questions or concerns relating to your paternity rights. We want to encourage open discussion to ensure that questions and concerns can be resolved as quickly as possible. As the paternity provisions are complex, you should clarify the relevant procedures with your line or site manager to ensure that they are followed.

Employees who are expectant fathers or partners of an expectant mother will be entitled to take unpaid time off work to accompany the expectant mother to up to 2 ante-natal appointments. The time off is capped at six and a half hours for each appointment. The right extends to:

- the husband, civil partner or partner of the expectant mother
- the father or parent of the expectant mother's expected child
- an intended parent in a surrogacy situation who meets specified conditions

In order to be entitled to take time off for antenatal care, you are required to produce a signed declaration stating the date and time of the appointment, that you qualify for the unpaid time off through your relationship with the expectant mother or child, and that the time off is for the purpose of attending an ante-natal appointment with the expectant mother that has been made on the advice of a registered medical practitioner, nurse or midwife.

You should endeavour to give your line manager as much notice as possible of antenatal appointments and, wherever possible, try to arrange them as near to the start or end of your working day as possible.

Ordinary paternity leave

An employee whose wife, civil partner or partner gives birth to a child, or who is the biological father of the child, is entitled to two weeks' ordinary paid paternity leave provided that they have 26 weeks' continuous service by the end of the 15th week before the week in which the child is expected.

The requirement for 26 weeks service is removed, and paternity leave comes a day one right, for:

- Babies with an Expected Week of Confinement of or after 5th April 2026
- Babies born on or after 6th April 2026
- Children placed for adoption on or after 6th April 2026

Ordinary paternity leave is also available to adoptive parents where a child is matched or newly placed with them for adoption. Either the adoptive father or the adoptive mother may take ordinary paternity leave where the other adoptive parent has elected to take adoption leave. A separate policy is available in respect of Adoption Leave.

It may also be available in the case of surrogacy where a parental order is applied for.

To qualify for ordinary paternity leave, you must also have, or expect to have, responsibility for the upbringing of the child and be making the request to help care for the child or to support the child's mother.

Ordinary paternity leave is granted in addition to your normal annual holiday entitlement. Ordinary paternity leave can be split, to be taken in two blocks of one week, or two weeks consecutively. It can be taken at any time in the first year after the birth or adoption of the child. Ordinary paternity leave can start either from the date the child is born or placed for adoption or from a chosen number of days or weeks after that date.

Notification of ordinary paternity leave

If you wish to request ordinary paternity leave in respect of a birth child, you must give your line or site manager 15 weeks' written notice of the date on which your partner's baby is due, and your intention to take paternity leave. At least 4 weeks prior to each period of leave, you should write to notify your manager of the dates and duration of the period(s) of leave you wish to take.

For babies with an EWC between 5th April 2026 and 25th July 2026, the notice required will be reduced to 28 days. After this period, the notice required will again be 15 weeks.

If you are adopting a child, you must give written notice of your intention to take ordinary paternity leave no later than seven days after the date on which notification of the match with the child was given by the adoption agency. The notice must specify the date the child is expected to be placed for adoption, the date you intend to start ordinary paternity leave, the length of the intended ordinary paternity leave period and the date on which you were notified of having been matched with the child.

If you subsequently wish to change the timing of the ordinary paternity leave, you must give 28 days' written notice of the new dates. You must also, if so requested, complete and sign a self-certificate declaring that you are entitled to ordinary paternity leave and ordinary statutory paternity pay.

Ordinary statutory paternity pay

The standard rate of statutory paternity pay is paid during ordinary paternity leave as set by the Government for the relevant tax year, or 90% of the employee's average weekly earnings if this is lower than the Government's set weekly rate. However, if your average weekly earnings are below the lower earnings limit for national insurance contributions, you will not be eligible for ordinary statutory paternity pay.

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

Statutory paternity pay can start from any day of the week in accordance with the date the employee starts their paternity leave.

Other leave

You may request paid holiday (in the normal way) instead of or to follow on from paternity leave. Unpaid leave can also be requested and will be granted at the discretion of the Company. Approval of leave requests will be dependent on operational conditions at the time.

Rights on and after return to work

On resuming work after two weeks' paternity leave, you are entitled to return to the same job as you held before commencing paternity leave on the same terms and conditions of employment as if you had not been absent.

Adoption Leave Policy

Introduction

This policy sets out the rights of employees who adopt a child to statutory adoption leave and pay.

Where a couple are jointly adopting, one parent may elect to take adoption leave and pay and the other paternity leave and pay, further details are provided in the Company policy on paternity leave.

Eligibility

The eligibility criteria for adoption leave depends on if you are adopting within the UK or from overseas.

Eligibility for adoption leave – within the UK

Employees are eligible for adoption leave if they have:

- been newly matched with a child for adoption by an approved UK adoption agency; and
- complied with the notification requirements detailed in this policy.

Eligibility for adoption leave – from overseas

Employees are eligible for adoption leave if they have:

- been newly matched with a child for adoption and have received 'official notification' in respect of that child; and
- complied with the notification requirements detailed in this policy

An 'official notification' is defined as written notification, issued by the relevant domestic authority, that it is prepared to issue, or has already issued and sent, a certificate to the overseas authority concerned with the child's adoption, confirming that the adopter is eligible to adopt and has been assessed and approved as being a suitable adoptive parent.

Adoption leave

If the employee meets the eligibility criteria they may take up to 26 weeks' ordinary adoption leave followed immediately by up to 26 weeks' additional adoption leave. The employee's maximum entitlement is therefore to take up to 52 weeks' adoption leave.

Adoption leave may start from the day the child is placed for adoption or up to 14 days earlier, for adoptions within the UK. For adoptions from overseas, adoption leave may start from the day on which the child enters Great Britain or on a chosen date no later than 28 days after the child enters Great Britain.

Surrogacy arrangements for adoption leave

Employees who intend to use a surrogate to have a baby should advise the Company the due date and when they wish their adoption leave to start at least 15 weeks before the expected week of birth. This information should be provided in writing.

The employee should also provide a written statement ('statutory declaration') to confirm they have applied or will apply for a parental order in the 6 months after the child's birth. This must be signed in the presence of a legal professional.

Time off for Adoption appointments

Employees who are eligible for adoption leave are also entitled to paid time off work to attend 5 adoption appointments after they have been matched with a child.

Adoption pay

Employees who have at least 26 weeks' continuous employment with the Company, calculated as at the week in which notification of matching is given by the adoption agency, will qualify for statutory adoption pay, provided that their average weekly earnings are not less than the lower earnings limit for national insurance contributions. Statutory adoption pay is payable for up to 39 weeks with the first 6 weeks being paid at 90% of your average weekly earnings and the next 33 weeks at a rate set by the Government for the relevant tax year, or at 90% of the employee's average weekly earnings, if this figure is lower than the Government's set weekly rate.

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

Surrogacy arrangements for adoption pay

To qualify for Statutory Adoption Pay an employee must:

- have worked continuously for the Company for at least 26 weeks by the 15th week before the baby's due
- intend to apply for a parental order
- expect the order to be granted (eg because they don't have any convictions involving children, and the birth mother or father agree to the arrangement)

All the other conditions for qualifying for pay and leave are the same as for adoptive parents.

An employee who is genetically related to the child (ie the egg or sperm donor), can choose to get paternity leave and pay instead, but they can't get both.

Notice requirements

It is recommended that employees notify their manager of their intention to take adoption leave as early as possible. This may be before an employee has received, or needs to submit, their documentary evidence but it will allow the manager to plan for the intended period of leave. To take advantage of adoption leave rights employees must comply with certain notifications as outlined below, the notification procedures depend on if you are adopting within the UK or from overseas.

Notification of adoption leave - within the UK

Employees must provide written notification of their intention to take adoption leave no later than 7 days after they are notified by the adoption agency that they are matched with a child. Notice must specify:

- the date the child is expected to be placed with the employee for adoption; and
- the date on which the employee intends to start their adoption leave.

The employee must also provide evidence of entitlement to adoption leave and pay by producing a Matching Certificate from the adoption agency.

The employee is permitted to change their adoption leave start date, provided that they advise the Company in writing at least 28 days before the new start date or, if that is not possible, as soon as reasonably practicable.

Notification of adoption leave – from overseas

Within 28 days of the employee receiving the 'official notification', the employee must give written notice of:

- the date the 'official notification' was received; and
- the date the child is expected to enter Great Britain.

At the appropriate time, the employee must then provide at least 28 days' notice of the date on which they have chosen to start their adoption leave.

The employee must also produce a copy of the 'official notification' and within 28 days of the child's entry into Great Britain must inform the Company of the date of entry and provide evidence of this date in the form of a plane ticket or copies of entry clearance documents.

The employee is permitted to change their adoption leave start date, provided that they advise the Company in writing at least 28 days before the new start date or, if that is not possible, as soon as reasonably practicable.

Rights during adoption leave

During ordinary adoption leave and additional adoption leave, all terms and conditions of the employee's contract except normal pay will continue. Salary will be replaced by statutory adoption pay if the employee is eligible to receive it.

This means that, while sums payable by way of salary will cease, all other benefits will remain in place. For example, holiday entitlement will continue to accrue and pension contributions will continue to be paid.

Employees are encouraged to take any outstanding holiday due to them before the commencement of adoption leave. Employees are reminded that holiday must be taken in the year that it is earned.

Contact during adoption leave

The Company reserves the right to maintain reasonable contact with employees during adoption leave. This may be to discuss employees' plans for return to work, to discuss any special arrangements to be made or training to be given to ease their return to work or to update them on developments at work during their absence.

Keeping-in-touch days

Employees can agree to work for the Company (or to attend training) for up to 10 days during their adoption leave without that work bringing their adoption leave to an end and without loss of a week's statutory adoption pay. These are known as "keeping-in-touch" days. Any work carried out on a day shall constitute a day's work for these purposes.

The Company has no right to require employees to carry out any work and employees have no right to undertake any work during their adoption leave. Any work undertaken, including the amount of salary paid for any work done on keeping-in-touch days, is entirely a matter for agreement between employees and the Company.

Returning to work after adoption leave

Within 28 days of receiving the employee's notice of the date on which they intend to begin their adoption leave, the Company will write to the employee confirming the latest date on which the employee must return to work after adoption leave.

The employee may return to work at any time during ordinary adoption leave or additional adoption leave, provided that they give the appropriate notification. Alternatively, the employee may take their full period of adoption leave entitlement and return to work at the end of this period. If the employee wishes to return before the full period of adoption leave has elapsed, they must give at least 8 weeks' notice in writing to the Company of the date on which they intend to return.

The employee has the right to resume working in the same job if returning to work from ordinary adoption leave. If the employee returns to work after a period of additional adoption leave, they are entitled to return either to the same job, or if this is not reasonably practicable, to another suitable job that is on terms and conditions not less favourable.

Failure to return to work by the end of adoption leave will be treated as an unauthorised absence unless the employee is sick and produces a current medical certificate before the end of the adoption leave period.

If the employee decides during adoption leave that they do not wish to return to work, they should give written notice of resignation to the Company as soon as possible and in accordance with the terms of their contract of employment.

An employee who worked full-time prior to their adoption leave has no automatic right to return to work on a part-time basis or to make other changes to their working patterns. However, all requests for part-time work or other flexible working arrangements will be considered in line with the operational requirements of the Company's business. If an employee would like this option to be considered, they should write to their Line Manager setting out their proposals as soon as possible in advance of their return date, so that there is adequate time for full consideration of the request. The procedure for dealing with such requests is set out in the Company policy on flexible working.

Shared Parental Leave Policy

Introduction to Shared Parental leave (SPL)

Under the Children and Families Act 2014, Shared Parental Leave applies to eligible parents of children that are born or adopted on or after 5 April 2015.

The default statutory entitlement is 52 weeks Maternity Leave and 39 weeks Statutory Maternity Pay, plus 2 weeks ordinary Paternity leave for fathers; however, if both parents are eligible, and elect to do so, they can 'convert' a period of maternity leave and pay to SPL and pay, which can be taken by either parent.

Rights during SPL

During the period of SPL, the employee's contract of employment continues in force and they are entitled to receive all their contractual benefits, except for salary. In particular, any benefits in kind (such as life assurance, private medical insurance, permanent health insurance, private use of a Company car, laptop, mobile phone and gym membership) will continue; contractual annual leave entitlement will continue to accrue; and pension contributions will continue to be made. Employee contributions will be based on actual pay, while employer contributions will be based on the salary that the employee would have received had they not gone on SPL.

Conditions of leave

- The first 2 weeks of Ordinary Maternity Leave remain compulsory for the mother
- You need to first bring the period of maternity/adoption leave to an end prior to opting in to the SPL scheme
- SPL must be taken before the child's first birthday
- The entitlement is for a continuous period of leave however it can be taken in periods of as little as one week if the employer consents

There is a two-stage test for eligibility:

Joint test – economic activity: they must have worked 26 out of previous 66 weeks (employed or self-employed) and earned £30 per week for at least 13 of those 66 weeks.

Individual test – they must have 26 weeks service at 15 weeks before the Expected Week of Confinement (EWC) to qualify for leave and for pay; they must also earn above the Lower Earnings Limit in the 8-week run prior to the 15th week before EWC.

If at least one parent qualifies, the mother/primary adopter needs to bring their maternity/adoption leave to an end in order to opt in to the SPL system. Both parents are required to give their employer 8 weeks' notice of their intention to take SPL; the mother can give notice that they intend to end their maternity leave and commence SPL before the baby is born.

SPL can be taken concurrently by both parents.

An employee must give at least eight weeks before the first period of Shared Parental Leave they want to take; they have to give notice of entitlement and intention to take Shared Parental Leave, including:

- Names of the parents and the child's EWC and date of birth.

- Dates that maternity leave starts and finishes.
- How much Shared Parental Leave and pay is available and how this will be divided.
- Declarations from both parents about their eligibility and the accuracy of information in the notice and consent from employee's partner to the amount of Shared Parental Leave the employee intends to take.

The information about how and when the parents are intending to take Shared Parental Leave is non-binding; the parents are free to change their minds about how leave and pay are to be allocated between them by serving a variation of their notice of entitlement. There is no limit on the number of variations that can be served.

The system is based on "self-certification". Although an employer is entitled to ask an employee for the name and address of the other parent's employer and a copy of the child's birth certificate within 14 days of receiving a notification of eligibility and intention to take, an employer is not required to check the amount of leave being taken by the employee's partner.

During SPL an employee and employer will be able to agree up to 20 Shared Parental Leave in Touch (SPLIT) days

Return from leave

At the end of SPL, the employee will be entitled to return to the same job provided that the period of Shared Parental Leave or Shared Parental Leave plus other leave was of 26 weeks or less.

Otherwise if the period of Shared Parental Leave was longer than 26 weeks (or followed on immediately from a period of additional maternity or adoption leave), then the employee will be entitled to return to the same job or, if that is not practicable, to a similar job that has the same or better status, terms and conditions as the previous job.

Neonatal Care Leave and Pay Policy

Supporting Parents of Children Requiring Neonatal Care

If you are the parent or adoptive parent of a baby receiving neonatal care, you will of course want time away from work to be with your baby. However, this time can sometimes start to erode your maternity, paternity or adoption leave.

From April 2025, all employees will have the right to take up to 12 weeks of statutory Neonatal Care Leave from work in addition to any maternity, paternity, adoption or parental leave you might otherwise be entitled to. This policy sets out your minimum statutory rights, however we are committed to supporting you during this difficult time and we will discuss and agree whatever time away is appropriate for you and your family. Please speak to your line manager as early as you are able to agree what is needed to support your child, your family and you and your own health and wellbeing during these times.

Statutory Neonatal Care Leave

For babies born on or after 6th April 2025, all employees, from the first day of their employment, will have the right to take up to 12 weeks of Neonatal Care Leave. You are able to take one week of leave for every week your child spends in neonatal care without interruption. A week is defined as 7 days starting from the day after neonatal care began. Neonatal Care Leave must be taken in blocks of one week or more.

The 12-week statutory entitlement applies per pregnancy, rather than per child, so if multiple children from the same pregnancy require neonatal care, a maximum of 12 weeks can be taken.

In order to take the leave, you must have responsibility for the upbringing of the child and be either the child's parent or the partner of the child's mother. Grandparents and partners of the child's father do not have a statutory right to Neonatal Care Leave, however if this affects you, please do discuss with your line or site manager what support you need.

If your child is receiving longer term neonatal care, we will consider requests for longer periods of Neonatal Care Leave and may agree to these dependent on individual circumstances and operational requirements, or we may agree other periods of leave or support such as paid or unpaid leave, and temporary or permanent flexible working arrangements. Extended Neonatal Care Leave over and above statutory periods will usually be unpaid, unless otherwise agreed and confirmed in writing.

What is Neonatal Care?

You will be able to take statutory Neonatal Care Leave if your child is receiving medical care in hospital, or other care from healthcare professionals following a period of in-hospital medical care and remaining under the direction of a consultant. Neonatal Care Leave is also available if your child is undergoing palliative or end-of-life care.

The neonatal care must have started within 28 days of your child's birth, and must last seven days or longer without interruption. The leave must be taken in order to care for your child. In the sad situation in which your child passes away following neonatal care, you will still be entitled to take any accrued Neonatal Care Leave.

When can Neonatal Care Leave be taken?

Neonatal Care Leave can begin on any day after your child has received seven days of uninterrupted neonatal care (counted from the day after care started).

The right to statutory Neonatal Care Leave is in addition to your rights to other statutory leaves such as maternity, paternity, adoption, parental, parental bereavement and shared parental leave, and depending on the situation, can be taken whilst your child is receiving the neonatal care, or may be accrued at this time and taken later if another period of statutory leave has already begun.

You cannot be taking two types of statutory leave at the same time, but they can follow on.

Leave is classed into two tiers:

- Tier 1: leave taken when your child starts to receive neonatal care and up to seven days after they stop receiving care
- Tier 2: leave that begins more than seven days after the child stops receiving care and up to 68 weeks after the child's birth.

For example, if you have already begun maternity leave or adoption leave when your child starts to receive neonatal care, you cannot stop and restart your maternity or adoption leave. In this case, you will accrue Neonatal Care Leave and it will follow on immediately from the end of your maternity or adoption leave but you would not be taking it at the time your child is receiving care. Alternatively, if you have not yet started another type of statutory leave then you might take Neonatal Care Leave first, at the time your child is receiving care, and start your other statutory leave afterwards.

Requesting Neonatal Care Leave

We understand that when caring for your child it may be difficult to think about contacting work. If you are able to let us know your situation, then we can ensure we are offering appropriate support to you and your family during this time.

If you wish to take Neonatal Care Leave as set out in Tier 1 above, we ask, if possible, that you inform us **within** 28 days of the first day of your Neonatal Care Leave or as soon as reasonably practical so we can confirm your entitlement to leave and pay during this time.

If taking Tier 2 Neonatal Care Leave, we'd ask that you notify us at least 15 days **before** the first date of leave, or as soon as is reasonably practical. If you intend to take two or more consecutive weeks of Tier 2 Neonatal Care Leave we'd ask you give 28 days' notice if reasonably practical.

The same notice periods apply if you wish to change the dates of your intended leave, however we understand this will be a challenging time and so in practice, we will always aim to be as flexible as possible and extend or even disregard notice periods where appropriate.

Statutory Neonatal Care Pay

If you are entitled to Neonatal Care Leave, and also have at least 26 weeks of service with Moores Cleaning in the week before your child starts to receive care, you may also be entitled to statutory Neonatal Care Pay during Neonatal Care Leave. This is at a rate set by the

Government each April (or 90% of average weekly earnings if lower). Other eligibility criteria include:

- you remain in continuous employment from the end of the week before the child starts to receive care;
- your average weekly earnings are not less than the lower earnings limit for national insurance contributions;
- you have told us of your intention to take Neonatal Care Leave with appropriate notice as set out above and confirmed when you wish to start receiving statutory neonatal care pay

Neonatal Care Pay is treated as earnings and so is subject to PAYE and national insurance deductions.

During Neonatal Care Leave

Your normal terms of employment, except for normal pay, continue to apply during your time away from work. Your statutory holiday entitlement will continue to accrue as normal, and if you are unable to take your holiday entitlement in the current holiday year because of taking Neonatal Care Leave, then it can be carried forward to the following holiday year.

During paid Neonatal Care Leave, we will continue to make pension contributions based on your normal pay whilst the contributions you make will be based on your actual pay. If at any time your Neonatal Care Leave is unpaid, then both employer and employee pension contributions will cease.

During your leave, there may be times we need to contact you however this will only be when absolutely necessary and reasonable. It may be to discuss your plans for taking further leave or for returning to work, or to provide you with company updates, or to discuss ways in which we can support you. We welcome contact from you at any time if there are things we can do to support you.

Returning to Work

After a period of isolated Neonatal Care Leave, you have the right to return to the same role on the same terms and conditions.

If your Neonatal Care Leave is joined to another period of statutory leave (i.e. maternity, paternity, adoption, shared parental or parental bereavement) and the total period of leave is longer than 26 weeks, you have the right to return to the same role wherever possible, however if not reasonably practicable we will offer you a suitable alternative role on terms and conditions that are no less favourable. This will also apply if your Neonatal Care Leave is joined to a period of more than 4 weeks Statutory Parental Leave.

Other forms of support

We realise this is likely to be a very difficult time for you and your family and you may find it difficult to talk about. We do encourage you to speak with your line manager, to explore what other support we may be able to provide to you. All information you provide will be confidential and only shared with others in the business with your agreement.

Bereaved Partner's Paternity Leave

Any bereavement is difficult, and the loss of a partner or a child can be one of the most distressing and overwhelming moments in somebody's life. We are committed to supporting you during this incredibly difficult time and will do what we can to help you through your grief.

This policy sets out your statutory right to leave, however we aim to support you in the most appropriate way whether or not you meet the statutory eligibility conditions.

This policy covers both birth and adoption cases. However, bereaved partner's paternity leave is also available where a child is born through a surrogacy arrangement. If you think you may be entitled to bereaved partner's paternity leave in a surrogacy situation, please contact your line manager/HR for further information.

The following definitions are used in this policy:

"Adopter" means the person with whom the child has been or is to be placed for adoption, or where two people have been matched jointly, whoever has elected to be the child's adopter for the purposes of adoption leave.

"Official notification" means written notification, issued by or on behalf of the relevant domestic authority, that it is prepared to issue, or has already issued, a certificate to the overseas authority concerned with the adoption of the child, confirming that the adopter:

- is eligible to adopt; and
- has been assessed and approved as being a suitable adoptive parent.

"Partner" includes someone, of whatever sex, who lives with the mother or adopter of the child in an enduring family relationship but who is not the mother's or adopter's child, parent, grandchild, grandparent, sibling, aunt, uncle, niece or nephew.

"Placed for adoption" means placed for adoption under UK adoption laws.

This policy applies to employees, and not to workers, contractors, consultants or any self-employed individuals working for us.

What is bereaved partner's paternity leave?

Bereaved partner's paternity leave is an extended form of unpaid paternity leave. It is intended to support employees in the sad event that the mother or adopter of their child dies within the first year of their child's life or adoption.

Requesting support

If you are finding things difficult at work, please do speak to your line manager, another manager or HR so that we can understand how best to support you. We recognise these conversations will be very sensitive and you only need to share what you feel comfortable discussing. However, if you feel able to be open about any particular difficulties it will help us to make sure that you receive the right support. All discussions will be treated with the strictest confidence.

Entitlement to bereaved partner's paternity leave

You can take bereaved partner's paternity leave if you are taking the leave to care for the child and you meet the relevant conditions below.

In a birth situation, where the child's mother dies, you will be eligible if:

- the child's mother dies on or after 6 April 2026;
- you are the child's biological father, or were the spouse, civil partner, or partner of the child's mother immediately before their death; and
- you have the main responsibility for the child's upbringing.

In an adoption situation, where the child's adopter dies, you will be eligible if:

- the child's adopter dies on or after 6 April 2026;
- you were the spouse, civil partner, or partner of the child's adopter either on the date the child was placed for adoption (or, in the case of an overseas adoption, the date the adopter received the official notification), or immediately before their death; and
- you have the main responsibility for the child's upbringing.

To take bereaved partner's paternity leave, you will need to notify us as per the procedure below - please note that the notice requirements differ depending on whether you choose to start your leave within the first eight weeks after the bereavement or more than eight weeks after that date.

Amount of bereaved partner's paternity leave you can take

You can take up to 52 weeks of bereaved partner's paternity leave. The amount of leave available to you will depend on the bereavement date and when the leave is taken. Any bereaved partner's paternity leave you wish to take should be taken in one continuous period.

Timing of bereaved partner's paternity leave

You can choose to start your leave on any day after the bereavement.

You do not need to decide your leave dates straight away, but all bereaved partner's paternity leave must be taken within 52 weeks of the day following the child's birth.

In the case of an adopted child, the 52-week period runs from the day after the child was placed for adoption, or, for adoptions from overseas, the day after the child entered Great Britain.

If the bereavement occurs within 13 days before the end of the relevant 52-week period, you may take your bereaved partner's paternity leave up to 14 days after the bereavement, even if this falls outside the 52-week period.

Notice to take bereaved partner's paternity leave

The amount of notice that you need to give to take bereaved partner's paternity leave will depend on when you plan to start your leave. This is set out below.

If you plan to start your leave within the first eight weeks after the bereavement

Step 1 - Informal notice

You may start your leave immediately, and we ask that you contact your line manager by telephone or email before you are due to start work on your first day of absence. At the appropriate time we will ask you to confirm the date of the bereavement; when you would like your leave to start; and the child's date of birth, placement for adoption, or entry into Great Britain.

Step 2 - Written notification

At a later stage, within eight weeks of the bereavement date, and at least one week before you plan to return to work, you will need to confirm in writing the date that you intend to return to work.

If you plan to return to work more than eight weeks after the bereavement date, we will also ask you to confirm in writing:

- the child's date of birth, placement for adoption, or entry into Great Britain;
- that the purpose of the leave is to care for the child; and
- that you meet the relationship conditions for bereaved partner's paternity leave.

If you plan to start your leave more than eight weeks after the bereavement

You will need to give your line manager/ HR at least one week's written notice before your leave is due to begin. Your notice must confirm:

- the date of the bereavement;
- when you would like your leave to begin;
- the date that you intend to return to work;
- the child's date of birth, placement for adoption, or entry into Great Britain;
- that the purpose of the leave is to care for the child; and
- that you meet the relationship conditions for bereaved partner's paternity leave.

If your child dies or your placement is disrupted

If you would otherwise have qualified for bereaved partner's paternity leave, but your child also dies (including where they are stillborn after 24 weeks of pregnancy) or the adoption placement is disrupted, you may still be able to take up to eight weeks of unpaid leave.

A placement is disrupted where the child is returned after having been placed for adoption, or, in the case of an overseas adoption, the child ceases to live with you.

If this applies, your leave must end on whichever comes first:

- eight weeks following the end of the week in which the death or disruption occurs; or
- the end of the normal 52-week paternity leave eligibility period.

Before your leave can begin under this section, we will ask you to confirm the date and nature of what has happened. Please contact [name of individual/ HR] as soon as you are able so that we can discuss your entitlement to leave and other support that may be available.

This entitlement does not apply if you have returned to work following a period of bereaved partner's paternity leave in respect of the same child.

Cancelling your leave

If you decide not to take your leave after giving notice, you will need to give your line manager written notice, as follows:

- If your leave was due to start within the first eight weeks after the bereavement, you should provide written notice before your original start date.
- If your leave was due to start more than eight weeks after the bereavement, you should provide at least one week's written notice before your original start date.

Changing your leave start date

If you wish to change your leave start date after notice has been given, you will need to give your line manager notice of the new start date, as follows:

- If your leave was due to start within the first eight weeks after the bereavement, and your new start date is also within those first eight weeks, you should let your line manager know before your original start date and your new start date. You do not need to give this notice in writing.
- If your leave was due to start within the first eight weeks after the bereavement, but your new start date is after those first eight weeks, you should provide written notice before your original start date and at least one week before your new start date.
- If your leave was due to start more than eight weeks after the bereavement, and your new start date is also more than eight weeks after the bereavement, you should provide at least one week's written notice before your original start date and your new start date.

Changing your intended return date

If you wish to change the return-to-work date that you confirmed in your last notice, you will need to give [your line manager/ HR] written notice, as follows:

- If the return date in your last notice is within the first eight weeks after the bereavement, you should provide at least one week's written notice before your original return date and your new return date.
- If the return date in your last notice is more than eight weeks after the bereavement, you should provide at least eight weeks' written notice before your original return date and your new return date.

Pay during bereaved partner's paternity leave

Any bereaved partner's paternity leave taken is unpaid.

Your rights during bereaved partner's paternity leave

During bereaved partner's paternity leave, all the terms and conditions of your contract except normal pay will continue.

You will continue to accrue your holiday entitlement during your bereaved partner's paternity leave. Any statutory holiday entitlement that has not been taken because of bereaved partner's paternity leave can be carried over into the next holiday year.

Pension contributions

We will continue to make pension contributions based on your normal pay during any paid period of bereaved partner's paternity leave. The contributions that you make will be based on the actual pay that you receive during your bereaved partner's paternity leave.

The organisation's pension contributions will cease during any period of unpaid bereaved partner's paternity leave, except where required by law or the rules of the pension scheme.

Contact during bereaved partner's paternity leave

It will be helpful to maintain reasonable contact with you during your bereaved partner's paternity leave, and this will be kept to an appropriate and sensitive level. This may be to discuss your plans for taking leave, to discuss any ways in which we can support you whilst you are away from work, or to keep you updated on any developments at work during your time away.

Keeping-in-touch days during bereaved partner's paternity leave

You can agree to work (or attend training) for up to 10 days during your bereaved partner's paternity leave without bringing your leave to an end. These are known as "keeping-in-touch" days. Any work carried out on a keeping-in-touch day will count as a whole working day and you will be paid your normal rate of pay.

We have no right to require you to carry out any work, and you have no right to undertake any work, during your leave. Any work undertaken, including the amount of salary paid for any work done on keeping-in-touch days, is entirely a matter for agreement between both parties.

Returning to work after bereaved partner's paternity leave

We recognise that returning to work after a significant period of time away can be challenging. We will take steps to ensure that your return to work is as smooth as possible and work will be handed back to you on a gradual basis.

You have the right to return to the same job and on the same terms and conditions if:

- you have taken an isolated period of bereaved partner's paternity leave lasting 26 weeks or less; or
- your bereaved partner's paternity leave was taken consecutively with another period (or periods) of statutory leave in relation to the same child, provided that the total amount of leave taken (excluding ordinary parental leave) is 26 weeks or less, and it did not include more than four weeks of ordinary parental leave.

In all other cases, you have the right to return to the same job, unless this is not reasonably practicable, in which case we will offer you a suitable alternative job on terms and conditions that are no less favourable. If you are unsure of arrangements for your return, please contact your line manager.

If you decide that you do not wish to return to work, you must give written notice of resignation as soon as possible in accordance with the terms of your contract of employment.

Requests for flexible working

If, following a period of bereaved partner's paternity leave, you feel that you would benefit from a change to your working arrangement, you should make a request for flexible working in accordance with our flexible working requests policy.

Carers Leave and Support

Another way in which Moores Cleaning aims to support our people balance their work and home responsibilities is offering assistance if you are a Carer who provides or arranges care for a dependant with a long-term care need. This is likely to apply to many of us at some time in our lives, and we recognise that it can be difficult for carers to balance the multiple demands of caring and of working, and that this in itself can impact your own health and wellbeing.

Moores Cleaning is committed to offering appropriate support and exploring ways of working that will make these challenges easier to navigate.

Your statutory rights – effective 6th April 2024

From 6th April 2024, all employees are entitled, from the first day of their employment, to take Carer's Leave to provide or arrange care for a dependant if they have a long-term care need.

For these purposes, a dependant means your spouse, civil partner, child or parent; or any person who lives in the same household as you (other than as a lodger, tenant, boarder or employee); or any other person who would reasonably rely on you to provide or arrange care.

A dependant has a long-term care need if they have an illness or injury (whether physical or mental) that requires, or is likely to require, care for more than three months; or they have a condition that amounts to a disability under the Equality Act 2010; or they require care for a reason connected to their old age.

The entitlement to Carers Leave is to take up to one week of unpaid leave in any rolling 12-month period, to care for a dependant with a long-term care need. This can be taken in blocks of half a working day, and it does not have to be taken all in one go but can be split into different periods across the year. A week of carer's leave is the same duration as your normal working week.

The entitlement is per employee, and not per dependant. Your entitlement will be one week even if you care for more than one dependant.

You should make your request giving an appropriate period of notice – this should be at least equal to twice as many days as the number of days you wish to take (i.e. give 4 days' notice if you wish to take 2 days of leave) and a minimum of three days of notice if this is longer. We will consider requests for carer's leave with less than this notice period, but we may not be able to approve the request.

All requests must be approved in advance by your manager. We will do all we can to agree, but where it would impact our business operations, we will discuss this with you and may agree an alternative date for the leave, within one month of your originally requested dates. We will confirm this in writing within 7 days of your original request.

During any period of Carers Leave all benefits (apart from pay) remain in place.

Whenever you return from a period of statutory Carer's Leave, you are entitled to return to the same job as you had before you took the Carer's Leave, and on the same (or no less favourable) terms and conditions that would have applied had you not been absent. Your length of service is not affected.

Being a carer

A carer is anyone who is responsible for the care and support of a relative or friend who is unable to care for themselves on a long-term basis, because they are older, disabled, or seriously ill (physically or mentally). This might include a spouse or partner, a child or parent, or a friend who is a dependant. For the purposes of this policy, it does not include people who are professionally paid to provide care.

A carer will often be providing care to a close member of their family and may not recognise themselves as a carer because of their personal relationship. We encourage you to take advantage of the support that is available to you if you do have additional responsibilities because of a care need.

Carers may provide care in a number of ways, including help with personal care; help with mobility; managing medication; practical household tasks; emotional support; or help with financial matters or administration.

General childcare is not included in this list, although some children may have long-term illnesses or disabilities that require additional support and care.

If you require leave to manage emergencies involving children or dependents which is not covered by this Carers Leave policy, please see our policy on Time Off for Dependents.

Requesting Carers Leave and Other Support

We recognise that caring can be unpredictable and emotionally upsetting. You may develop caring responsibilities gradually over time as you find you need to provide more and more care, or in some circumstances they may develop at very short notice.

You may find it difficult to discuss your caring responsibilities with others, especially at work. However, we do encourage you to speak with your manager about any particular issues that you are experiencing so that you can both explore what support can be provided to you. You are also able to speak with another manager or HR if you are more comfortable doing this. Any discussions with your manager or HR will be treated sensitively and in strict confidence, unless otherwise agreed to be shared with specific individuals for specific reasons.

Depending on the circumstances, we can consider options such as temporary or longer-term changes to working arrangements, working patterns, your normal role and responsibilities, as well as provision of Carer's Leave. We have a Carer's [Agreement/Passport/Action Plan] that we use to support discussions about the support you need to combine your work and care responsibilities, and to document any agreements and adjustments.

If you wish to take Carer's Leave you should make the request via email to your manager giving as much notice as possible.

Other support

We will consider a broad variety of support that we can offer to working carers and we are open to any suggestions you may have. The support provided will differ depending on your specific needs and circumstances, and as a first step we encourage you to discuss your situation confidentially with your manager to explore measures that would help you in the short or longer term. It might include:

- access to a private space to make/receive calls in connection with any caring responsibilities;
- a dedicated car parking space close to the workplace to enable individuals to get to and from work more easily;
- Flexible Working arrangements - temporary or permanent adjustments to working hours, patterns, and/or locations;
- consideration of requests for sabbaticals, career breaks and temporary or permanent adjustments to your duties and responsibilities,
- a Carer's Plan – a documented action plan to provide contingency and cover, or other adjustments
- Time Off for Dependents – to manage the need for last minute or unexpected absence to arrange care for a dependent
- Compassionate Leave – to support you if a loved one is facing serious illness

All carers have the right not to be subject to detrimental treatment because they have taken, or requested, the entitlement to Carers Leave. If you feel you have been disadvantaged, please speak to your manager in the first instance or refer to our Grievance Policy.

Data Handling Policy

1 Policy statement

- 1.1 Everyone has rights with regard to the way in which their personal data is handled. During the course of our business activities we will collect, store and process personal data about our customers, clients, suppliers, employees, potential employees, former employees, consultants and other third parties, and we recognise that the correct and lawful treatment of this data will maintain confidence in the organisation and will provide for successful business operations.
- 1.2 Data users are obliged to comply with this policy when processing personal data on our behalf. Any breach of this policy may result in disciplinary action.

2 **The section headed “Definition of data protection terms” in this policy sets out the meanings of some of the phrases we use throughout it. These are the basic concepts and definitions set out in data protection legislation which you will need to be aware of.**

3 About this policy

- 3.1 The types of personal data that Moores cleaning (referred to as “**we**”, “**our**” or “**us**” in this policy) may be required to handle include information about customers, clients, suppliers, employees, potential employees, former employees, consultants and other third parties that we communicate with or receive information about. The personal data, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 2018 (the “**Act**”) and other regulations, including the General Data Protection Regulation (the “**Regulations**”). The Act and the Regulations together increase our obligations in respect of the personal data we hold and process. We want you to be aware of the Act and the Regulations as we are committed to complying with them.
- 3.2 This policy and any other documents referred to in it sets out the basis on which we will process any personal data we collect from data subjects, or that is provided to us by data subjects or other sources.
- 3.3 This policy replaces any previous data handling policies in force at Moores Cleaning.
- 3.4 This policy does not form part of any employee's contract of employment and may be amended at any time. We will usually give you notice of amendments to this policy.
- 3.5 This policy sets out rules on data protection and the legal conditions that must be satisfied when we obtain, handle, process, transfer and store personal data.
- 3.6 The Data Protection Compliance Manager is responsible for ensuring compliance with the Act, the Regulations and with this policy. That post is held by Matt Whatley. Any questions about the operation of this policy or any concerns that the policy has not been followed should be referred in the first instance to the Data Protection Compliance Manager.

4 Definition of data protection terms

- **Data** is information which is stored, for example, electronically, on a computer, or in paper-based filing.

- **Data subjects** for the purpose of this policy includes an identified or identifiable natural person.
- **Personal data** means any information relating to a data subject or from which a data subject can be directly or indirectly identified by. Personal data can be factual (for example, a name, address or date of birth) or it can be an opinion about the data subject, their actions or behaviour. Please be aware that location data and online identifiers such as IP addresses also constitute personal data.
- **Data controllers** are the people/organisations which determine the purposes for which, and the manner in which, personal data is processed. We are the data controller of all personal data used in our business for our own commercial purposes.
- **Data users** are those of our employees and staff whose work involves processing personal data. Data users must protect the data they handle in accordance with this policy at all times.
- **Data processors** include any person or organisation that is not a data user and which processes personal data on our behalf and on our instructions. We will in some circumstances be a data processor in relation to personal data provided to us by third parties if we are processing the data on their behalf.
- **Processing** is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.
- **Special categories of personal data** are categories of personal data which additional regulations apply to and include personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

5 Data protection principles

5.1 Anyone processing personal data must comply with the following principles.

5.2 Personal data must be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to those purposes.
- Accurate and where necessary, kept up to date.
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- Processed in a manner that ensures appropriate security of the personal data.

- As a data controller, it is our responsibility to demonstrate compliance with those principles.
- Under no circumstances should personal data be processed in breach of the above principles. Please contact the Data Protection Compliance Manager whose details are set out in clause 3.6 if you think there may have been a breach of the above principles.
- In addition to the above principles, personal data must not be transferred outside of the European Economic Area (“**EEA**”) without satisfying certain criteria.
- It is our policy that anyone processing personal data within our organisation should transfer data outside of the EEA only if one of the following bases for that transfer is satisfied:
- Where the European Commission has decided that the country outside of the EEA to which the data will be transferred ensures an adequate level of protection.
- Where appropriate safeguards have been put in place, for example, where standard data protection clauses adopted by the European Commission have been entered into by us and the organisation we are transferring personal data to.

6 Processed lawfully, fairly and in a transparent manner

- 6.1 This principle is not intended to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject.
- 6.2 For personal data to be processed lawfully, the personal data must be processed on the basis of one of the legal grounds set out for processing carried out on or after 25 May 2018, in the Act and the Regulations.
- 6.2.1 Where processing personal data in the course of our business, we will ensure that one of those grounds is met or we will not process the personal data. The grounds include, among others:
- the data subject has given their consent to the processing for one or more specific purposes;
 - the processing is *necessary* for the performance of a contract to which the data subject is a party to or for pre-contractual steps taken at the individual’s request;
 - the processing is *necessary* for compliance with a legal obligation to which the data controller is subject;
 - the processing is *necessary* in order to protect the vital interests of the data subject or of another natural person.
 - the processing is *necessary* for the legitimate interest of the data controller or a third party except where those interests are overridden by the interests and rights of the data subject.
 - As set out in section 4 above, where the ground for processing depends on whether the processing is “*necessary*” or not, this imposes a strict requirement on us, the ground will not be met if we can achieve the purpose of the processing by some other reasonable means or the processing is only “*necessary*” because of a way in which we have decided to operate our business. **You must consult the Data Protection**

Compliance Manager whose details are set out in clause 3.6 if you are unsure whether or not a lawful ground for processing has been met.

6.3 Where we want to process any special categories of personal data, one of the following must be satisfied otherwise we must not process that special category of personal data:

- the data subject has given explicit consent to the processing of those personal data for one or more specific purposes;
- the processing is *necessary* for the purposes of carrying out the obligations and exercising specific rights of the data controller or of the data subject in the field of employment and social security and social protection law;
- the processing is *necessary* to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;
- the processing relates to personal data which are manifestly made public by the data subject;
- the processing is *necessary* for the establishment, exercise or defence of legal claims;
- the processing is *necessary* for the purposes of assessment of the working capacity of the employee.

6.3.1 Again, where the term “*necessary*” is used, the clause “the processing is *necessary* in order to protect the vital interests of the data subject or of another natural person” applies.

7 Collected for specified, explicit and legitimate purposes

7.1 In the course of our business, we may collect and process a variety of personal data including, for example employees’ right to work, DBS identification and potential employees’ CVs, passport details, addresses and bank account details, names, addresses and bank account details or card details of our customer.

7.2 We may receive personal data directly from a data subject for example, by completing forms or by corresponding with us by mail, phone, email or otherwise, and data we receive from other sources including, for example clients, business partners, contractors, sub-contractors in technical, payment and delivery services, credit and criminal reference agencies and others.

7.3 We will only process personal data for the specific purposes for which it was collected or for any other purposes specifically permitted by the Act or the Regulations. For example, we collect customer’s email address to assist the customer with a service issue only, we must not then add that email address to our marketing database.

7.4 We will notify those purposes to the data subject when we first collect the data or as soon as possible thereafter.

8 Adequate, relevant and limited to what is necessary

8.1 We will only collect personal data to the extent that it is required for the specific purpose notified to the data subject and will not collect more personal data than we need in relation to that specific purpose.

9 Accurate and up to date data

- 9.1 We will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at regular intervals afterwards. We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

10 Timely processing

- 10.1 We will not keep personal data longer than is necessary for the purpose or purposes for which they were collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

11 Data security

- 11.1 We will take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

- 11.2 We have in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data will only be transferred to a data processor if they agree to comply with those procedures and policies, or if they put in place adequate measures themselves.

- 11.3 We will maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- **Confidentiality** means that only people who are authorised to use the data can access it.
- **Integrity** means that personal data should be accurate and suitable for the purpose for which it is processed.
- **Availability** means that authorised users should be able to access the data if they need it for authorised purposes. Security procedures include:
- **Entry controls.** Any stranger seen in our offices be reported.
- **Secure lockable desks, cupboards and filing cabinets.** Desks, cupboards and filing cabinets should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential).
- **Methods of disposal.** Paper documents containing personal data should be shredded. Digital storage devices should be physically destroyed when they are no longer required.
- **Equipment.** Data users must ensure that individual monitors do not show confidential information to passers-by and that they log off from their PC when it is left unattended.
- Digital devices:

11.3.1.1 Your personal digital devices:

1. Moores Cleaning's computer system must only be accessed using your secure login details;

2. you may access the secure login portal from your own personal devices, but you are not permitted to download anything from the portal to your desktop (or equivalent) or send work emails from your personal accounts.

11.3.1.2 Digital devices:

1. all of our mobiles and laptops must be encrypted and password protected and the passwords must be changed every 6 months;
2. you must ensure that your work issued mobile devices have the “Find My iPhone” app or equivalent installed to assist in locating lost devices or to allow the content to be erased if the device cannot be found.

12 Notifying data subjects

12.1 If we collect personal data directly from data subjects, we will inform them about:

- The purpose or purposes for which we intend to process that personal data.
- The types of third parties (e.g. suppliers or professional advisers), if any, with which we will share or to which we will disclose that personal data.
- The means by which, if any, data subjects can limit our use and disclosure of their personal data (e.g. by unsubscribing from our emails or changing their account settings).

12.2 If we receive personal data about a data subject from other sources and we haven't previously provided the data subject with a privacy notice which notifies the data subject about those types of other sources, we will provide the data subject with the information in 11.1 as soon as possible thereafter.

12.3 Where relevant, we will also inform data subjects whose personal data we process that we are the data controller with regard to that data.

13 Data subject's rights

13.1 We will process all personal data in line with data subjects' rights, in particular their right to:

- Request information on what personal data we hold about them and provide access to it.
- Prevent the processing of their data for direct-marketing purposes.
- Ask to have inaccurate data amended, erase data we hold about them or restrict the types of process we carry out in respect of that data.
- Request we provide the personal data we hold about them in order they can use it for their own purposes across other services.

13.2 If the data subjects exercise any of their above rights, before doing anything, please contact the Data Protection Compliance Manager whose details are set out in clause 3.6 immediately in order they can assist you with how to proceed.

13.3 When receiving enquiries, we must not disclose personal data we hold on our systems unless we have checked the enquirer's identity to make sure that information is only given to a person who is entitled to it.

13.4 Employees should not be coerced into taking action in relation to a data subjects' personal information under any circumstances without being sure it is appropriate to do so as this in itself could result in a breach of the applicable legislation.

14 Changes to this policy

14.1 We reserve the right to change this policy at any time.

14.2

Please signify you have read this policy by filling in your details below and signing in the space provided.

Before you sign, if you have not understood any part of this policy or have any questions relating to the policy, please speak to the Data Protection Compliance Manager who will be able to help you with any questions you have.

Name:.....

Position:

Signature:

Date:

Privacy Policy

This is an important notice regarding your privacy and the way in Moores Cleaning (referred to as “We” and “Us” in this policy) collects and makes use of your personal data. We want to be open and transparent with you, and therefore encourage you to contact us if you have any questions about this policy or the ways in which we use your personal data.

We take our privacy responsibilities seriously and are committed to protecting and respecting our employees’ privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of applicable privacy legislation, the Data Controller is Moores Cleaning of Unit 10, Focus 303 Business Centre, Focus Way, Andover, Hampshire, SP10 5NY. Our company registration number is 04241513.

Questions regarding this policy should be directed to our Data Protection Compliance Manager. The Data Protection Compliance Manager is responsible for ensuring compliance with the Data Protection Act 2018, the General Data Protection Regulation and with this policy. That post is held by Matt Whatley. Any questions about the operation of this policy or any concerns that the policy has not been followed should be referred in the first instance to the Data Protection Compliance Manager.

What information do we collect from or receive about you?

We will collect and process the following data about you:

- Information you give us:
 - You will give us information about you during your interview and application stage, when you become an employee of or work for the business and during your employment for example, by providing your CV, contact details, bank details and corresponding with us by phone, e-mail or otherwise;
 - You may also give us special categories of information such as racial or health related information.
- Information we collect about you:
 - We will collect information about you during the course of your engagement with us, for example information:
 - From your references;
 - Collected during grievance or disciplinary meetings;
 - On your employee file;
 - Emergency contact information;

- By our CCTV system;
- By Ring Doorbell
- Information we receive from other sources.
 - We work closely with third parties including service providers in technical, payment and delivery services, IT and infrastructure services and analytics providers. We may receive information about you from these third parties. That information will be covered by this privacy policy.
 - We may be required to carry out right to work checks, fraud protection and criminal background checks. In performing these checks we may receive information from external third party search providers assisting us with these checks.
 - We may receive information from employee benefit providers such as the HMRC or employee pension provider.
- Monitoring communications
 - Monitoring your communications to ensure the interests of the business are protected.

How do we use the information?

We use information held about you in the following ways:

- Information you give to us and we collect about you. We will use this information:
 - to contact third parties to check your references;
 - to save relevant information on your employment file;
 - to carry out our obligations arising from i) our relationship with you as your employer; ii) any contracts entered into between you and us; and iii) to provide you with the information that you request from us;
 - to contact you or a third party in the event of an emergency;
 - to ensure our offices are secure and access to certain areas is restricted or monitored;
 - to notify you about changes to your employment or the business;
 - to provide third party search providers your information in order such providers can assist us with right to work checks, fraud protection and criminal background checks;
 - to contact you if we wish to use your information for a purpose not set out in this policy.

- **Information we receive from other sources.** We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).
- Monitoring communications
- We will use this information to protect our business interests for example uncovering criminal activity or gross misconduct¹.

Disclosure of your information

We will share your information with the following categories of selected third parties:

- suppliers and sub-contractors for the performance of any contract we enter into with you;
- the third party benefit and service providers which provide services ancillary or complementary to your employment which you have authorised us to provide your information to;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or to protect the rights, property, or safety of Moores Cleaning, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of right to work checks, immigration status, fraud protection and criminal background checks.

Basis for processing your personal data

- Where we disclose your personal data to third parties:
 - In certain situations we may ask for your permission before sharing your information with third party services providers. In such situations, we will be relying on your permission for the basis of sharing that information. You have the right to withdraw your permission for us to share your information at any time;
 - In other situations, where we collect information about you from third parties (for example, right to work checks), we rely on either a legal right to process that information or our legitimate interests for collecting that information set out in this policy (for example, our legitimate and legal requirement that you have the right to work in the UK).

Where we store your personal data

¹ Monitoring employees' communications should be approached carefully. It is our recommendation that the employer undertakes and records an impact assessment to demonstrate they have achieved the correct balance between i) allowing workers to enjoy privacy in the workplace and ii) ensuring the interests of the business are protected.

Electronic versions of the information you provide to us or we collect about you is stored on a cloud based system.

The company which provides this service is Dropbox. We have confirmed with [insert name] that your information will be kept securely on the hosted servers and not transferred outside of the EEA.

Paper copies of your information such as your contact details and employment file are stored in a locked filing cabinet.

CCTV images are stored on a cloud-based system.

How long we will store your personal data for

We store different personal data for different times depending on what the data is and what it is being used for:

- Contact details, emergency contact details, references, right to work checks, disciplinary and grievance correspondence, fraud protection and criminal background checks for the duration of your employment;
- CVs: we have taken a decision at board level in relation to any CVs provided to us and we will store any CV you send us for the duration of your employment. The reason for keeping CVs for the duration of your employment is that your experience is still likely to be relevant for this duration of this time;
- Our CCTV systems loops is erased every 30 days
- Legal, accounting & tax and regulatory information: we will keep this information for as long as is required under the legislation requiring us to hold this information.

Your rights

You have the following rights in connection with your personal information held by us:

- you may request information on what personal data we hold and access to it;
- you may request we rectify any data we hold about you (i.e. if the data is incorrect), erase that data or restrict the types of processing we carry out in respect of that data;
- you may request we provide you with the personal data we hold about you in order you can use it for your own purposes across other services.

Changes to our privacy policy

Any changes we make to our privacy policy in the future will be notified to you and uploaded to the staff intranet. We may change, modify, add or remove portions of this policy at any time, and any changes will become effective immediately, and will apply to personal data collected on or after such date.

Please signify you have read this policy by filling in your details below and signing in the space provided.

Before you sign, if you have not understood any part of this policy or have any questions relating to the policy, please speak to the Data Protection Compliance Manager who will be able to help you with any questions you have.

Name:

Position:

Signature:

Date: